

14.b) Which one of the following electronic formats would you prefer?

- diskette
 CD ROM
 via the Internet
 through a direct-dial bulletin board service

Section F: Willingness to Pay

15. Assume for a minute that the Department was forced to make the documents available for their cost of production.

*If you were charged \$10 for a copy of the (document), would you still want to receive it?
 What if the price were \$5, would you still want to receive it?*

- | | | | | |
|----|------|--------------------------|--------------------------|----------------------|
| | | Yes | No | |
| a) | \$10 | <input type="checkbox"/> | <input type="checkbox"/> | → If yes, Go to Q.16 |
| b) | \$5 | <input type="checkbox"/> | <input type="checkbox"/> | |

Section G: Service Delivery

Ask questions in this section once

16. To order the document(s), did you contact the InfoCentre at the Department of Foreign Affairs and International Trade?

- No -----> Go to Q.19
 D/K -----> Go to Q.19
 Yes -----> Continue

17. In terms of the service provided when you contacted the Department's InfoCentre, to what extent do you agree or disagree with the following statements. Again, use a scale of 1 to 5 where 1 means strongly disagree and 5 means strongly agree.

Strongly disagree

1

2

3

4

Strongly agree

5

D/K

- a) The person I talked to was helpful
 b) I received the material promptly
 c) It was easy to reach the right contact person by phone