

Table 1

Product	Number of Respondents Reporting Product as Major Import
Telephone Equipment Parts, nes ¹	11
Telephone Hand Sets	8
Telecommunications Equipment, nes	6
Telephone Equipment, nes	6
Facsimile Apparatus	5
Audio Amplifiers, nes	2
Electronic Equipment Connectors	2
Computer Terminals, nes	2

Table 2 illustrates the major exporting countries supplying the U.S. importers surveyed, the number of respondents supplied by each country and the overall level of satisfaction of the importers for their suppliers. A fuller presentation of these results for all countries supplying products to the respondents is provided in Appendix 8.

Table 2

Country of Origin	No. of Respondents Being Supplied	Average Level of Satisfaction (Max. = 5.0)
Japan	28	4.5
Taiwan	9	3.9
Hong Kong	8	3.9
South Korea	5	3.8
Canada	3	3.7
England	2	4.0

Overall, while most respondents were reasonably satisfied with their suppliers, cases of dissatisfaction were noted in 5 of 64 supplier-buyer relationships reported.² Reasons for dissatisfaction included delivery delays and quality problems. Four of the five instances of dissatisfaction occurred with suppliers from Asian countries. The fifth case, relating to a lack of technical support, concerned a supplier from Canada. Common reasons given for importing telecommunications equipment and the frequency of response are as follows:

¹ not elsewhere specified

² Table 2 lists data only for countries of origin mentioned by more than one supplier. In total, there were 64 supplier country-buyer relationships reported.