

1-888 Export Information Service Canada Business Service Centres

Objective of the 1-888-811-1119 Service:

To connect Team Canada Inc clients to the full range of government export programs, services and expertise.

Core Services:

The 1-888 service is delivered by the 12 Canada Business Service Centres across Canada on behalf of Team Canada Inc. Each call to the 1-888 line is automatically routed to the client's local CBSC and answered by a trained information officer. While general export information is provided directly, clients who require more expert advice or export counselling are referred onwards to the appropriate domestic export development service. The core CBSC services for Team Canada Inc clients include:

- **diagnosis** of the caller's information needs, relevant to the export development stage and interest;
- **information** on programs, services, expertise and information available from various government or non-government organizations;
- **general information** on such topics as markets, countries, regulations, contacts and sources;
- **direction** to information sources (eg. databases, ExportSource, Internet sites),
- **promotion** of Internet tools and products;
- **mailing or faxback** of export publications or hard-copy information as available;

- **referrals** to specific export development service providers; and
- **direct calls** to Canadian companies referred by the posts abroad.

CBSCs answer calls from companies at all stages of exporting - aspiring exporters unsure of how to go about investigating their export potential, future exporters actively moving towards export-prepared status, export-ready companies and experienced exporters.

Enhanced Services:

Most CBSCs also offer Team Canada Inc clients additional services including:

- extensive on-site **library collections** of export materials and resources; and
- on-site work stations with **Internet access** to trade sources.

Service Standards:

The CBSCs are committed to providing excellent service:

- 9:00 - 5:00 service in each time zone across Canada;
- 80% of calls handled within 3 rings by an information officer;
- after hours service;
- bilingual service: "Hello, Team Canada/Équipe Canada, bonjour";
- 2 day turn-around for clients referred from posts abroad; and
- accurate, current and reliable information.

Canada's legislation to implement the OECD Convention,

The Corruption of Foreign Public Officials Act,

came into force on February 14, 1999. The new law makes it a criminal offence to bribe a foreign public official in the course of business.

Businesses convicted under the Corruption of Foreign Public Officials Act would face heavy fines, and individuals could be sentenced to a maximum of five years in jail. For more info contact the PSU or Horizons site.

**your
MARKET
your
SECTOR
your
CLIENT**

**See our
two-page spread
CanadExport**

**A new one
every two weeks.**

For more info on Team Canada Inc check out the Directions web site.

<http://intranet.lbp/trade/directions/>