

## Backgrounder

### DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE PUBLIC ACCESS INFORMATION SYSTEMS

#### Call Centre Hot-line/Walk-in Centre

- ◆ Call 1-800-267-8376 or (613) 944-4000 in the Ottawa/Hull Region.
- ◆ The centre provides information, counselling and hardcopy publications to people residing in Canada.

#### FaxLink Domestic and International

- ◆ There are two faxback services that provide instant access, by fax, to information on trade, foreign policy, investment and related subjects:
  - FaxLink Domestic, (613) 944-4500, offers information on trade and foreign policy for people residing in Canada;
  - FaxLink International, (613) 944-6500, caters to people outside Canada, offering information on investing and doing business in Canada.
- ◆ Clients must call from a fax machine and interact with the system using the Touch-Tone key pad on their phones; the only costs are long-distance charges that apply if calling from outside the Ottawa area.

#### InfoCentre Bulletin Board (IBB)

- ◆ This is the Department's electronic Bulletin Board System (BBS).
- ◆ While primarily trade-oriented (Market Information/ Intelligence), the IBB also offers information on foreign policy and related subjects.
- ◆ Any business interested in accessing the restricted market intelligence/opportunities service of the IBB must first be a WIN Exports-registered company (call the above hot-line number for details).
- ◆ To access the system, you need to have a computer, modem, telephone line and basic communications software; dial (613) 944-1581 or 1-800-628-1581 (toll-free applies if in Canada) to access the site and register on-line; Modem to 14 400 bps, line setting N-8-1 ANSI/ASCII terminal emulation.

#### Internet Web/Gopher Service

- ◆ This is the Department's most advanced electronic information dissemination platform.
- ◆ You can access the Department's Internet site at:
  - <http://www.dfait-maeci.gc.ca>
  - <gopher://www.dfait-maeci.gc.ca>
- ◆ The InfoCentre's Internet e-mail address is:
  - [infocentre@fait.gc.ca](mailto:infocentre@fait.gc.ca) or
  - [infocentre@aeci.gc.ca](mailto:infocentre@aeci.gc.ca)