



Dear Decision-maker,

For over a decade, SES has provided strategic research, executive counsel and innovative solutions to Canada's leading decision-makers. As part of a process of tracking public opinion and business trends, the firm launched *The SES Web Entrepreneurship Survey* in early 1999.

Having timely and accurate data on emerging on-line business trends is critical to corporate and government decision-makers involved in the Internet. Conducted annually by telephone, *The Web Entrepreneurship Survey* identifies opportunities as well as assists subscribers in understanding the perceptions of small businesses as they relate to commercialization of the Internet.

With a final sample target of 1,000 businesses, *The SES Web Entrepreneurship Survey* is among Canada's most significant research benchmarks on small businesses and the Internet. The margin of accuracy of the survey is  $\pm 3.1\%$ , 19 times out of 20. Validation of the profile of respondents and of small businesses across Canada, indicate that the results are a fair representation of opinion for the target group.

If you have any questions about your data table, please do not hesitate to contact me directly.

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**TABLE 22 ELECTRONICALLY PAYING BILLS THROUGH YOUR BANK**

Now I'm going to read you a list of Internet services and activities. I'd like you to tell me whether your business is already engaged in or is currently planning to use them. (Businesses not engaged in the activities were also asked whether they would consider the service or activity.)

	<b>Electronic Paying %</b>	
<b>All Business Respondents</b>	22	
<b>All Business Internet Users</b>		
Engaged	29	
Planning	8	
Consider	15	
Neither planning nor considering	48	
<b>Business Internet Users Not Engaged</b>		
Planning	11	
Consider	21	
Neither planning nor considering	68	
<b>All Business Internet Non-users</b>		
Planning	10	
Consider	19	
Not consider	71	
<b>BUSINESSES USING THE INTERNET</b>	<b>Yes %</b>	<b>No %</b>
<b>Electronic Paying by Region</b>		
West	29	71
Ontario	33	67
Quebec	25	75
Atlantic	24	76
<b>Electronic Paying by Number of Employees</b>		
4 or less	28	72
5 to 9	32	68
10 to 24	28	72
25 to 49	30	70
<b>Electronic Paying by Years in Business</b>		
Less than 1 year	14	86
1 to 4 years	38	62
5 to 9 years	36	64
10 years or more	26	74
<b>Electronic Paying by Respondent Age</b>		
18 to 29	28	72
30 to 39	31	69
40 to 49	29	71
50 to 59	27	73
60 plus	31	69
<b>Electronic Paying by Gender</b>		
Female	23	77
Male	34	66