

Sales of renting, training, other ICT and non-ICT

Renting or leasing services

34 In the last financial year, what were your sales from renting out or leasing out ICT equipment (without operator)?

Include:

- computers, printers, peripheral units
- telephones, facsimile machines, pagers, cellphones
- radio and television equipment
- scientific, measuring or control apparatus
- other equipment and components as covered in questions 10 to 21

If any answers are 'zero' please write **0**

\$

3401

35 What percentage of sales in question 34 were:

i. exported by you?

Don't include services sold to other New Zealand businesses who will export it at a later stage.

If you had any sales, please ensure your answers add to 100%

3501

ii. sold to New Zealand customers?

Include services sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

3502

Training and education in ICT

36 In the last financial year, what were your sales from providing ICT training and education?

Include:

- post-school technical and vocational education
- in-house training services
- other education and training services

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3601

37 What percentage of sales in question 36 were:

i. exported by you?

Don't include services sold to other New Zealand businesses who will export it at a later stage.

3701

ii. sold to New Zealand customers?

Include services sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

3702

Other ICT services and other software

38 In the last financial year, what were your sales of other ICT services and other software, not entered in questions 22 to 37?

Please specify the main items:

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3801

39 What percentage of sales in question 38 were:

i. exported by you?

Don't include other services and other software sold to other New Zealand businesses who will export it at a later stage.

3901

ii. sold to New Zealand customers?

Include other services and other software sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

3902

Total sales of goods and services

6 In the last financial year, what was the total amount this business received from the sale of all goods and services?

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0601

If this total sales amount is different from your annual accounts please give the reasons:

0602

Definition

7 Information and Communications Technology (ICT) Supply

For the purpose of this survey, ICT goods and services are broadly defined:

- ICT goods and services fulfil or enable the function of information processing and communication by electronic means, including transmission and display.

- Alternatively, ICT goods may use electronic processing to detect, measure and /or record physical phenomena or control a physical process.

Each question includes examples – please read these to see whether the goods and services you sell are included within the scope of ICT.

Instructions for questions 10 to 40 on total sales

8 The questions that follow ask you to break down your total sales into fifteen ICT categories, and an 'all other sales' category. Therefore, please:

- Enter your ICT sales into the **appropriate categories**. Please **read questions 10 to 40 first** before entering any answers, so that you know which categories we ask for.

- Enter each good or service in **one** category only.

- For **bundled products**, please **split the value** of sales between the appropriate categories. Otherwise, decide which item in the bundle is of the highest value, and enter the **total sales value** from the bundle into the appropriate category.

Examples of bundled products:

- a computer preloaded with software
- a cellphone including calling charges



Sales of ICT goods

9 In the last financial year, did your business sell any Information and Communications Technology (ICT) goods including electronic equipment and components?

Include:

- telecommunications equipment
- computer and related equipment
- audio and visual equipment
- electronic components
- electronic devices and equipment
- other ICT goods

yes → go to **10**

no → go to **22** for questions on software and services

0900

Telecommunications equipment

10 In the last financial year, what were your sales of telecommunications equipment?

For example:

- telephones, facsimile machines, answering machines
- telephone and data switching and transmission equipment
- Radio Frequency (RF) and fixed line equipment
- radio and television transmitting equipment
- television cameras and radar apparatus
- burglar alarms, fire alarms or similar
- optical and coaxial fibre cables
- telecommunications aerials, connectors and conductors

If any answers are 'zero' please write **0**

\$

1001

11 What percentage of sales in question 10 were:

i. exported by you?

Don't include equipment sold to other New Zealand businesses who will export it at a later stage.

If you had any sales, please ensure your answers add to 100%

1101

ii. sold to New Zealand customers?

Include equipment sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

1102

Computer and related equipment

12 In the last financial year, what were your sales of computer and related equipment?

For example:

- computers and other data processing machines
- computer printers, scanners, other peripheral units
- magnetic or optical storage units (eg CD- or DVD-drives)
- servers, routers, switches, structural cabling systems
- barcode scanners, EFTPOS machines
- computer parts and accessories (include printer cartridges; don't include covers, carrying cases or similar)

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1201

13 What percentage of sales in question 12 were:

i. exported by you?

Don't include equipment sold to other New Zealand businesses who will export it at a later stage.

1301

ii. sold to New Zealand customers?

Include equipment sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

1302

IT design, consulting and development services

30 In the last financial year, what were your sales of IT design, consulting and development services?

Include:

- design and development of IT solutions
- creating and / or implementing software applications, custom programming, customisation and integration of packaged software
- developing and implementing client-specific networks
- developing client-specific computer systems

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3001

31 What percentage of sales in question 30 were:

i. exported by you?

Don't include services sold to other New Zealand businesses who will export them at a later stage.

3101

ii. sold to New Zealand end-users?

Include services sold to New Zealand customers for their own use rather than re-sale.

3102

iii. sold to other New Zealand customers?

Note: this is the remaining percentage of your sales, and may include services sold to New Zealand wholesalers or distributors for re-sale.

3103

Hosting and IT infrastructure provisioning services

32 In the last financial year, what were your sales of services from hosting and/or providing Information Technology (IT) infrastructure?

Include:

- website or email hosting with or without integration of applications (online storefronts, order processing, data warehousing)
- supporting, hosting and managing business processes for a client (financial transaction / credit card processing, payroll processing, personnel administration, logistics services, help desks, call centre)
- provision of leased software applications from a centralised, hosted and managed computing environment
- data storage and management services, co-location services
- video and audio streaming services, computer time share

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3201

33 What percentage of sales in question 32 were:

i. exported by you?

Don't include services sold to other New Zealand businesses who will export them at a later stage.

3301

ii. sold to New Zealand end-users?

Include services sold to New Zealand customers for their own use rather than re-sale.

3302

iii. sold to other New Zealand customers?

Note: this is the remaining percentage of your sales, and may include services sold to New Zealand wholesalers or distributors for re-sale.

3303



Internet access and Internet telecommunication services

26 In the last financial year, what were your sales of Internet access and Internet telecommunication services?

- Include:**
- connections to, and carriage of traffic on the Internet
 - carrier services of Internet traffic by one ISP for another ISP
 - telecommunication services on the Internet
- Don't include** website or email hosting

If any answers are 'zero' please write **0**

\$

2601

27 What percentage of sales in question 26 were:

- i. exported by you?
Don't include services sold to other New Zealand businesses who will export them at a later stage.
- ii. sold to New Zealand customers?
Include services sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

If you had any sales, please ensure your answers add to 100%

2701 %

2702 %

1 0 0 %

Sales of Information Technology (IT) services

IT technical support services

28 In the last financial year, what were your sales of IT technical support services?

- Include:**
- IT hardware repair and maintenance, routine testing of hardware
 - providing technical expertise to solve IT-related problems
 - maintenance and troubleshooting of software or hardware
 - provision of software patches and upgrades
 - management and monitoring of a client's IT infrastructure (ie hardware, software, networks)
 - day-to-day management and operation of a client's computer system
 - transforming information from one format or media to another
 - data or disaster recovery services

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2801

29 What percentage of sales in question 28 were:

- i. exported by you?
Don't include services sold to other New Zealand businesses who will export them at a later stage.
- ii. sold to New Zealand end-users?
Include services sold to New Zealand customers for their own use rather than re-sale.
- iii. sold to other New Zealand customers?

2901 %

2902 %

2903 %

1 0 0 %

Note: this is the remaining percentage of your sales, and may include services sold to New Zealand wholesalers or distributors for re-sale.

Audio and visual equipment

14 In the last financial year, what were your sales of audio and visual equipment?

- For example:**
- radio and television sets
 - monitors, video recorders, video or digital cameras, projectors
 - CD players, DVD players / recorders, MP3 players
 - microphones, earphones, loudspeakers, amplifiers
 - magnetic tapes or disks and other unrecorded media

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1401

15 What percentage of sales in question 14 were:

- i. exported by you?
Don't include equipment sold to other New Zealand businesses who will export it at a later stage.
- ii. sold to New Zealand customers?
Include equipment sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

1501 %

1502 %

1 0 0 %

Electronic components

16 In the last financial year, what were your sales of electronic components?

- For example:**
- electrical transformers, conductors, power supplies or parts thereof
 - capacitors, resistors, inductors, printed circuits
 - semiconductor devices including diodes, transistors, and integrated circuits
 - television picture tubes, microwave tubes, other tubes or parts
 - electronic subassemblies and parts thereof
 - magnetic stripe cards, recorded or unrecorded

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1601

17 What percentage of sales in question 16 were:

- i. exported by you?
Don't include components sold to other New Zealand businesses who will export it at a later stage.
- ii. sold to New Zealand customers?
Include components sold to New Zealand customers (wholesalers / distributors, and end-users for their own use).

1701 %

1702 %

1 0 0 %



