

***Study on the Language of E-commerce
Tools Used by Businesses***

February 2022

Dear Sir or Madam

Your business is being requested to participate in the *Study on the Language of E-commerce Tools Used by Businesses*, carried out by the Institut de la statistique du Québec (Statistique Québec) on behalf of the Office québécois de la langue française (OQLF). The objective of this study aims to provide a picture on the languages used by businesses located in Québec to sell their products and services online and to provide information to their customers.

Given the importance of the survey results, your participation is **mandatory** in accordance with the *Act respecting the Institut de la statistique du Québec* (CQLR, chapter I-13.011).*

To participate in the survey, you must complete the online questionnaire **as soon as possible**, by following the instructions in the e-mail you received. If necessary, you can exit the online questionnaire and return to finish it at a more convenient time. We will contact the participants who have not submitted their online questionnaire to obtain their answers by telephone.

If you would like more information about the survey or if you require assistance, please get in touch with Statistique Québec using the contact information provided below. You will also find useful information on our website (statistique.quebec.ca) under "Surveys".

You can take part in the study with the knowledge that the information you provide will remain **confidential** and will only be used for statistical purposes. This is guaranteed under the *Act respecting the Institut de la statistique du Québec*.

Thank you for your cooperation. By participating in this survey, you are contributing to the production of quality statistics about Québec.

Daniel Florea
Chief Statistician

* Under this Act, any person receiving a request for information to which a reply is mandatory must provide the information requested by the prescribed deadline and in the prescribed format.