

RESPONSE-TIME PROTOCOLS IN THE INTERNET AGE

Survey Results

SURVEY GOALS:

The goal of this survey was to determine how quickly individuals expect responses to their messages (text, email and voicemail).

DATES:

Start Date: April 29th, 2013

End Date: May 21st, 2013

NUMBER OF RESPONDENTS:

88

SURVEY DETAILS:

All respondents answered anonymously.

All answers were taken into account.

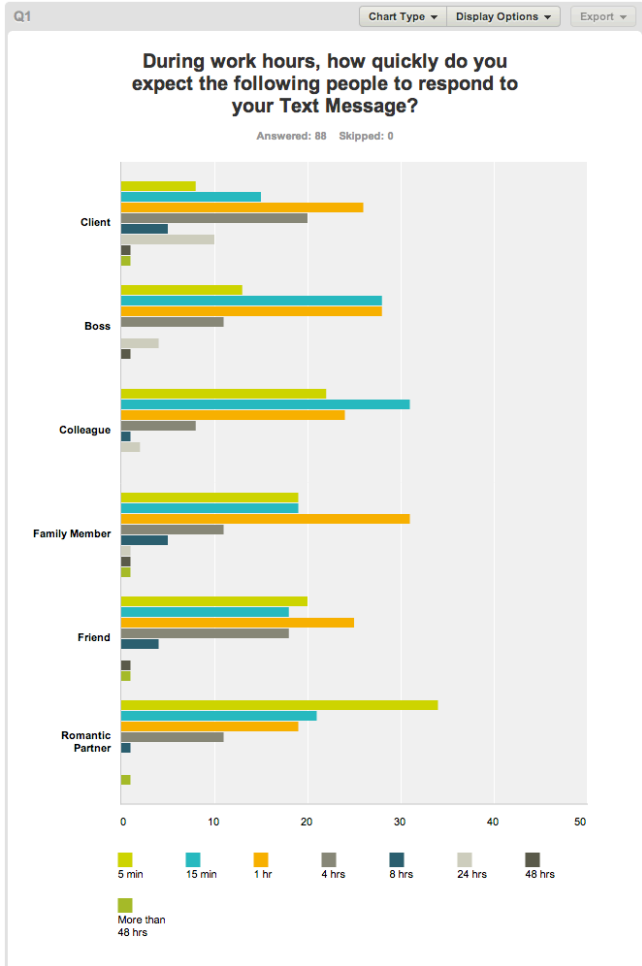
Respondents were instructed to answer all questions.

No remuneration was given for answering the survey.

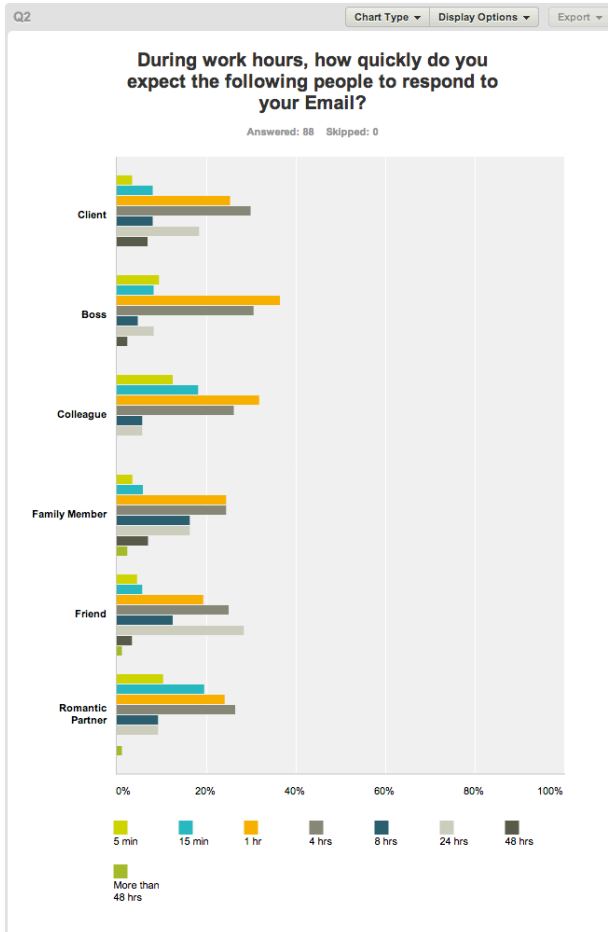
High-Touch Communications Inc.

372, rue Ste-Catherine Ouest, suite 320, Montréal (Québec) H3B 1A2

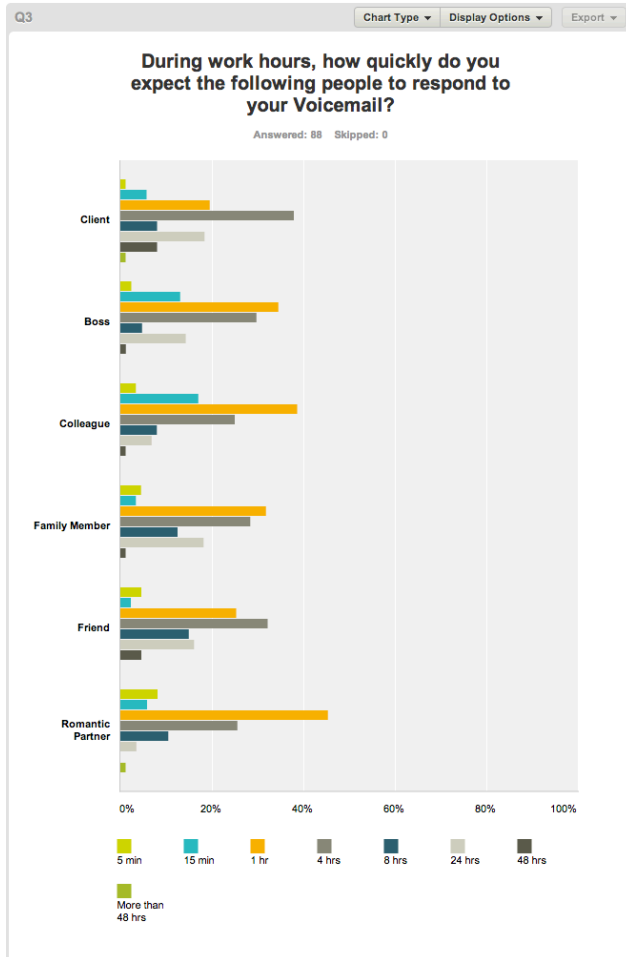
t// (514) 739.2461 f// (514) 739.6121 www.htc.ca



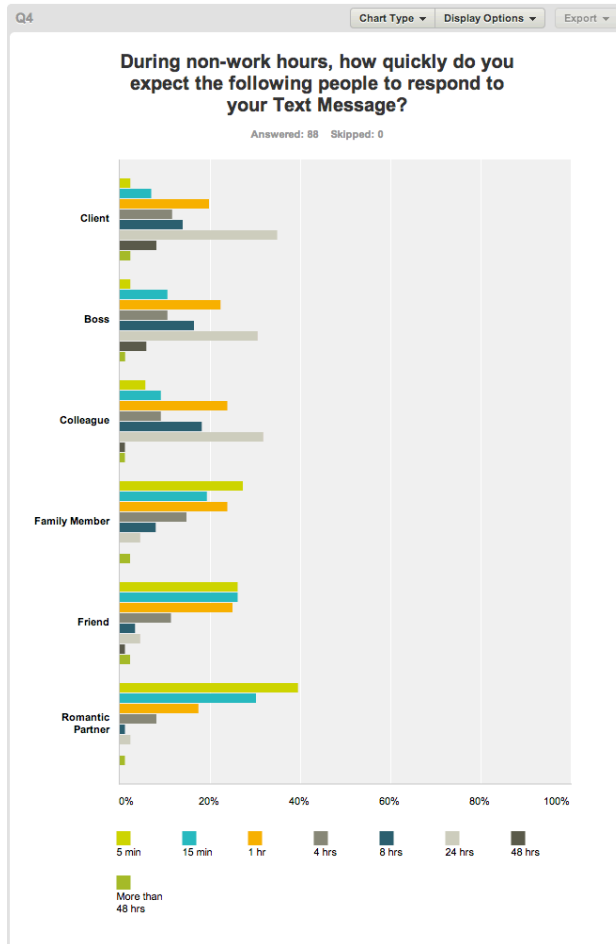
	5 min	15 min	1 hr	4 hrs	8 hrs	24 hrs	48 hrs	More than 48 hrs	Total
Client	9.30% 8	17.44% 15	30.23% 26	23.26% 20	5.81% 5	11.63% 10	1.16% 1	1.16% 1	86
Boss	15.29% 13	32.94% 28	32.94% 28	12.94% 11	0% 0	4.71% 4	1.18% 1	0% 0	85
Colleague	25% 22	35.23% 31	27.27% 24	9.09% 8	1.14% 1	2.27% 2	0% 0	0% 0	88
Family Member	21.59% 19	21.59% 19	35.23% 31	12.50% 11	5.68% 5	1.14% 1	1.14% 1	1.14% 1	88
Friend	22.99% 20	20.69% 18	28.74% 25	20.69% 18	4.60% 4	0% 0	1.15% 1	1.15% 1	87
Romantic Partner	39.08% 34	24.14% 21	21.84% 19	12.64% 11	1.15% 1	0% 0	0% 0	1.15% 1	87



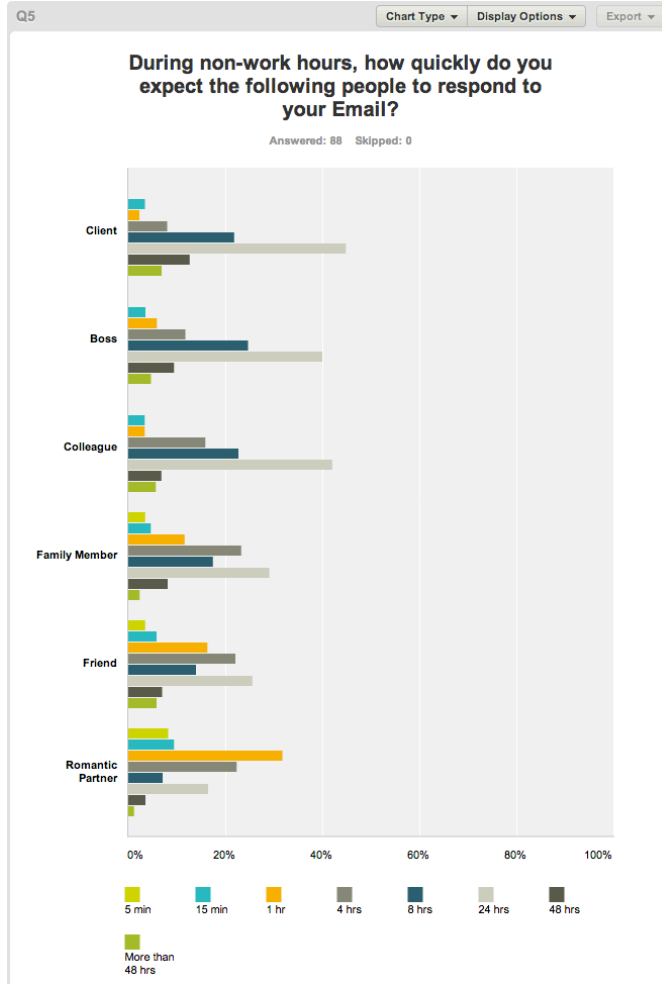
	5 min	15 min	1 hr	4 hrs	8 hrs	24 hrs	48 hrs	More than 48 hrs	Total
Client	3.45% 3	8.05% 7	25.29% 22	29.89% 26	8.05% 7	18.39% 16	6.90% 6	0% 0	87
Boss	9.41% 8	8.24% 7	36.47% 31	30.59% 26	4.71% 4	8.24% 7	2.35% 2	0% 0	85
Colleague	12.50% 11	18.18% 16	31.82% 28	26.14% 23	5.68% 5	5.68% 5	0% 0	0% 0	88
Family Member	3.49% 3	5.81% 5	24.42% 21	24.42% 21	16.28% 14	16.28% 14	6.98% 6	2.33% 2	86
Friend	4.55% 4	5.68% 5	19.32% 17	25% 22	12.50% 11	28.41% 25	3.41% 3	1.14% 1	88
Romantic Partner	10.34% 9	19.54% 17	24.14% 21	26.44% 23	9.20% 8	9.20% 8	0% 0	1.15% 1	87



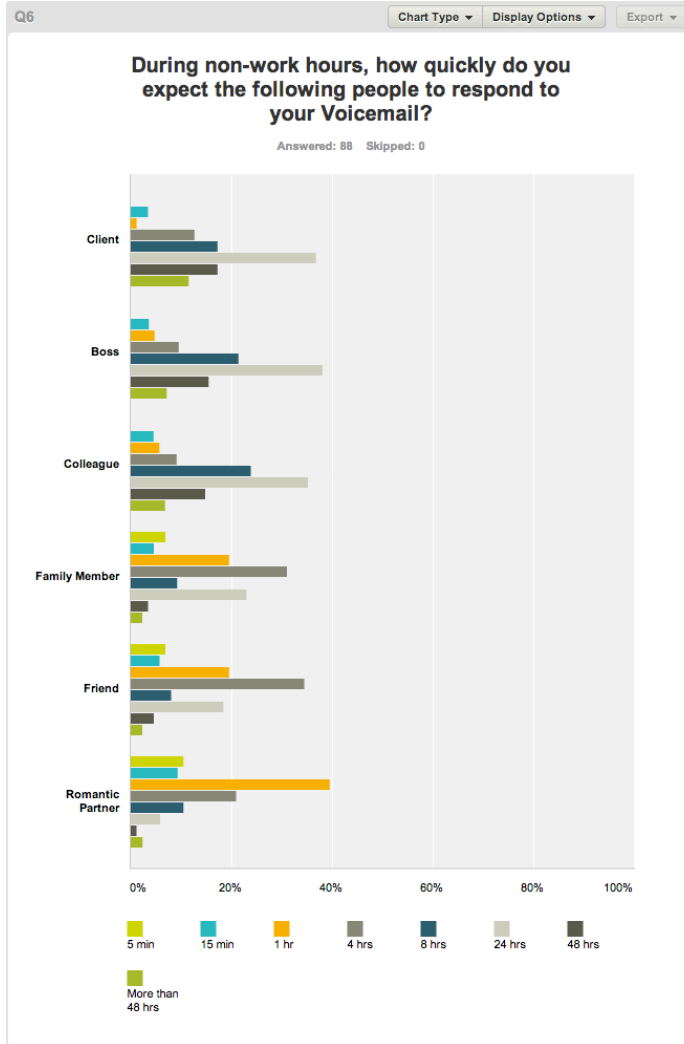
	5 min	15 min	1 hr	4 hrs	8 hrs	24 hrs	48 hrs	More than 48 hrs	Total
Client	1.15% 1	5.75% 5	19.54% 17	37.93% 33	8.05% 7	18.39% 16	8.05% 7	1.15% 1	87
Boss	2.38% 2	13.10% 11	34.52% 29	29.76% 25	4.76% 4	14.29% 12	1.19% 1	0% 0	84
Colleague	3.41% 3	17.05% 15	38.64% 34	25% 22	7.95% 7	6.82% 6	1.14% 1	0% 0	88
Family Member	4.55% 4	3.41% 3	31.82% 28	28.41% 25	12.50% 11	18.18% 16	1.14% 1	0% 0	88
Friend	4.60% 4	2.30% 2	25.29% 22	32.18% 28	14.94% 13	16.09% 14	4.60% 4	0% 0	87
Romantic Partner	8.14% 7	5.81% 5	45.35% 39	25.58% 22	10.47% 9	3.49% 3	0% 0	1.16% 1	86



	5 min	15 min	1 hr	4 hrs	8 hrs	24 hrs	48 hrs	More than 48 hrs	Total
Client	2.33% 2	6.98% 6	19.77% 17	11.63% 10	13.95% 12	34.88% 30	8.14% 7	2.33% 2	86
Boss	2.35% 2	10.59% 9	22.35% 19	10.59% 9	16.47% 14	30.59% 26	5.88% 5	1.18% 1	85
Colleague	5.68% 5	9.09% 8	23.86% 21	9.09% 8	18.18% 16	31.82% 28	1.14% 1	1.14% 1	88
Family Member	27.27% 24	19.32% 17	23.86% 21	14.77% 13	7.95% 7	4.55% 4	0% 0	2.27% 2	88
Friend	26.14% 23	26.14% 23	25% 22	11.36% 10	3.41% 3	4.55% 4	1.14% 1	2.27% 2	88
Romantic Partner	39.53% 34	30.23% 26	17.44% 15	8.14% 7	1.16% 1	2.33% 2	0% 0	1.16% 1	86



	5 min	15 min	1 hr	4 hrs	8 hrs	24 hrs	48 hrs	More than 48 hrs	Total
Client	0% 0	3.45% 3	2.30% 2	8.05% 7	21.84% 19	44.83% 39	12.64% 11	6.90% 6	87
Boss	0% 0	3.53% 3	5.88% 5	11.76% 10	24.71% 21	40% 34	9.41% 8	4.71% 4	85
Colleague	0% 0	3.41% 3	3.41% 3	15.91% 14	22.73% 20	42.05% 37	6.82% 6	5.68% 5	88
Family Member	3.49% 3	4.65% 4	11.63% 10	23.26% 20	17.44% 15	29.07% 25	8.14% 7	2.33% 2	86
Friend	3.49% 3	5.81% 5	16.28% 14	22.09% 19	13.95% 12	25.58% 22	6.98% 6	5.81% 5	86
Romantic Partner	8.24% 7	9.41% 8	31.76% 27	22.35% 19	7.06% 6	16.47% 14	3.53% 3	1.18% 1	85



	5 min	15 min	1 hr	4 hrs	8 hrs	24 hrs	48 hrs	More than 48 hrs	Total
Client	0% 0	3.45% 3	1.15% 1	12.64% 11	17.24% 15	36.78% 32	17.24% 15	11.49% 10	87
Boss	0% 0	3.57% 3	4.76% 4	9.52% 8	21.43% 18	38.10% 32	15.48% 13	7.14% 6	84
Colleague	0% 0	4.55% 4	5.68% 5	9.09% 8	23.86% 21	35.23% 31	14.77% 13	6.82% 6	88
Family Member	6.90% 6	4.60% 4	19.54% 17	31.03% 27	9.20% 8	22.99% 20	3.45% 3	2.30% 2	87
Friend	6.90% 6	5.75% 5	19.54% 17	34.48% 30	8.05% 7	18.39% 16	4.60% 4	2.30% 2	87
Romantic Partner	10.47% 9	9.30% 8	39.53% 34	20.93% 18	10.47% 9	5.81% 5	1.16% 1	2.33% 2	86

