

Chart 1: SMEs by Sector, All Regions

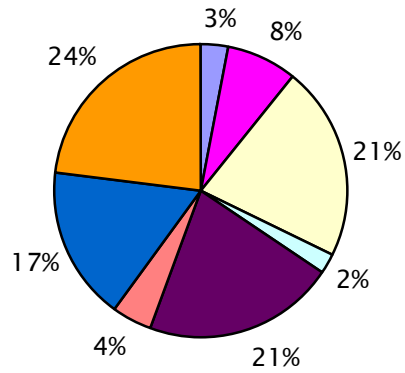


Chart 2: SMEs by Sector, Baku & Sumgayit

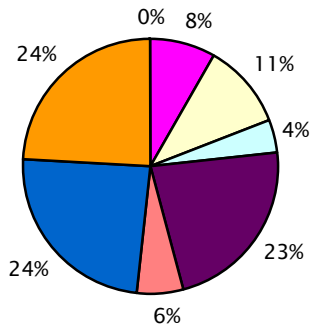


Chart 3: SMEs by Sector, Genje & Mingchevir

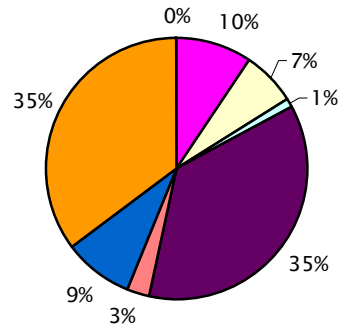


Chart 4: SMEs by Sector, Lenkeran

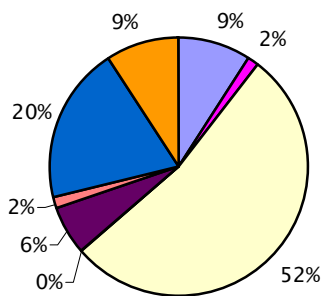


Chart 5: SMEs by Sector, Masalli

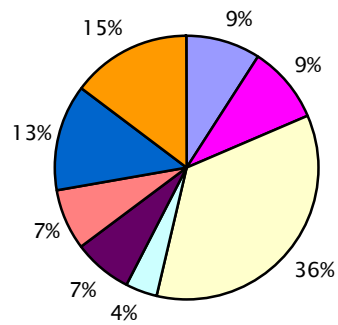


Chart 9: BDS Repeat Use, All Regions

Repeat use is measured only for outside utilization of BDS, not in-house, as a proxy for satisfaction with services.

The relatively low retention rates for legal and tax services (51%) and financial analysis (58%) may be due to their compulsory nature.

Advertising (retention: 62%) was largely viewed as expensive and, in its traditional forms, ineffectual. Many SMEs expressed interest in, and willingness to pay for, alternative means of advertising.

