

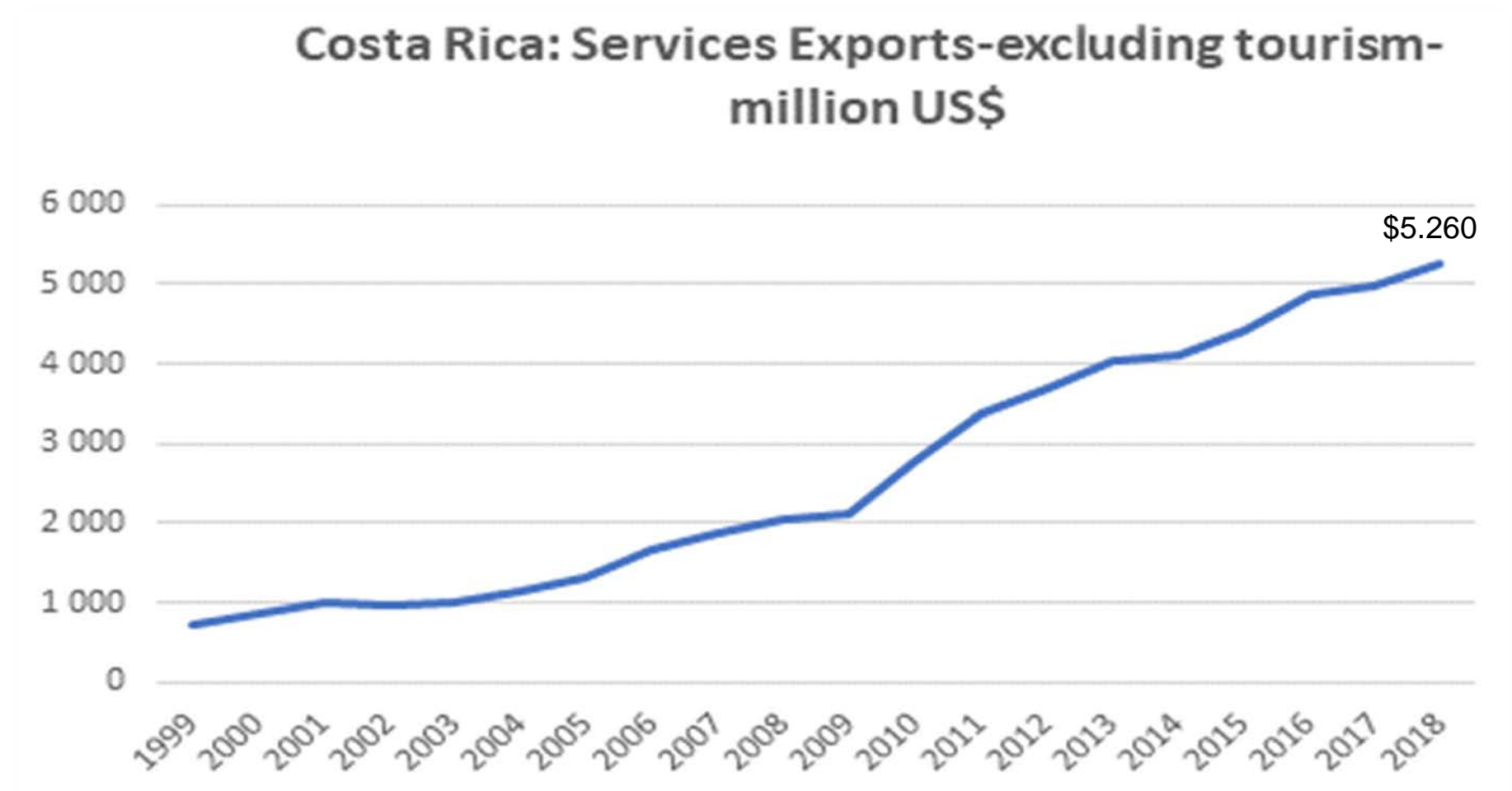
Costa Rica's experience

Workshop on the Moratorium on Customs Duties on Electronic Commerce

29 April 2019

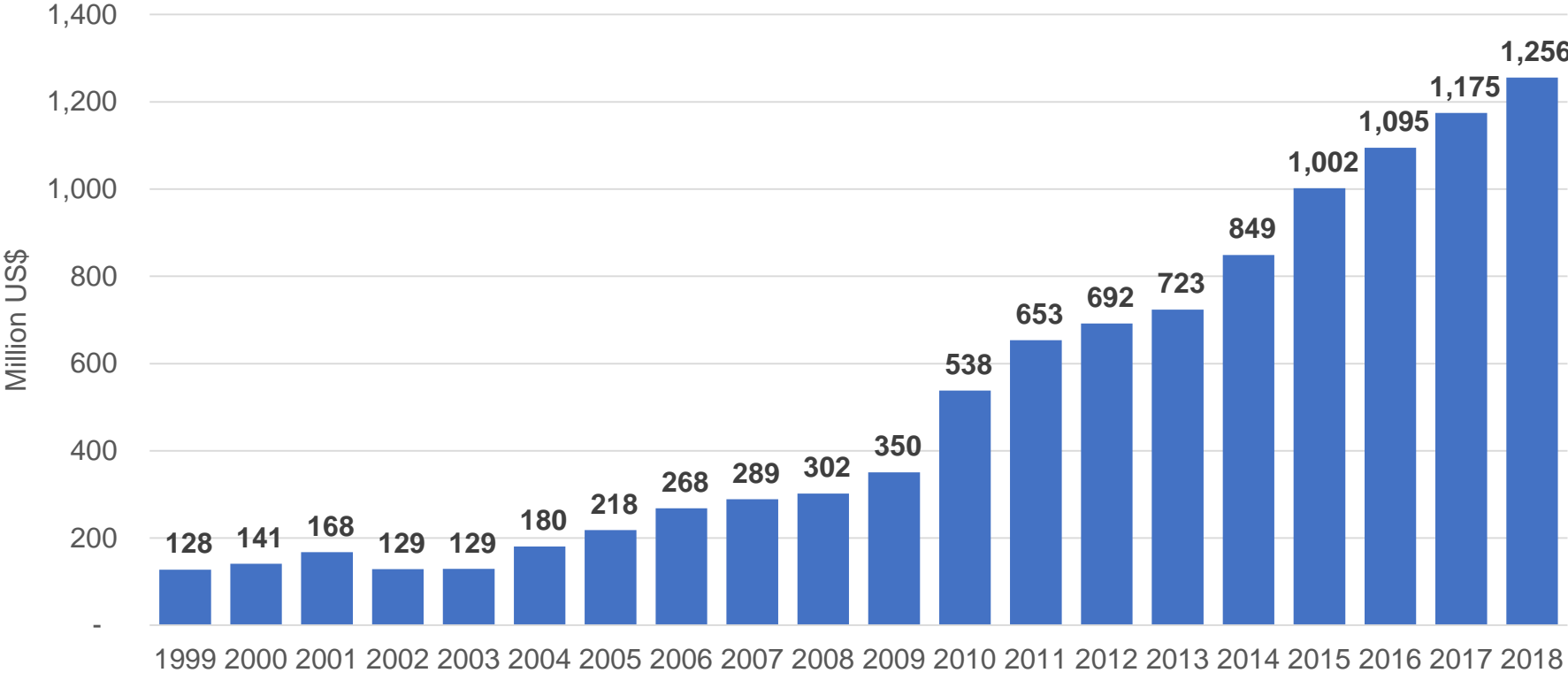
World Trade Organization, Geneva

Costa Rica's services exports - excluding tourism -












Source: COMEX based on preliminary data from the Central Bank of Costa Rica

Costa Rica's exports of telecommunications, computer, and information services



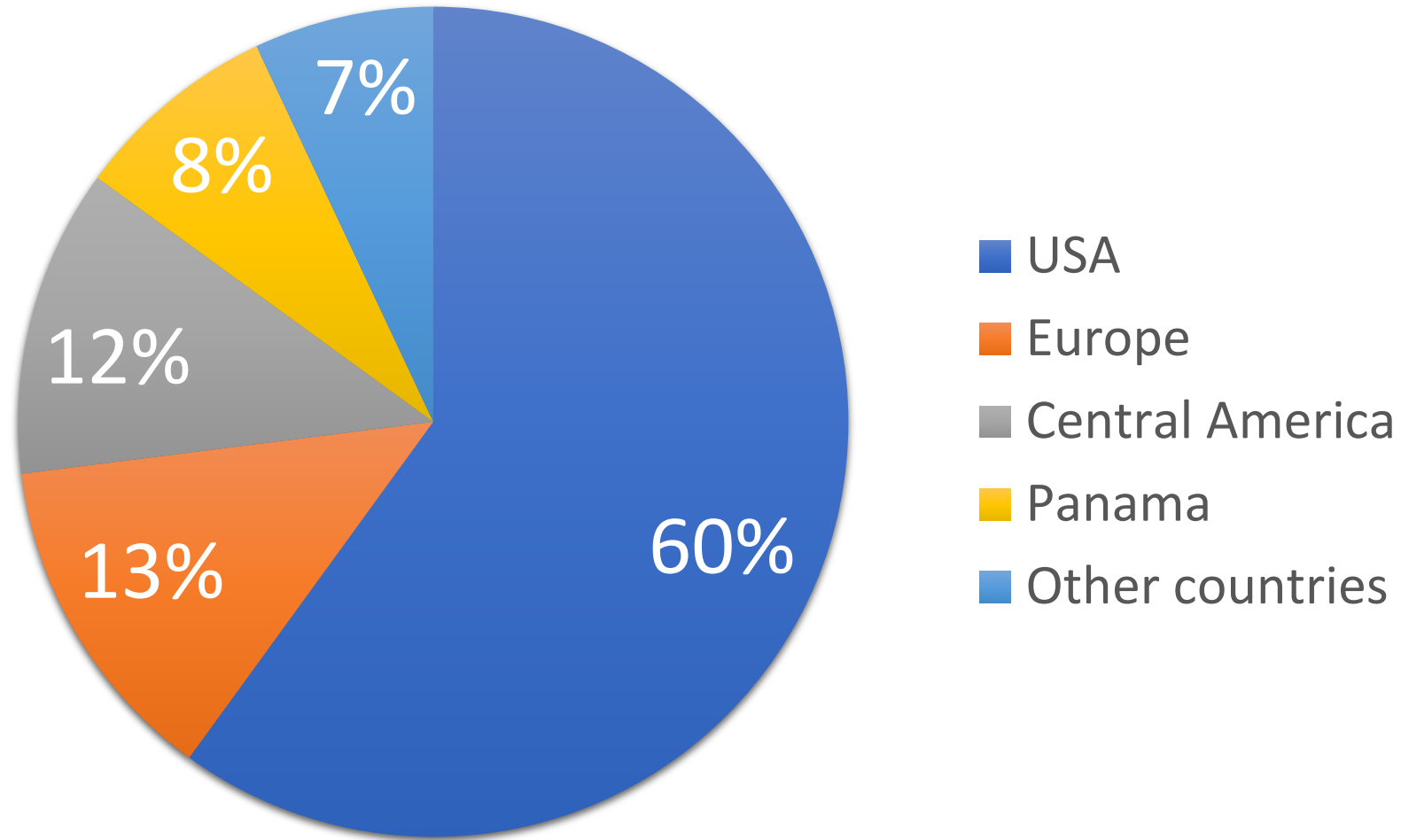
Source: Central Bank of Costa Rica

Services exports through ICT's networks in 2016

		Services exports Million US\$	Services exports through ITCs Million US\$
Telecommunications		30	30
Computing		817	802
Sales and marketing		102	102
Information		56	56
Insurance and finance		49	44
Management, administration, and back office		2038	1938
License		0.11	-
Engineering, investigation and development		310	284
Education and entertainment		9	9
Total		3410	3310

Source: Central Bank of Costa Rica

Services exports through ICT's networks by destination country or region



Source: Central Bank of Costa Rica

From 6 companies operating in 2000 ...

Contact Centers

Shared Services

SYKES[®]

P&G

aMADEUS
Your technology partner

L.L.Bean

EQUIFAX

**WESTERN
UNION** |
moving money for better

To attracting **157** leading and world-renowned companies, including Fortune's number 1

Contact Centers

Shared Services

Digital Tech

Eng. & Design

Digital Services

Regional Offices

SYKES



IBM

amazon



Teleperformance

CONVERGYS

FUJITSU

citi

P&G

Infosys



THOMSON REUTERS

Walmart
Save money. Live better.



WESTERN UNION
moving money for better

BRITISH AMERICAN TOBACCO

IBM

intertec
INTERNATIONAL



Avionyx

Softtek

TradeStation

fiserv.

vizalizer



ALIGN
TECHNOLOGY

EMERSON

WRIGHT.

NATIONAL INSTRUMENTS

accenture

pop



POSSIBLE



PUBLICIS GROUPE



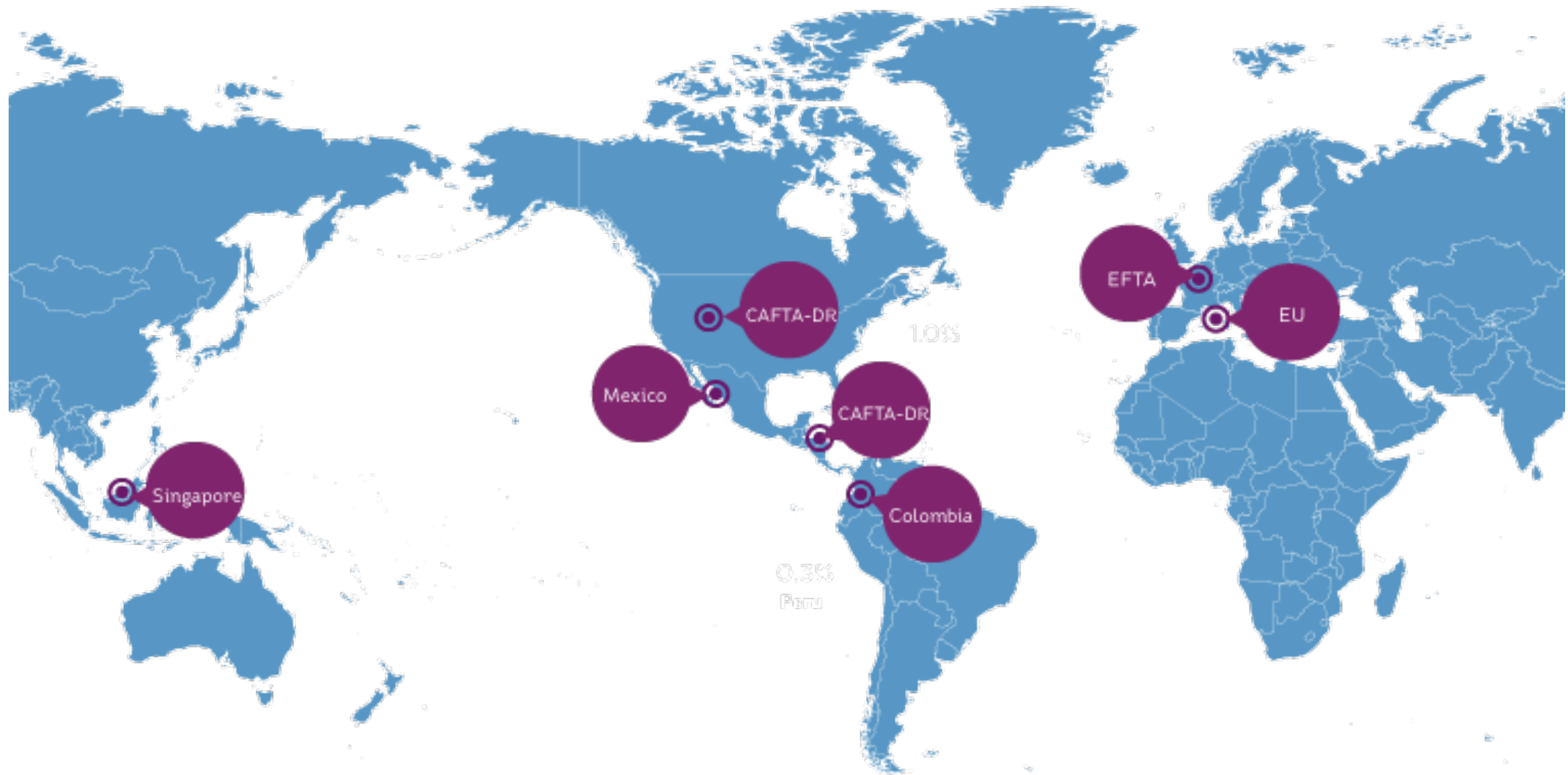
ThermoFisher
SCIENTIFIC

PolyOne



Source: CINDE, 2018

The moratorium in Costa Rica's trade agreements



Thank you