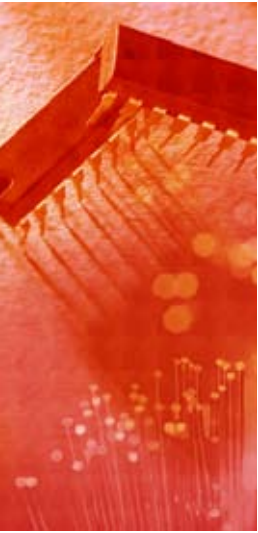




Service oriented culture



Stable democracy



Government committed to industry growth



Multilingual workforce



INVEST IN THE DR
Dominican Republic



Dear Investors,

I am delighted to welcome your business to the Dominican Republic. Our administration is fully committed to strengthen the transformation of its economy and successfully embrace the challenges we face. As we look to continue our path to growth & development, we are actively promoting larger flows of inward investment and to encourage more Dominican entrepreneurs to participate in the world economy.

Since 2004 our economy has been performing remarkably well showing strong growth and stability. It is, indeed, a source of national pride as well as a draw for foreign investors. We realize that the inevitable process of globalization demands economic responsiveness from countries that want to be players in today's world. Our national policies aim to provide cutting-edge education, cluster development strategies and international collaboration to foster a virtuous cycle of human capital formation, value-added economic activity, and sustainable growth.

I look forward to seeing your company do profitable business and grow here with us.

Dr. Leonel Fernández R.
President of the Dominican Republic



Welcome to the Dominican Republic

As a result of the new initiatives of the present Government, the Dominican Republic has renewed its trajectory for economic stability, growth, and sustainable development. Our profound structural reforms and revamped national policies will serve to rapidly integrate the Dominican Republic into the global marketplace of the twenty-first century.

In the past, the Dominican Republic's economy was dominated by agricultural cultivation and textile production. Our country has made profound progress over the course of the last decade and our economy has advanced with the country's development. Currently, our economy is based on more elaborate manufacturing and value-added services, our workforce is engaged in more diverse economic activities than ever before and our society has grown increasingly multi-national as our business collaboration with international institutions continues to expand. Our investment portfolio has been re-invented as we've expanded into new industries and attracted companies from all over the world.

In the interest of meeting your firm's needs efficiently and effectively, I invite you to work with our team at the Dominican Republic Export and Investment Center (CEI-RD). While guiding you through procedures, our trained professionals will help you to explore and identify investment opportunities, work with other government institutions and your private sector counterparts, as well as provide constant, one-on-one support throughout the investment process.

I am confident that you will find our services invaluable in helping to translate business potential into profits. For your convenience, in this brochure you will find a brief summary of what our country has to offer. Please, do not hesitate to contact us with any questions that you might have, or simply to acquire more information. I look forward to hearing from you,
Sincerely,

Eddy Martínez M.
Executive Director CEI-RD

Dominican Republic

The Call Center Republic



Contact Center

The contact center industry is amongst the fastest growing segments within the Dominican Republic. Our country's close proximity to the United States, highly skilled labor force, modern infrastructure and favorable economic policies continue to provide the ideal environment for foreign investment. Our present national policy is based upon the creation of new market opportunities in specialized areas such as contact centers; a segment viewed as a key to our continued strong economic performance.

Telecommunication

The Dominican Republic has the most advanced telecommunications structure in Latin America...rated amongst the top 10 globally. In 2008, our country will become home to the Network Access Point (NAP) of the Caribbean, making an already excellent telecommunications infrastructure even more robust.

The Dominican Republic has some of the most modern equipment available in the telecommunications world; WiFi hotspots are found throughout the major cities and broadband internet is easily accessible from home and office. We are also interconnected with all of the countries in the Caribbean, Central America and the United States through an underwater optical fiber cable, guaranteeing the security of electronic transactions.

The Dominican Republic also provides:

- Over 6.0 million cable and wireless lines
- Over 1.7M internet connections
- Main Dominican cities connected through optical fiber rings
- Per Capita usage in telecommunication higher than in the United States
- First country in Latin America that implements Online Education



Claro que tienes más





Operational Cost

The Dominican Republic currently is one of the most cost effective destinations among international and regional markets. Labor costs are amongst the lowest in the region.

Average BPO/Call Center Salaries (USD per annum)

	Entry Level	Middle Management
Dominican Republic	6,360	11,940
Jamaica	10,080	15,000
Costa Rica	7,740	19,776
Mexico	10,278	26,597
El Salvador	12,000	42,000
Panama	11,750	24,052

Labor Force

High Quality Talent

The Dominican Republic labor force is second to none. Most Dominicans are bilingual; many speak three languages or more. However, what separates Dominicans from others is in the region is our strong work ethic and service orientation. Don't just take our word for it, come visit. You will find:

- A motivated and flexible workforce;
- A people willing to do whatever it takes to get a job done right the first time;
- An unwavering commitment to excellence and dedication to quality;
- An educational system and ancillary support mechanisms in place for continued growth of our students and professional competencies.

Education and Training

The Dominican Government is COMMITTED to increasing the quantity and quality of spoken and written English sponsoring programs such as English as a Second Language (ESL), the mandatory of bilingual curriculum into the educational system and the creation of bilingual cities. Investors may also benefit from the Contact Center Institute of the Americas (CCI) that offers contact center agent and management certification, outsourced training programs and staffing services to local and international companies.

Dominican Republic Educational Support System – Fast Facts

- 33 Universities and over 420,000 students enrolled in 2006
- 60 English Language Institutes
- 15 Multilingual Institutes (French, German, Italian, Japanese, Portuguese, Mandarin)
- 135 Community Technological Centers
- 570,000 professionals with diplomas of higher education (Post-graduate studies and graduates of technical level)
- Contact Center Institute of the Americas (CCI)
- Cisco Regional Academy (CATC) at Las Americas Institute of Technology (ITLA)
- CCNA, CCNP, Network Security Certifications

Contact Center Institute of the Americas (CCI)

Located within the Parque Cibernetico de Santo Domingo (PCSD), the Contact Center Institute of the Americas CCI is the only organization of its kind in all Latin America. The Institute is dedicated to providing high quality training to prospective industry employees, as well as to established professionals. The strategic alliance between Fine Marketing Solutions, Teledvelopment Services, and the Parque Cibernetico de Santo Domingo has establish the Dominican Republic as a powerful hub in the call center world. CCI applies the best practices of the United States and vanguards technology to help companies recruit, contract and train qualified agents and contact center management.

The Contact Centers Association of the Dominican Republic (ACC-RD)

The Contact Center Association of the Dominican Republic is a non-profit national organization that represents the entire contact center industry within the country. It is the only official association dedicated exclusively to the growth and development of the industry representing its members through national and international networking events, continuous educational and training programs, and the promotion of industry-wide initiatives.

The objective nature of the Association's model allows it to successfully fulfill its dual mission of grouping and serving the local industry and to effectively promote and represent our contact centers in the international community.

The Association's main objectives

- Unify and represent the industry.
- Help promote investments and create new opportunities.
- Encourage professionalism and ethics in business conduct.
- Promote adherence & compliance to national & international regulations.
- Help set professional standards.
- Serve as liaison with other international associations.
- Promote and provide educational & training programs.

Parque Cibernetico de Santo Domingo – PCSD / Las Americas Institute of Technology (ITLA)

The Parque Cibernetico de Santo Domingo (PCSD) is the first technological free zone park in the Dominican Republic, specialized in Information Technology (IT) and related industries including information services exports, software development and computer design, as well as manufacturing technological products. It is located in Andres, Boca Chica, 5 minutes from Las Americas International Airport, the country's main airport.

Las Americas Institute of Technology (ITLA) is an institution seeking to encourage technology development and competitive advantages of the national companies and attract foreign investment through education, creativity encouragement, critical reasoning and appropriate application of technology.

ITLA is located within the PCSD premises and currently offers an extensive range of certified training programs to elevate our workforce skills in areas such as CAD/CAM, Industrial Design, Mechatronics, Multimedia, Telecommunications, Software Programming, Plastic molds, Assembly and Injection Molding, Industrial Electronics and Automatic Controls, as well as Computerized Numeric Control (CNC).

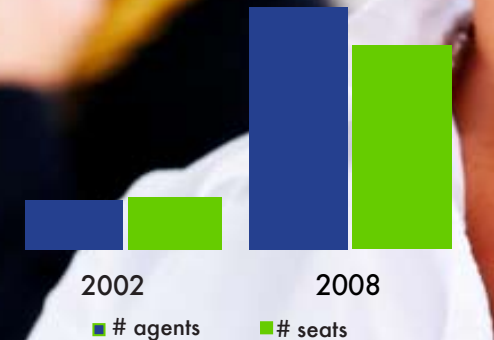
The PCSD and ITLA aim to encourage and nurture the growth of the Technology industries by developing and supporting High Tech Startups and small entrepreneurs based within the Dominican Republic and other countries of the Caribbean Basin and Latin American region.

Testimony

"The Dominican Republic has proven to be an outstanding choice for many firms seeking near shore cost advantages for call center and BPO opportunities. With an eager and educated workforce as well as the many training programs put in place by the government, companies have found the ideal blend of lower costs and high quality. Unlike some other offshore choices, the DR also enjoys easy access from the United States with many direct flights from Florida airports. Personally, I recommend the Dominican Republic as well because of the friendliness of the government and its support for our industry."

Tim Searcy

CEO, American Teleservices Association (ATA)



2002- 3,221 agents ——— 2008-22,000 agents
2002- 1,200 seats ——— 2008- 12,000 seats

Source: National Council of Free Zones of Export (CNZFE)
Dominican Republic Export and Investment Center (CEI-RD)