

## COSTA RICA: EXPORTS OF SERVICES OVER INFORMATION AND COMMUNICATION TECHNOLOGY NETWORKS (ICT)

Coordinator: Rigoberto Torres Mora

Assistants:

Alexandra Molina Acosta  
Dixiana Vargas Badilla  
Mariana Sánchez Cedeño  
Yeimi Laura Vega Valverde

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# COSTA RICA: EXPORTS OF SERVICES OVER INFORMATION AND COMMUNICATION TECHNOLOGY NETWORKS (ICT)

## EXECUTIVE SUMMARY

Costa Rica is a small and open economy with a strong focus on the insertion in the international real and financial markets. In the last 60 years the country has undergone a major change in the productive and export structure; giving rise to a greater relative importance of services and, more recently, business support services, telecommunications, IT and information services.

In 2017, the United Nations Conference on Trade and Development (UNCTAD) provided assistance to three countries interested in conducting a pilot survey aimed at quantifying and characterizing exports of services delivered remotely over ICT networks. For example this includes the remote cross-border supply of services exports such as knowledge and business process offshoring. In the first year, the survey was implemented in: Costa Rica, India and Thailand, who are exporters of such services.

This document presents the main results derived from the application in Costa Rica of the survey to the main 285 enterprises initially identified as potential exporters of this type of services in the country. 185 responses were received, of which 117 indicated to carry out this type of operations. Based on these results, an expansion was made for a total of 1011 organizations contemplated in the Register of Economic Variables of the Central Bank of Costa Rica (BCCR) and other administrative records, which include enterprises of different sizes located in the special regimes of foreign trade as the final regime and, with similar economic activities to those obtained in the responses received. In short, the results of the research cover 1196 enterprises of which 82% sell cross-border services.

**Key words:** Exports of services, ICT-enabled services, cross-border exports of services

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We would also like to thank the members of the UNCTAD working group on pilot surveys for exports of ICT-enabled services and the governments sponsoring this initiative.

This project was implemented by the Central Bank of Rica (BCCR) with the collaboration of the Ministry of Foreign Trade (COMEX), the Costa Rican Trade Promotion Agency (PROCOMER), the Costa Rican Coalition of Development Initiatives (CINDE) and the Costa Rican Chamber of Information and Communication Technologies (CAMTIC).

Special thanks to all enterprises in the private and public sector that provided information and contributed to the achievement of the objective of this research. Undoubtedly, the statistical input derived from the research will contribute to the formulation, monitoring and strengthening of the country's public policy.

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## Glossary

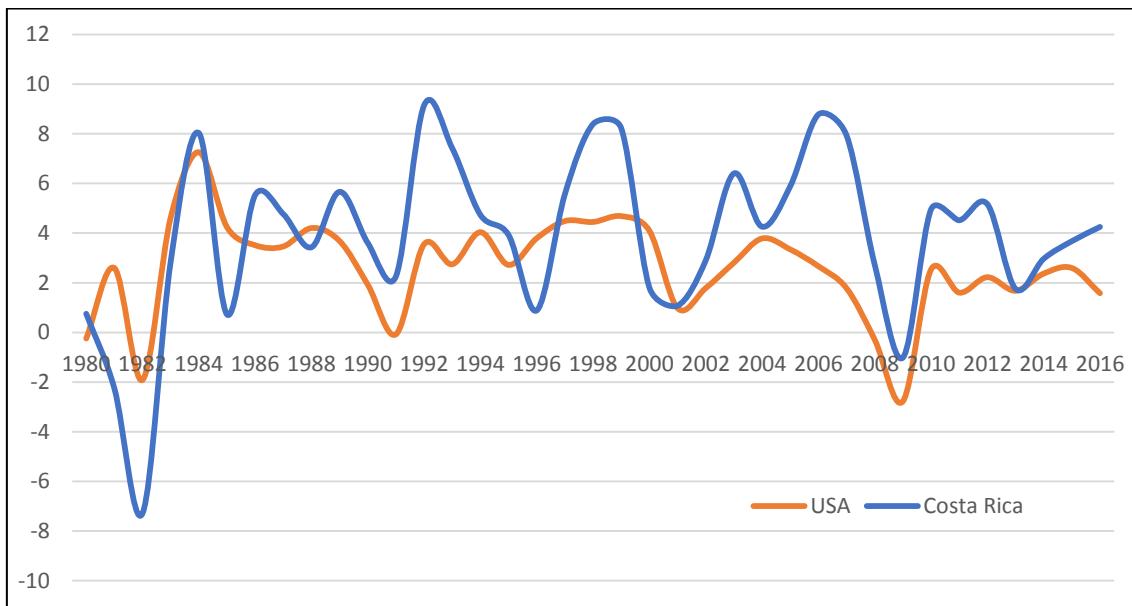
BCCR	Central Bank of Costa Rica
BOP	Balance of Payments
BPM5	Balance of Payments Manual (5 <sup>a</sup> Ed)
BPM6	Balance of Payments Manual and International Investment Position (6 <sup>a</sup> Ed)
BPS	Balance of Payments Survey
CAMTIC	Chamber of Information and Communication Technologies
CCSS	Caja Costarricense de Seguro Social (Social Security Office)
CINDE	Costa Rican Investment Promotion Agency
COMEX	Ministry of Foreign Trade
CTB	Costa Rican Tourism Board (or ICT by its initials in Spanish)
ICT	Information and Communication Technology
IA	International accounts
IMF	International Monetary Fund
INEC	Instituto Nacional de Estadística y Censos (National Statistics Office)
FDI	Foreign Direct Investment
ISIC4	International Standard Industrial Classification
MEIC	Ministry of Economics Industry and Commerce
MH	Ministry of Finance
MSITS (2010)	Manual on Statistics of International Trade in Services (2010)
n.e.c	Not elsewhere classified
P	Paragraph of BPM6
PROCOMER	Foreign Trade Agency
Pyme	Small and medium enterprise
REVEC	Registro de Variables Económicas (Business Register)
SMEs	Small and Medium Enterprises
UNCTAD	United Nations Conference on Trade and Development
WTO	World Trade Organization

## **Costa Rica: Exports of services delivered remotely over Technology, Information and Communication (ICT) networks**

### **1. General issues of Costa Rican economy**

Costa Rica is a small, medium-high-income economy that historically and independently of the current development model has fostered a continuous insertion approach in real and external financial markets<sup>1</sup>. This reality of the Costa Rican economy has meant that the local productive and export performance is positively correlated with the evolution of the economic activity of the main commercial and financial partners of the country; in particular the United States of America (USA), Europe and Central America.

**Graph 1.1**  
**Correlation between growth of the country and the main commercial and financial partner**



**Source:** Banco Central de Costa Rica (BCCR)

Over the period 2000-2016 Costa Rica's per capita gross domestic product increased an average annual rate of 7.1%<sup>2</sup>, due to, among other factors, an average economic growth of 4%. Behavior in which external demand has had a positive impact and, more recently, sales of services to non-residents have shown significant dynamism. In this framework, total exports and external sales of services increased at an average rate of 7% and 9.4% per year, respectively.

Although the country accounts for about half a tenth of world production and exports of goods and services, Costa Rica has been characterized by a high rate of human development, which has contributed to the attraction of foreign savings under the form

<sup>1</sup> According to the World Bank, Costa Rica is a country with a high average income. Retrieved from <http://www.worldbank.org/country/costarica>

<sup>2</sup> Per capita income in current dollars for 2016 was USD 11,684

of foreign direct investment (FDI). Therefore, the country has strengthened the entrepreneurial capacity aimed at meeting the demand of no residents and in last years the exports of non-traditional services have shown a performance above the average growth of the national economy.

Other indicators, such as doing business and competitiveness, place the country as a destination with acceptable conditions to undertake productive activities, which has promoted the settlement of enterprises in the country, particularly, in the special regimes of foreign trade, linked to different stages within the global value chains. This dynamic has led to a series of linkages between sectors, diversification of production and exports, and increases in the country's trade and financial opening ratios.

**Table 1.1  
Costa Rica: Position in selected indexes**

Index	Detail
Doing Business	62/190
Global Competitiveness	54/138
Human Development	66/188

**Source:** Own preparation with data from the World Bank

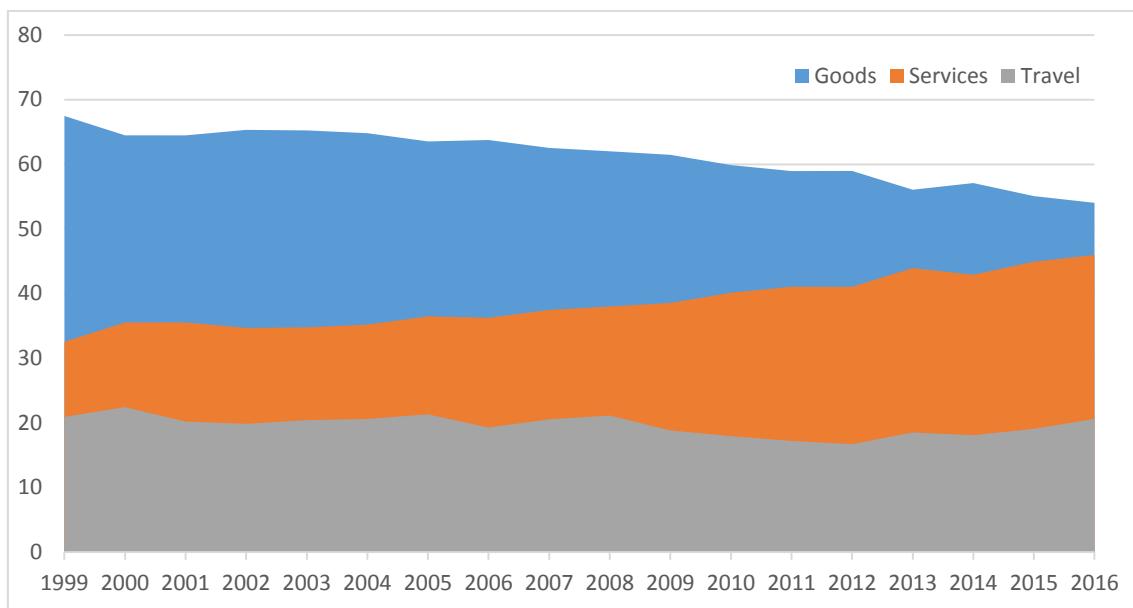
In general, Costa Rica is positioned in the world by diverse strengths. Among other factors, the quality of human resources, political stability and favorable geographic and time zone position in order to conduct business with the main commercial and financial partners. Likewise, the relative economic stability and consolidation of the country brand "Essential Costa Rica" has managed to comprehensively promote tourism, exports and foreign investment; in addition to facilitating the channeling of resources towards other economic activities such as industry and commerce. The national authorities have synchronized efforts to improve the general conditions in order to attract and consolidate direct investment in the country; Ministry of Foreign Trade (COMEX), the Foreign Trade Agency (PROCOMER), the Costa Rican Investment Promotion Agency (CINDE) and the Costa Rican Tourism Board (ICT by its initials in Spanish), among others.

## 2. Relevance of the project

The Costa Rican economy has experienced significant changes in the productive and export structure in recent years. As the country has increased links with international markets, both real and financial, the relative importance of services as a share of economic activity has increased steadily.

In this context, the average ratio of services to GDP changed from 10% in the 1960s to 40% in 2016. Meanwhile, in the same period, the relative share of services as a percentage to total exports (goods and services) reached from 16% to 46%, respectively. This means that at present, of each USD 100 the country exports USD 46 are services. In fact, between 1999 and 2016, the value of services exports tripled from USD 2.0 billion to USD 8.7 billion.

**Graph 2.1**  
**Costa Rica: Exports of goods and services**  
**As a share of total exports (per cent)**



**Source:** Banco Central de Costa Rica (BCCR)

An outstanding fact in the evolution of services is the reduction in the relative importance of travel revenues compared to total service sales, which have declined from 56% in the first decade of the twenty-first century to 43% of total exports of services in the period 2010-2016 (see Graph 2.1). In contrast, business support services increased their relative share from 3% in 2000 to 33% in 2016; while telecommunication, information and information services doubled their share and, in 2016, accounted for 13% of services exports (as compared to 6% in 2000).

Statistics on services exports used for producing the national and international accounts are compiled using information captured from administrative records and business surveys, especially for the non-financial private sector. These figures are detailed based on the standardized components of the Sixth Edition of the International Monetary Fund (IMF) Manual of Balance of Payments and International Investment Position (BPM6).

Table 2.1 shows a more detailed break-down of services exports by service type, including for the main EBOPS (2010) components. Based on these figures it is for

example possible to calculate the share of ICT services in total trade, by adding together telecommunications, computers services and information.

**Table 2.1.**  
**Services within the BOP subject to be provided over ICT networks**  
**Million USD, 2014-2016**

Service category	2014	2015	2016
<b>1. Goods-related services</b>	<b>437</b>	<b>230</b>	<b>230</b>
1.1. Manufacturing services on physical inputs owned by others	360	149	136
1.2. Maintenance and repair services n.e.c. <sup>3</sup>	77	81	94
<b>2. Transport</b>	<b>436</b>	<b>496</b>	<b>428</b>
<b>3. Travel</b>	<b>2,996</b>	<b>3,266</b>	<b>3,716</b>
<b>4. Construction</b>	-	<b>0</b>	<b>0</b>
<b>5. Insurance and pension services</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>6. Financial services</b>	<b>86</b>	<b>65</b>	<b>90</b>
<b>7. Charges for the use of intellectual property n.e.c.</b>	-	<b>0</b>	<b>0</b>
<b>8. Telecommunications, computer, and information services</b>	<b>849</b>	<b>1,002</b>	<b>1,186</b>
8.1. Telecommunications services	18	13	18
8.2. Computer services	782	928	1.093
8.3. Information services	49	61	75
<b>9. Other business services</b>	<b>2,252</b>	<b>2,607</b>	<b>3,061</b>
9.1. Research and development (R&D)	96	155	157
9.2. Professional and management consulting services	1,921	2,188	2.645
9.3. Technical, trade-related, and other business services	235	264	259
<b>10. Personal, cultural, and recreational services</b>	<b>15</b>	<b>0</b>	<b>0</b>
10.1. Audiovisual and related services	0	0	0
10.2. Other personal, cultural, and recreational services (other than audiovisual and related)	15	0	0
<b>11. Government goods and services n.e.c.</b>	<b>32</b>	<b>25</b>	<b>29</b>
<b>Total</b>	<b>7,106</b>	<b>7,694</b>	<b>8,720</b>

*Source: Banco Central de Costa Rica (BCCR)*

However, because EBOPS (2010) offers a disaggregation by type or service and not by mode of supply, these data by type of service cannot easily be used to calculate the share of exports delivered remotely over ICT networks. Given the ubiquity of Internet access, computer and mobile phone use, ICT-enabled services are likely to form a much higher share of services exports than in the case of pure ICT services shown above.

Thus this research attempts to measure the proportion of ICT-enabled services by implementing a new survey. It aims to capture those services transactions that use ICT networks for cross-border delivery (as opposed to in-person delivery). This is of interest to understand the link between ICT and the growth of services exports. It should be noted that Costa Rica is the first country in the world to conduct an investigation of this nature. The other countries selected would present their results in 2018.

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<sup>3</sup> Not elsewhere classified

### 3. Project overview

In 2016, UNCTAD launched the initiative for three countries to conduct research aimed at quantifying and characterizing exports of services delivered remotely over ICT networks. The countries who carried out the survey were: Costa Rica, India and Thailand.

In the case of Costa Rica, the project was implemented by the Central Bank of Rica (BCCR), with the collaboration of the Ministry of Foreign Trade (COMEX), the Costa Rican Trade Promotion Agency (PROCOMER), the Costa Rican Coalition of Development Initiatives (CINDE) and the Costa Rican Chamber of Information and Communication Technologies (CAMTIC).

In this context, during the week of May 2 to 5, 2017, the initiative was introduced to public sector officials, the country's business community and the media. In particular, during May 2 and 3, a training was given to officials from BCCR, COMEX, PROCOMER and CINDE; also an awareness raising event was organized by UNCTAD and BCCR on May 4 to present the new survey to the private sector. The working agenda for the implementation of the survey was developed on May 5.

The project was structured in the following phases:

- First phase: A pilot survey with ten enterprises. This activity took place between May 8 and 19, 2017. Nine face-to-face interviews were held and, in one case, feedback was collected through video assistance.
- Second phase: From May 22 to September 22, the survey was sent out to all selected enterprises. There was close follow-up and support for completion of the form.
- Third phase: From September 25, data validation was performed including cross-checking with other administrative sources of information available at the Central Bank of Costa Rica and other institutions.
- Fourth phase: Expansion of data and analysis of information.
- Fifth phase: Drafting of the results report.

The information collection instrument corresponds to a form in line with the details required for the quantification and characterization of exports of services delivered remotely over the Internet. The survey, captured the following economic variables<sup>4</sup>:

1. If the enterprise is foreign-owned
2. Employment: number and gender
3. Total turnover and turnover from services
4. Exports of services and share of those delivered over ICT networks.
5. Intragroup trade

The data derived from this initiative are useful to complement and validate the information that currently gives content to the statistics of trade in services, balance of payments and production data.

For the purposes of the project, 285 enterprises were initially selected from the total population of services exporting firms using the commercial register available and updated by the Central Bank of Costa Rica (REVEC), and supplemented with other

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<sup>4</sup> See detail of economic variables in Annex 9.3.

administrative records. The selected enterprises covered different sectors of economic activity and had a high probability of using ICT networks for exporting services<sup>5</sup>.

Table 3.1 shows the distribution of enterprises by size class and by main economic activity. The enterprises selected covered 73 four-digit classes of the International Standard Industrial Classification revision 4 (ISIC Rev.4), as well as all size classes<sup>6</sup>.

**Table 3.1**  
**Distribution of enterprises selected for the survey by size class and main economic activity**

Enterprise size class	Selected enterprises	Number of four-digit ISIC Rev.4 classes included	
	Quantity	Quantity	Relative share of the total 73 classes considered (%)
Large(4)	175	57	78
Medium(3)	57	26	36
Small(2)	39	22	31
Micro(1)	14	10	14
Total	285	73	

**Source: Banco Central de Costa Rica (BCCR)**

The survey was administered to enterprises with different economic activities such as agriculture, commerce, manufacturing and services. From the answers only agricultural enterprises indicated not to exports services remotely over ICT networks.

In the other hand, the research realized by Department of Economic Information Management of the Economic Division of Central Bank, it was specified the quantity of exports enterprises with high possibilities of export services over ICT networks. The exercise used the information contemplated in the Economic Variable Business Registry (REVEC; corresponds to the acronym in Spanish), business surveys and other administrative records for a total of 1604 enterprises. The activities carried out by these enterprises are financial services, computer services, logistics services, audiovisual services, legal and accounting services, medical services; and in some cases, trade and manufacturing enterprises, which have services as a secondary activity. The results indicate that 61% of enterprises channel external sales of this group of services to non-residents over technological platforms. It should be noted that 408 enterprises were not included in the estimate, because it was not possible to have the characteristics of the business of these organizations and, therefore, there was no possibility to deduce the statistics that are of interest to the research.

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<sup>5</sup> See Annex 9.5

<sup>6</sup> See detail of classification criteria by size of the enterprises in Annex 9.2

**Table 3.2**  
**Enterprises selected for the research**

Detail	Number of enterprises
<b>I.</b> Selected enterprises (Expert judgment)	285
<b>II.</b> Number of responses received	185
<b>III.</b> Number of responses from enterprises with exports of services delivered remotely over ICT networks	117
<b>IV.</b> Enterprises who indicated they did not carry out exports of services delivered remotely over ICT networks (II-III)	68
<b>V.</b> Estimate of enterprises with exports of services delivered remotely over ICT networks	867
<b>VI.</b> Estimate of enterprises who indicated they did not carry out exports of services delivered remotely over ICT networks	144
<b>VII.</b> Total of enterprises with exports of services delivered remotely over ICT networks ( <b>III+V</b> )	984
<b>VIII.</b> Number of enterprises with estimation ( <b>V+VI</b> )	1011
<b>IX.</b> Total enterprises included in the research ( <b>II+V+VI=III+IV+V+VI</b> )	1196
<b>X.</b> Total enterprises with exports of services according the Economic Variable Business Registry (REVEC; corresponds to the acronym in Spanish)	1604

**Source:** Banco Central de Costa Rica (BCCR)

In this context, the data obtained in the research correspond to a total of 1196<sup>7</sup> enterprises resident in Costa Rica exporters of services, of which 984 export remotely cross-border over ICT networks, 96% of these enterprise make exports of services as the main activity<sup>8</sup>. It is important stand out that of the 285 enterprises selected for the survey there were 185 responses. It was determined that 117 enterprises are exporting services over technological platforms, which served as the base for the expansion of 867 organizations. Therefore, the number of enterprises in the country who exports remotely of the services contemplated in the research reaches 984 enterprises (Mode 1).

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<sup>7</sup> See. Anex 9.5.2

<sup>8</sup> The remaining enterprises carry out other economic activities and export services as a secondary activity.

**Table 3.3**  
**Distribution of enterprises by economic activity**

Main economic activity	Selected enterprises	Responses	Respondents who export services over ICT networks	Estimation enterprises who export ICT-enabled services	Total enterprises who export ICT-enabled services	Total enterprises of the research
Agricultural	2	2	0	0	0	3
Commerce	13	12	10	4	14	16
Manufacturing Industry	27	24	3	4	7	33
Services	243	147	104	859	963	1144
Total	285	185	117	867	984	1196

**Source:** Banco Central de Costa Rica (BCCR)

The survey focuses on services that can be delivered remotely over ICT networks, which are made up of the following nine categories:

1. Telecommunications
2. Computer services (including software)
3. Sales and marketing services, does not include trading and leasing services
4. Information services (including audiovisual services and content on-line)
5. Insurance and financial services
6. Management, administration and back office services
7. License Services
8. Engineering, related technical services and research and development
9. Education and training services

The research aimed at quantifying and characterizing the exports of services of enterprises resident in Costa Rica delivered **to non-resident clients**, over ICT networks. For the purposes of the fieldwork, the services offered by the resident company or employees of the organization working abroad, or by some other resident entity authorized to receive payments on behalf of the resident statistical unit, were considered. The scope of the research excluded services provided by the resident enterprise to non-residents whose payment was channeled to an unrelated resident entity.

## 4. Methodological issues

According to the Manual of Statistics on International Trade in Services (MSITS, 2010) the services group a heterogeneous set of intangible products and activities are the result of a production activity that modifies the conditions of the units that consume them or facilitates the exchange of products or financial assets.

In service transactions the relationship between the supplier and the consumer is contemporary; that is, the production and demand actions of the service coincide. For example, the provision of a professional service takes place at the moment the consumer requires such support, either in person or at a distance. This is a characteristic that distinguishes the transactions of services as opposed to those of goods; in the latter case, the demand for the good may take place after production and the good must be moved to satisfy the consumer's need.

### **4.1 Export of services**

International trade in services comprises transactions between residents and non-residents of a country: a designer develops multimedia content and sells it to a company resident in the United States of America. In this case, the balance of payments of Costa Rica (compiling economy) would register an export of design services over ICT networks and, in a complementary manner, the United States international accounts would account for an import for design and programming of systems ready to be used and technical consultancy related to computer programs.

### **4.2 Modes of supply**

According to the Manual of Statistics of International Trade in Services (MSITS, 2010), four modes of supply of service exports are identified based on the provisions of the WTO General Agreement on Trade in Services. These guidelines are designed to meet the growing demand for statistics relating to international trade in services as countries increase commercial and financial links. In this context, it is not only relevant to have service statistics by country of origin and destination, but also by mode of supply, whose main modalities are the following:

1. Mode 1, cross-border supply: It occurs when a provider resident in country A provides a service to a consumer residing in country B; this implies that the claimant remains in the country of residence (country B). Transactions in this modality are transport, insurance and pension services, financial services, telecommunications services and information and business services.

*Example: A specialist doctor residing in Costa Rica makes a diagnosis by skype to a resident in the United States of America (USA).*

2. Mode 2: consumption abroad: It takes place when the consumer of the service travels to another economy to make the service effective. Tourism activities, travel abroad for medical care and training are activities of this type of service.

*Example: A resident of Switzerland travels to Rio de Janeiro for holiday reasons where he visits the main attraction sites and, in addition, he travels to the Iguazu Falls in the Brazilian state of Paraná.*

3. Mode 3, commercial presence: It takes place when the service provider residing in economy A, establishes an institutional unit to serve consumers residing in another

country. It should be noted that commercial presence includes both legal entities in a strict legal sense and representative offices and branches.

*Example: A company resident in Costa Rica establishes a subsidiary in Honduras for the attention of call services of clients of the Central American region. Another case could be that of a Panamanian investment company that establishes a branch to develop short-term construction projects in Colombia.*

4. Mode 4, Presence of natural persons: It happens when a particular resident of economy A travels temporarily to economy B to supply a commercial service of diverse nature or levels of competition.

*Example: An individual resident in Mexico crosses the border and enters the United States temporarily to provide various services such as information technology, legal, plumbing, fruit collection, among others.*

#### **4.3 Cross-border trade in services over ICT networks (e.g. Internet, computers, mobile networks, dedicated networks, cloud computing, etc.)**

The main objective of the research is to determine the share of services exports delivered cross-border over ICT networks (similar to mode 1); such services are offered remotely to a customer abroad via internet, telephone or any other ICT network, such as sending software or other services produced in Costa Rica to another country. This is similar to trade in goods where merchandise is delivered across international borders while the consumer and the supplier remain in their respective countries. Examples include:

- A law firm residing in the compiling economy provides legal advice by telephone to a foreign company or individual (non-residents),
- A resident financial services provider in a country administers an investment portfolio via the internet to a non-resident.

In particular, the research demarcated its main objective in measuring and characterizing the exports of services delivered over ICT networks (Mode 1) and, for the other modes of supply, aggregate statistics were obtained. It is important to mention that services such as repairing boats or reconditioning aircraft abroad where there is no change of economic ownership of the property were not contemplated.

The procedure established for the capture and analysis of the information regarding to the project includes the following activities:

1. The use of the free software "Lime Survey" in which the online form was designed to facilitate access and filling by the selected enterprises.
2. The creation of codes and passwords for each company in order to safeguard the confidentiality of the information.
3. Telephone and e-mail contact to each of the enterprises in order to explain the scope of the project, as well as the procedure to participate in it.
4. Send the form from the "Lime Survey" application. This referral took place from the platform and domain of the Central Bank of Costa Rica (BCCR).
5. Visits to respondents who requested "on-site" support. In some cases the survey was completed together during the visit and in others, the remission of the data was subsequent to the meeting.
6. Remission of letters endorsed by the BCCR Management to some enterprises that demanded this requirement.
7. Telephone follow-up for care of concerns.

8. Sending e-mails to emphasize the importance of providing information, ratify deadlines for sending data and reinforce commitment to the confidentiality of information.
9. Data tabulation, revision and validation.
10. Analysis of the information received and extrapolation from sample to population.

The data collected are for reference year 2016 and they are representative of the entire population of services exporting enterprises resident in Costa Rica.

#### **4.4 Information processing**

The data received were contrasted with those obtained from other information collection mechanisms for the international and production accounts. This validation was fundamental as the first filter for the sake of an acceptable representativeness of the activity being measured and characterized.

The response rate was of 65%. Responses were received from 185 of the 285 enterprises who received the questionnaire. The respondents' main economic activity corresponded to 71 four-digit classes of ISIC Rev.4. There was greater representativeness of large and medium-sized enterprises.

**Table 4.1  
Responses received and representativeness of ISIC4**

Enterprise size class	Responses received	Representativeness (71 ISIC4)	
		Quantity	Relative share (%)
Large(4)	113	51	72
Medium(3)	35	20	28
Small(2)	25	18	25
Micro(1)	12	7	10
Total	185	71	

**Source: Banco Central de Costa Rica (BCCR)**

From the tabulation and analysis of the information received it could be specified that 117 enterprises made mode 1 exports in 2016, which is equivalent to 63% of the total responses. This group of enterprises covers 38 ISIC Rev.4 classes at the 4-digit level of disaggregation, with greater representativeness for large and medium-sizes enterprise.

**Table 4.2**  
**Distribution of enterprises with export ICT-enabled services, by enterprise size class and ISIC4**

Enterprise size class	Responses received	Representativeness (38 ISIC4)	
		Quantity	Relative share (%)
Large(4)	74	27	71
Medium(3)	21	12	32
Small(2)	15	10	27
Micro(1)	7	7	18
Total	117	38	

**Source:** Banco Central de Costa Rica (BCCR)

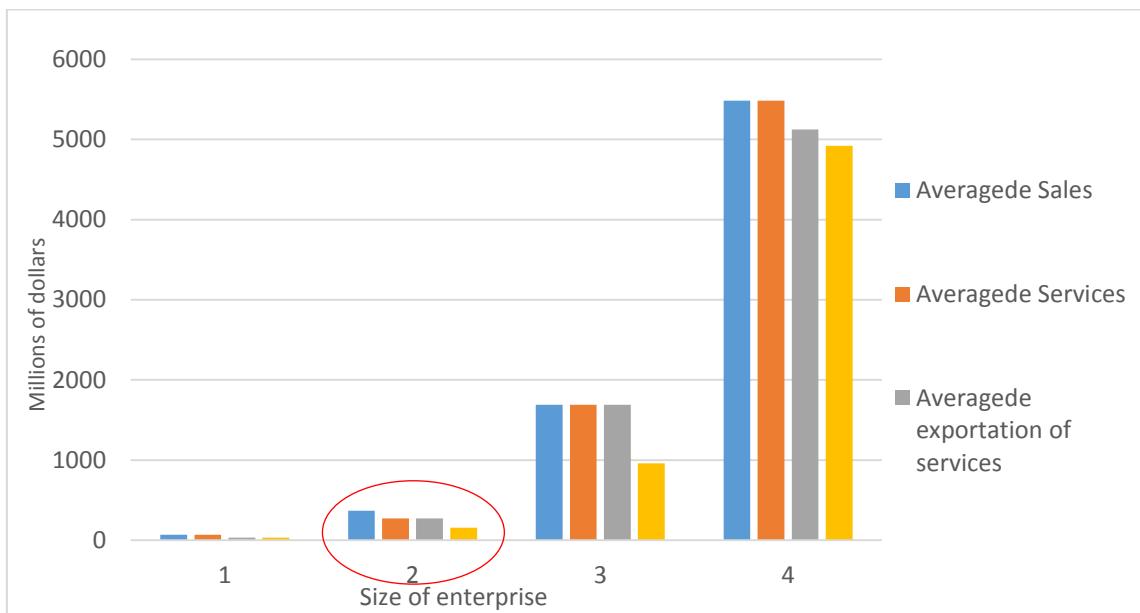
#### **4.5 Treatment of the expansion process**

With data provided by the Department of Economic Information Management (DGIE) the procedure of an estimation of the exporting enterprises of services of the country was carried out. These data were extracted from the Registry of Economic Variables (REVEC), an institutional administrative record created by the Index Numbers Area (ANI) based on information from the business directory prepared by the National Institute of Statistics and Censuses (INEC), data from the Caja Costarricense del Seguro Social (CCSS) and Ministry of Finance (MH) as well as methodologies used by the Ministry of Economy, Industry and Commerce.

When the number of enterprises was determined, they were grouped according to the main and secondary activity, the percentage of exports, the enterprises size class, the number of employees and the income. The research incorporated some enterprises in which the export of services corresponds to its secondary activity; such is the case of the manufacturing industry and commerce.

The following statistical arrangement shows an example of expansion of the subgroup corresponding to ISIC4 692000: Accounting, bookkeeping and auditing activities; tax consultancy.

**Graph 4.1**  
**Example of a subgroup estimation**



**Source:** Banco Central de Costa Rica (BCCR)

For the enterprises in which size, ISIC, income and percentage of exports were applied, a structure based on the company with the same characteristics that responded to the research was applied, replicating its behavior. In case of having two or more answers that fulfilled those characteristics, the company of similar categories was chosen.

Now, the structure was made on the following variables:

- Provision of services
- Exportation of services
- Types of services provided
- Exportation of services through technological platforms
- Destination countries for export

In the case of billing and the country where the controlling unit is located, when applicable, it was determined based on previous studies of the Macroeconomic Statistics Strengthening Project.

Based on the information collected, the expansion was carried out by ISIC4 and size class for 867 enterprises estimated to be mode 1. In this way, the results of the research in relation to these services exports correspond to 984 organizations. This group of enterprises represents about 61% of the total number of service exporting enterprises from the Economic Variable Business Registry of the Central Bank of Costa Rica.

**Table 4.3**  
**Enterprise with exports services over ICT-enabled services, by enterprise size class and ISIC4**

Enterprise size class	Estimates enterprises	Total enterprises	Representativeness (38 ISIC4)	
			Quantity	Relative Share
Large(4)	103	177	31	82
Medium(3)	57	78	19	50
Small(2)	52	67	17	45
Micro(1)	655	662	12	32
Total	867	984		

**Source:** Banco Central de Costa Rica (BCCR)

It must be remembered that 68 of the 185 answers obtained in the research, indicated that they did not export remotely delivered services, this is because it is not the most used modes of supply for the provision of their services or because they do not export a service like main or secondary activity. With the corresponding expansion the number of these enterprises amounted to 212 firms, in which 149 export services through another type of supply while 63 do not perform this activity.

In such a way that, the totality of enterprises contemplated for the research, with both received and estimated responses, is 1196 producing units.

**Table 4.4**  
**Distribution of total enterprises in the research, by enterprises size class and ISIC4**

Size class	Enterprises without exports over ICT-enabled services			Enterprises with exports over ICT-enabled services	Total enterprises in the research
	Responses received	Estimated enterprises	Total		
Large(4)	40	38	78	177	255
Medium(3)	14	35	49	78	127
Small(2)	9	39	48	67	115
Micro(1)	5	32	37	662	699
Total	68	144	212	984	1196

**Source:** Banco Central de Costa Rica (BCCR)

## 5. Main results

### 5.1 General considerations

The fieldwork was carried out over a period of four months with acceptable results considering the lack of legal regulations to support the BCCR to implement a compulsive approach in the process of collecting information from the non-financial private sector.

A potential universe of representative enterprises with possibilities of service delivery over ICT networks<sup>9</sup> was established, which reached a total of 1604 enterprises; however, for 408 of these enterprises, it was not possible to have detailed information on the main business line. In this context, it was determined that 82% of the 1196 enterprises are exporting services from mode 1. This led to the creation of subgroups and, based on the structure of the responses received, the estimation of the most relevant variables of the project to the enterprises included in each subgroup.

In general terms the data were consistent with the statistics incorporated in the country's international and production accounts for 2016. In this context, the value of exports of the 984 enterprises that channel exports over ICT platforms (Mode 1) accounted for 38% of the total exports of services registered in the country's international accounts in 2016. The data obtained from the survey applied shows that in the composition of exports of cross-border services, highlighting the contribution of administrative services activities and auxiliary services offices, computer services and engineering services, related technological services and research and development that together account for 93% of external sales for these concepts.

The characteristics and qualities of the Costa Rican human resources have favored the development of economic activities to satisfy the external demand which are intensively using human capital in the productive process.

### 5.2 Main features of exports services delivered via ICT

The research included 984 enterprise with exports through ICT-enabled services of USD 3,310 million in 2016, which represents 18% and 38% of the country's total exports and services, respectively. The control of these enterprise is concentrated in residents of the United States of America and Europe; origins that covered 76% of the total. Worth noticing is Panama, which controls 11% of enterprise whose main business is the export of ICT services delivered at a distance. This result is consistent with the origin of the resources channeled to the country under the modality of direct investment and that have boosted sales of services to non-residents.

As a particular fact, it stands out that 76% of the 984 enterprises that export through technology networks are controlled by a foreign company. This implies that they directly or indirectly own more than 50 percent of the capital or shares with voting rights of the legal entity. In addition, it was determined that 24% of total sales of services to non-residents through ICT platforms operates in the special Free Zone Regime. The remaining 76% of the organizations operate under the definitive regime since no enterprises with this type of operations were determined in the Inward Processing Regime<sup>10</sup>. The contribution of the enterprises covered under the free zone regime, to the total of services channeled via mode 1, is USD 2,383 million.<sup>11</sup>

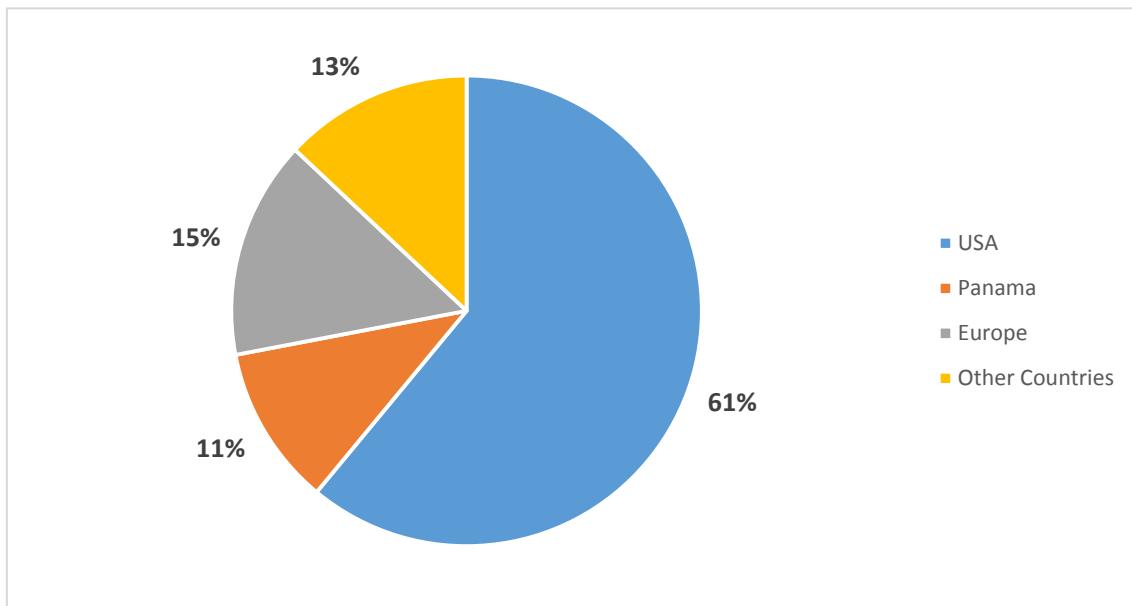
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<sup>9</sup> The nine services contemplated in the research.

<sup>10</sup> See Annex 9.4

<sup>11</sup> About 72% of sales of services classified in mode 1.

**Graph 5.1**  
**Capital origin of the foreign controlled enterprises with ICT enabled services exports**



**Source:** Banco Central de Costa Rica (BCCR).

In the statistical arrangement 5.1, the data of the 9 services consulted through technological networks of 984 enterprises of the responses obtained and estimated are shown. The statistical arrangement shows that the largest proportion of the transmission by mode 1 corresponded to telecommunications services, information services and sales and marketing services, which are practically entirely channeled remotely.

**Table 5.1**  
**Costa Rica: Exports of services over ICT-enabled services by type of service consulted**

Type of service	Exports of services	ICT-enabled services exports	Relative Share (%)
Telecommunications	30	30	100
Computer services (including computer software)	817	802	98
Sales and marketing services, not including trade and leasing services	102	102	100
Information services (including audio-visual services and on-line content)	56	56	100
Insurance and financial services	49	44	91
Management, administration and back office services	2,038	1,983	97
Licensing services	0,1	-	-
Engineering, related technical services and R&D	310	284	92
Education and training services	9	9	99
Total	3,410	3,310	97

**Source:** Banco Central de Costa Rica

This group of 984 enterprises covered by the survey generated direct employment opportunities for a total of 98,825 people in 2016, equivalent to 5% of the country's total employment. 34% of the work opportunities corresponded to the female gender, with the result that the incorporation of women in the labor market linked to the export activity of services delivered remotely was similar to the national average participation rate of 39% in the formal labor market.

In the other hand, value of exports is estimated at USD 3,310 million in 2016, of which 88% of sales correspond to large enterprises. Small and medium-sized organizations (SMEs) contributed USD 389million (12%).

**Table 5.2**  
**Number of enterprises, ICT-enabled services exports and relative share**

Enterprises size class	Estimate enterprises	Estimate ICT-enabled services exports	Relative Share (%)
Large(4)	177	2,922	88
Medium(3)	78	86	3
Small(2)	67	57	2
Micro(1)	662	246	7
Total	984	3,310	100

**Source:** Banco Central de Costa Rica (BCCR)

By economic activity, services enterprises accounted for 91% of total exports of ICT enabled services. In order of importance there is the manufacturing industry with 8% and trade which contributed 1%; while the agricultural activity did not declared operations of this nature with non-residents.

**Table 5.3**  
**ICT-enabled services exports by economic activity**

Economic activity	No. enterprises	Estimate ICT-enabled services exports	Relative Share (%)
Services	963	3,017	91
Trade	7	16	1
Manufacturing industry	14	277	8
Agricultural	0	0	0
Total	984	3,310	100

**Source:** Banco Central de Costa Rica (BCCR)

Enterprises who export ICT-enabled services were concentrated in a few sectors of economic activity. In fact, 54% of exports delivered via ICT are included in three of the thirty-eight ISIC<sup>12</sup> that were relevant for the purposes of the research, based on the enterprise responses. These 4-digit classes of the ISIC rev.4 are 8220 and 6201 and 8211; corresponding to call center operations, computer programming, and combined activities of office administrative services, respectively. These activities are carried out

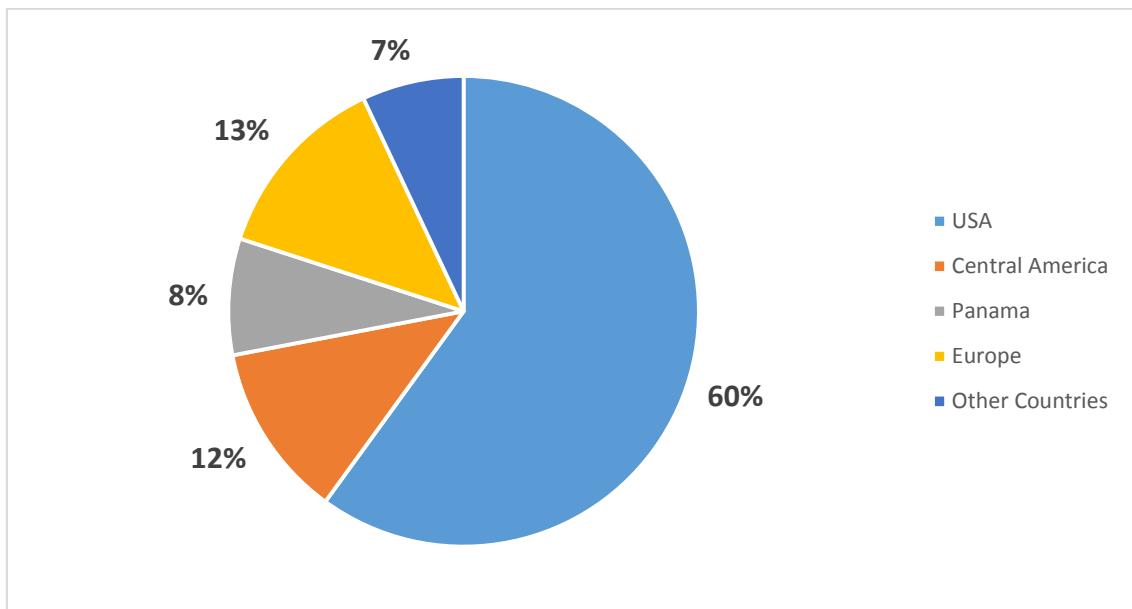
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<sup>12</sup> See Annex 9.1

mainly by large enterprises with greater diversification by size of enterprises in the case of computer programming.

In terms of destination markets, ICT-enabled services exports are mainly channeled to the United States, Panama, other Central American economies and Europe; a result consistent with the structure of exports by destination markets of other research initiatives carried out in the country on external sales of goods, total services and the origin of foreign direct investment. It stands out in the case of the United States of America, a country to which USD 60 of each USD 100 of services exports are ICT-enabled. The region of North America demands 60% of the exports of ICT-enabled services.

**Graph 5.2**  
**ICT-enabled services exports by country or region of destination**



**Source:** Banco Central de Costa Rica (BCCR)

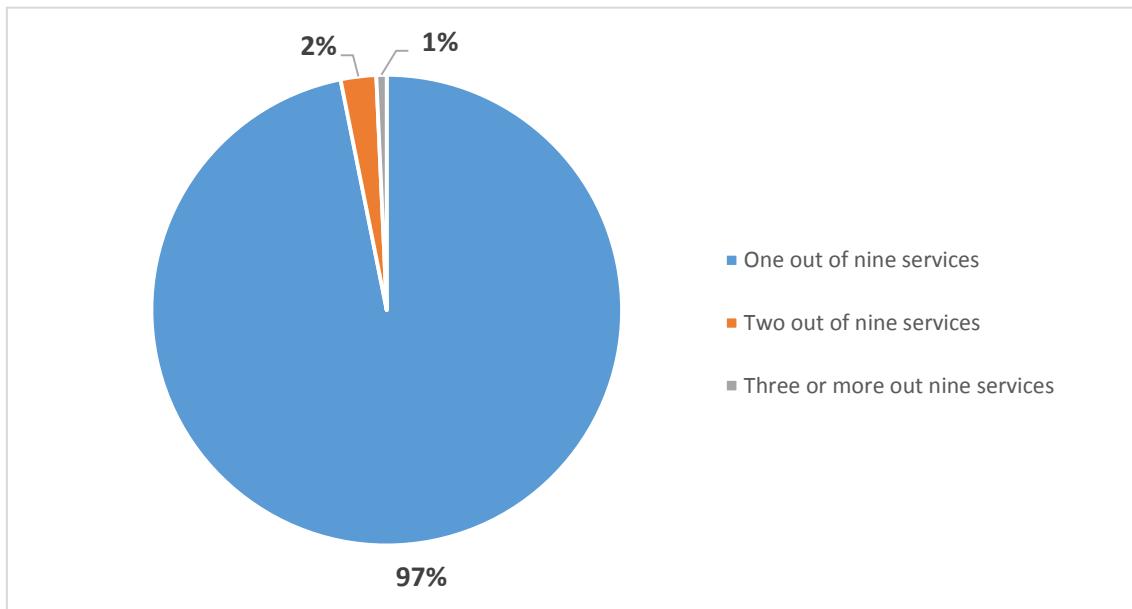
The results obtained from the research are relatively similar to the recent BCCR research concerning the destination of total exports of services<sup>13</sup>, which indicates that 60% of these sales are channeled to the country's main trading partner; the US market. In order of importance, Europe is located with 10% and the Central American region with 7%. It is necessary to have that this type of transaction flows from technological channels reduce the costs of transport since the service is provided from the territory of the supplier to the place where the consumer is located, without people movement. It is a novel way of doing international business that usually demands a qualified and versatile human resource in the productive process.

<sup>13</sup> Costa Rica: Exportaciones de servicios y sus principales mercados de destino (Febrero, 2017). Available in:  
[http://www.bccr.fi.cr/estadisticas\\_macro\\_2012/documentoscnadocpresentaciones/Exportacionesdeservicio\\_y\\_sus\\_principales\\_mercados.pdf](http://www.bccr.fi.cr/estadisticas_macro_2012/documentoscnadocpresentaciones/Exportacionesdeservicio_y_sus_principales_mercados.pdf)

According to the information provided by the enterprise that indicated exports of services over ICT platforms, 80% of the operations are carried out by business groups.

Figure 5.3 shows the percentage of the combinations of enterprises that channel service sales through technology platforms for the combinations of the nine services consulted in the questionnaire applied to the research.

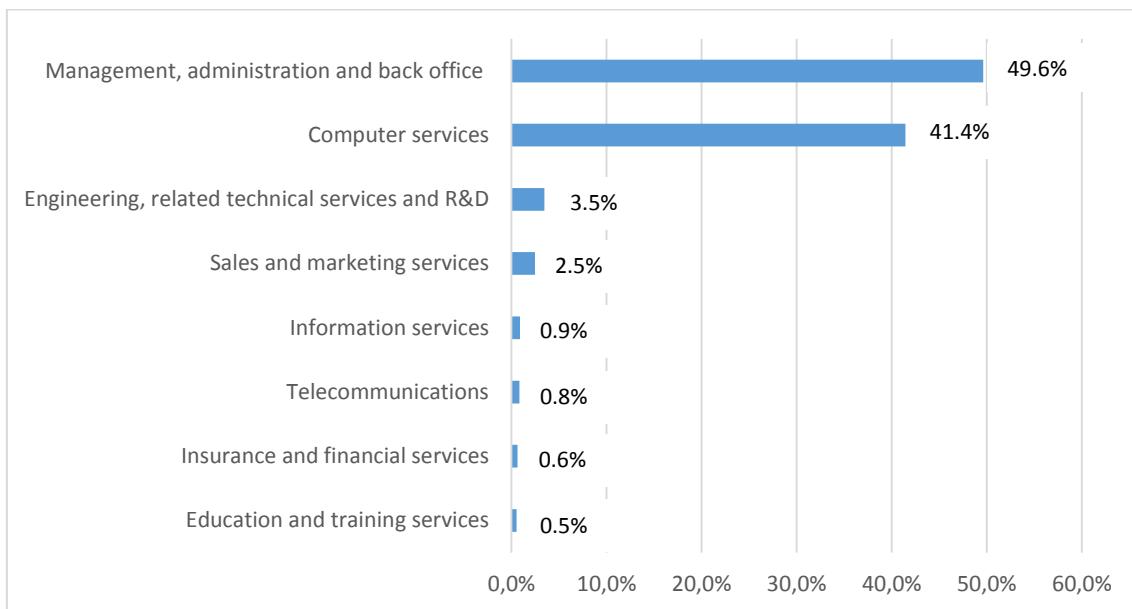
**Graph 5.3**  
**Number of services exported by enterprises over ICT networks**



**Source:** Banco Central de Costa Rica (BCCR)

In graph 5.4 shows the percentage of enterprises who channel services over ICT networks by one type of nine services contemplated in the survey. Consistent with the analysis by ISIC, there are two services that has greatest specialization, these are management, administration and back office and computer services.

**Graph 5.4**  
**Percentage of enterprises that only provide one of the nine services**



**Source:** Banco Central de Costa Rica (BCCR)

The combinations of 2% of the enterprises that indicated that they performed two of the nine services consulted in the research, shown in figure 5.3, can be found in the following table:

**Table 5.4**  
**Enterprises with two categories of ICT-enabled services exports**

Principal Service	Second principal service	Relative share (%)
Information services (including audiovisual services and content on-line)	-Engineering, related technical services and research and development	42
Insurance and financial services	-Management, administration and back office services	25
Engineering, related technical services and research and development	-Management, administration and back office services	21
Computer services (including software)	-Information services (including audiovisual services and content on-line)	8
Management, administration and back office services	-Computer services (including software)	4
Total		100

**Source:** Banco Central de Costa Rica (BCCR)

In addition, 1% of the enterprises carry out three or more services of the nine consulted in the research. These services were performed in combinations such as the following:

**Table 5.5**  
**Enterprises with three or more categories of ICT-enabled services exports**

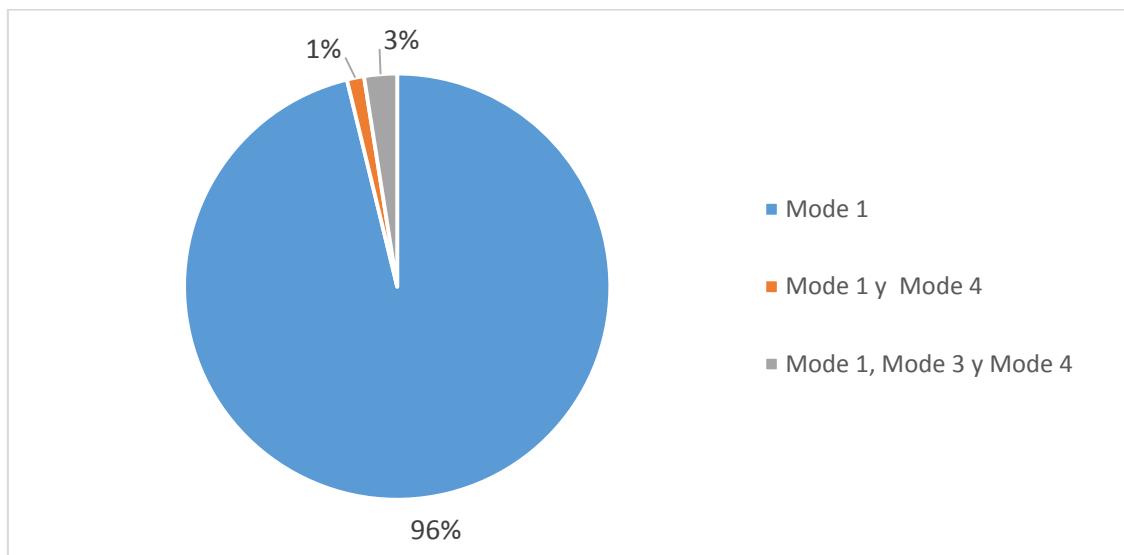
Main service	Rest of services	Relative share (%)
Engineering, related technical services, R&D	-Management, administration and back office services - Computer services -Sales and marketing services	43
Management, administration and back office services	-Education and training services -Engineering, related technical services and R&D -Information services	29
Insurance and financial services	- Computer services - Engineering, related technical services and R&D	14
Information services	- Computer services -Management, administration and back office services	14
Total		100

**Source:** Banco Central de Costa Rica (BCCR)

### **5.3 Exports of ICT enterprises by modes of supply**

Based on the responses received, different combinations of the exports of enterprises using ICT platforms could be inferred. 96% of the 984 ICT-enabled services exporting enterprises indicated that they only make exports of cross-border services; while 4% also used other modes of supply to channel sales of services to non-residents, which in any case are not significant with respect to mode 1.

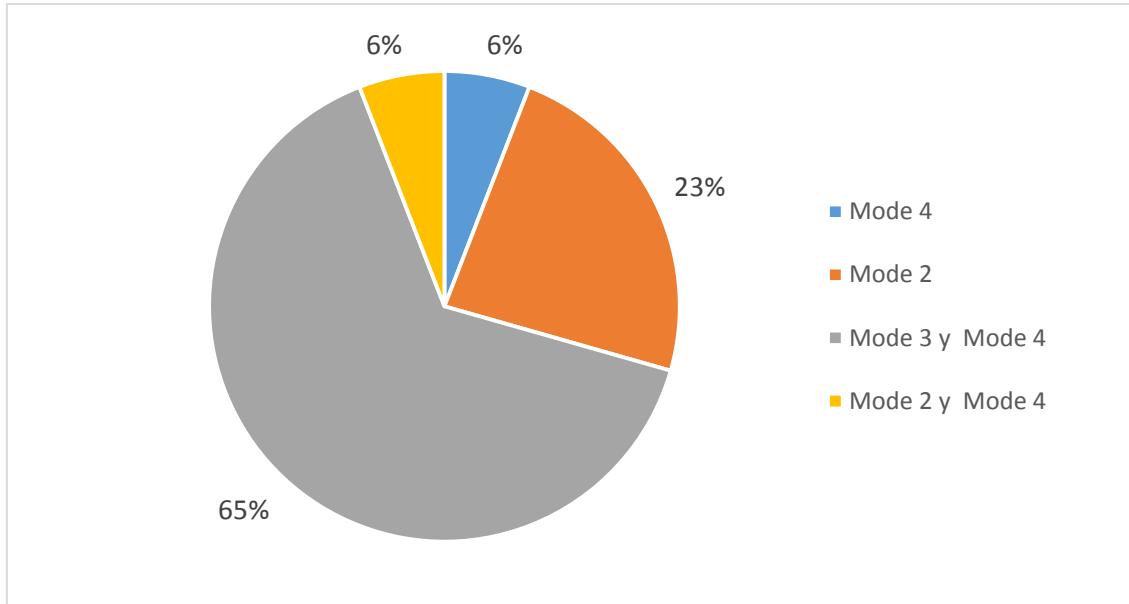
**Graph 5.5**  
**Supply modes of services exports**



**Source:** Banco Central de Costa Rica (BCCR)

Figure 5.6 summarizes the distribution of the external sales of 212 enterprises, of which 149 export services to non-residents from modes of supply different to mode 1, and the remaining 63 do not have activities in their business line of services to the rest of the world. The value of its exports was USD 1,036 million equivalent to 12% and 2% of the country's exports of services and GDP, respectively.

**Graph 5.6**  
**Supply modes of enterprises who channeled theirs services by other than mode 1**



**Source:** Banco Central de Costa Rica (BCCR)

26% of this group of enterprises is located in the free zone regime and they channeled sales of services to non-residents for USD 162 million, which is concentrated in the economic activity of services. In fact, only two enterprises were identified in the manufacturing industry that perform services as a secondary activity

**Table 5.6**  
**Detail of enterprises non-exporting with mode 1 according to size, regime, economic activity and export of services**

Enterprises size class	No. of enterprises		Regimes		Economic activity		Services exports (Millions of USD)
	Total	Modes 2,3 and 4	Definitive	Free zone	Services	Others	
Large(4)	78	44	31	13	43	1	968
Medium(3)	49	37	25	12	36	1	45
Small(2)	48	42	36	6	42	0	21
Micro(1)	37	26	18	8	26	0	3
Total	212	149	110	39	147	2	1,036

**Source:** Banco Central de Costa Rica (BCCR)

In table 5.7 there is a comparison between total sales, total services and exports of total services of the 1196 enterprises. Also, there is the responses about exports delivered over ICT networks, which represent 82% of that total.

**Table 5.7  
Sales, total services and exports of services by enterprises size class**

Enterprises size class	Total Sales	Total services	Services exports	ICT-enabled services exports
Large(4)	8,897	4,095	3,967	2,922
Medium(3)	311	261	226	85
Small(2)	145	136	127	57
Micro(1)	344	344	250	246
Total	9,697	4,836	4,570	3,310

**Source: Banco Central de Costa Rica (BCCR)**

Table 5.8 compares the total number of enterprises included in the research and the enterprises identified as exporters of services over an ICT platform, so that the sum of sales of 1196 contains 984, to be able to compare representativeness.

**Table 5.8  
Total sales of enterprises**

Enterprises size class	Enterprise in the research	Enterprises with ICT-enabled services exports	Relative share (%)
Large(4)	8,897	4,968	56
Medium(3)	311	216	70
Small(2)	145	113	78
Micro(1)	344	340	99
Total	9,697	5,637	58

**Source: Banco Central de Costa Rica (BCCR)**

In the following arrangement you can see the total sales, total services, exports of services, exports corresponding to the nine services consulted and exports delivered over a technology network of the 984 enterprises (using mode 1).

**Table 5.9  
Statistics of enterprises with ICT-enabled services exports by enterprise size class**

Enterprises size class	Total sales	Total services	Total services exports	Exports of 9 services	ICT-enabled services exports
Large(4)	4,968	3,207	2,999	2,963	2,922
Medium(3)	216	190	181	102	85

Small(2)	113	111	107	58	57
Micro(1)	340	339	247	247	246
Total	5,637	3,847	3,534	3,370	3,310

**Source: Banco Central de Costa Rica (BCCR)**

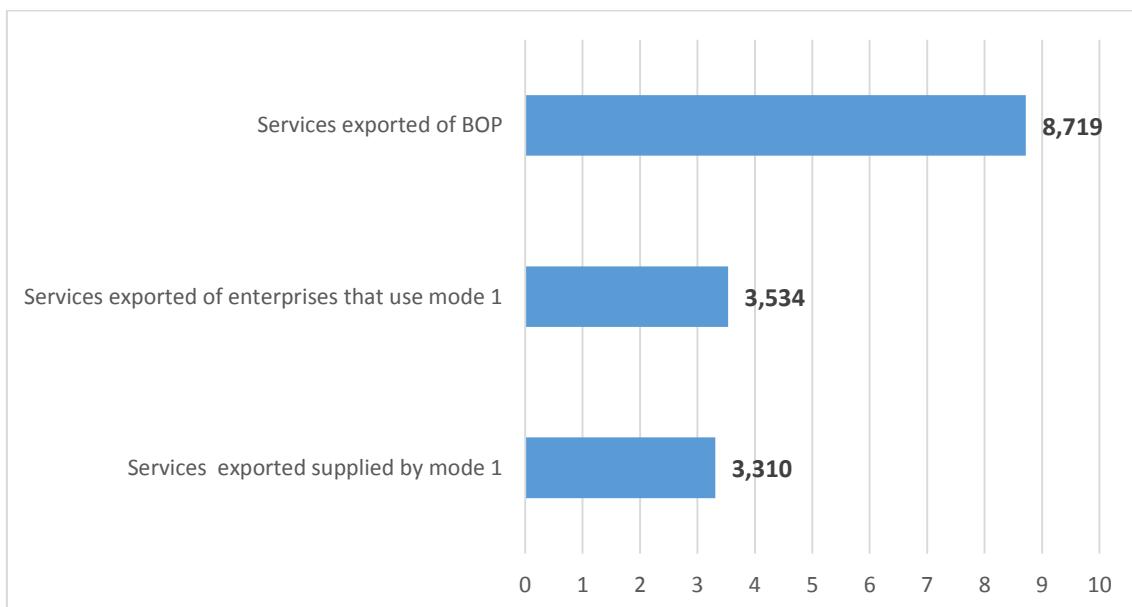
It is important to remember that this comparison does not consider the data of the 212 enterprises that did not export services over ICT, this amount corresponds to USD 1,036 million, representing 12% of the total amount of services contemplated in the international accounts.

## 6. Main findings

Costa Rica is a small, open middle-income economy with a growing insertion into real and financial markets. This reality has meant in recent years, among other things, services have increased their relative importance in both production activity and total exports of the country. In fact, external sales of services have grown from 10% and 33% in the 1960s to 40% and 46% in 2016, with respect to total production and exports (goods and services), respectively.

Exports of ICT-enabled services accounted for 38% of the total external sales of services in the country during 2016. This enterprises canalized over mode 1 the 94% of total services sales to no-residents.

**Graph 6.1**  
**Comparison between exports of services**  
**Millions of USD**



**Source:** Banco Central de Costa Rica (BCCR)

Services was the main economic activity of ICT-enabled services exporters in about 91% of cases. Trade and manufacturing also perform this type of operations, albeit to a lesser extent; while in the agricultural activity could not be specified the existence of operations of this nature with the rest of the world.

This tradable activity is concentrated in large enterprises, which accounted for 88% of the total exports of services channeled remotely from ICT platforms. Additionally, it is clear from the research that 24% of organizations operate in special foreign trade regimes, particularly in free zones. This group of enterprises invoiced USD 2,383 million of the total sales delivered remotely (mode 1); 72% of the total.

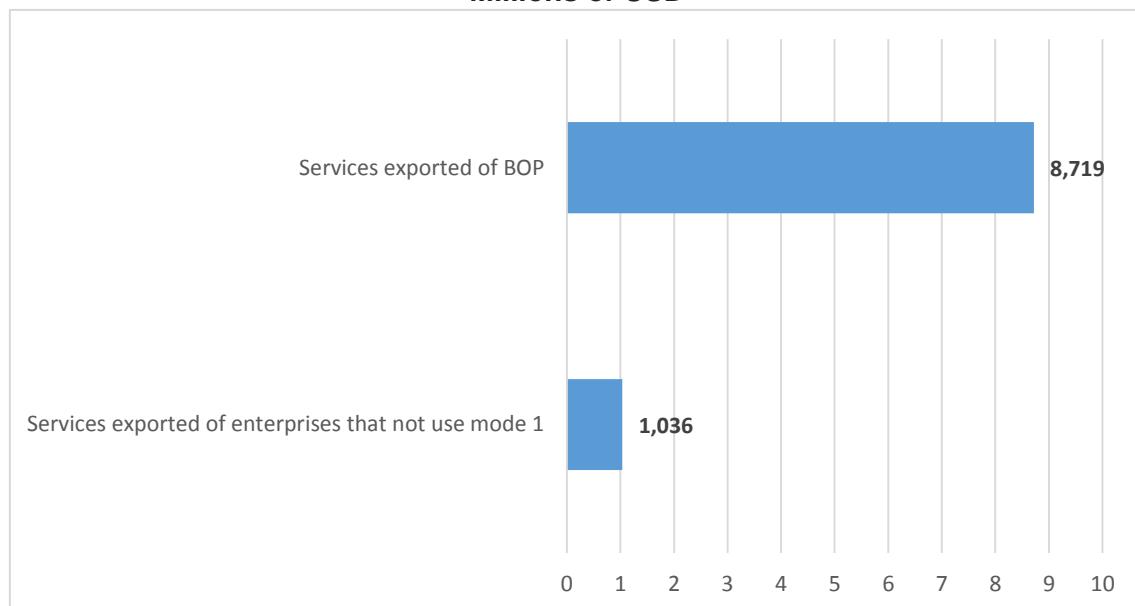
In the composition of exports of cross-border services, highlights the contribution of activities classified as call center operations, computer programming and combined

activities of administrative office services, which together account for 54% of external sales channeled remotely to non-residents. These operations are concentrated in three of the 38 ISICs identified in the responses of the exporting enterprises of services sent via ICT.

Among the research findings, the fact that the exports corresponding to the 9 services consulted showed a higher proportion of shipments using a technology network (Mode 1). The highest percentage obtained is in telecommunications, information services, and sales and marketing services, which are almost entirely channeled remotely.

The estimated enterprises that export ICT-enabled services are highly specialized, since they channel 96% of their sales to non-residents over ICT platforms. Furthermore, 212 of the enterprises use other modes of supply to channel their sales of services to non-residents. The value of the sales of this group of enterprises represented 12% of the total amount of services contemplated in the international accounts.

**Graph 6.2**  
**Total exports of services of BOP and services exported by enterprises that do not channel their sales by mode 1**  
**Millions of USD**



**Source:** Banco Central de Costa Rica (BCCR)

The 984 enterprises who exports ICT-enabled services generated job opportunities for 5% of the total economically active population employed in the country. Female employment accounted for 34% of the total; a reason similar to that observed at the national level for the formal labor market.

Both the control of the social capital of enterprises that channel services exports remotely and the destination of sales to non-residents are concentrated in the US market; the country's main trade and financial partner. Other capital providers for cross-border services exports were from Europe, Panama and other Central American economies. These results are consistent with other related research conducted in Costa Rica.

## 7. Recommendations

The development of pioneering studies such as the project to measure and characterize exports over ICT platforms requires a deep coordination and collaboration between the organizations responsible to generate statistics and the respondents. It is essential to establish strategic alliances to promote access to enterprises, in order to strength the coverage and quality of information.

Internal coordination also plays a key role in order to be able to learn from good practices implemented in other countries and to help provide additional financial resources from project implementation.

Technology is a tool that facilitates communication and contact between data compilers and informants. This channel complemented with remote monitoring (reminders, calls, and clarification of doubts) and visits to enterprises strengthens the effectiveness and efficiency in achieving the proposed objectives both in terms of form and background.

It is essential to guarantee the continuity to this type of initiatives to measure tradable activities, especially in economies where external demand has a high influence in the economic activities and exports of a country. Having detailed information on the main factors affecting productive growth and exports strengthening are essential tools to support the country's public policy.

These data are also relevant for business planning and the reduction of asymmetries in the statistics of the countries. The former has been highlighted in the updates of the different manuals of macroeconomic statistics such as the System of National Accounts 2008 and the Sixth Edition of the Manual of Balance of Payments and International Investment Position of 2009, among other methodological guidelines.

The support of international organizations in the countries' efforts to strength statistical inputs to improve the timeliness, coverage and quality of the data, undoubtedly contributes to the achievement of macroeconomic objectives and the welfare of societies.

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## 9. Attachments

### **9.1 ICT-enabled services**

**Table 9.1.1**  
**Exports of ICT-enabled services by main economic activity**  
**In thousands of USD**

ISIC4	Description	Exports of ICT-enabled services by main economic activity	
		Expansion	Responses
960900	Other personal service activities n.e.c.	5	5
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	10	1
591100	Motion picture, video and television programme production activities	191	180
620900	Other information technology and computer service activities	400	400
711000	Architectural and engineering activities and related technical consultancy	532	7
261000	Manufacture of electronic components and boards	581	579
591300	Motion picture, video and television programme distribution activities	634	634
732000	Market research and public opinion polling	641	641
465900	Wholesale of other machinery and equipment	681	681
829900	Other business support service activities n.e.c.	2.167	1.376
143000	Manufacture of knitted and crocheted apparel	2.888	2.888
721000	Research and experimental development on natural sciences and engineering	2.983	2.407
853000	Higher education	3.93	2.45
351000	Electric power generation, transmission and distribution	7.6	7.6
619000	Other telecommunications activities	9.336	7.388
829100	Activities of collection agencies and credit bureaus	10.085	10.085
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	12.763	11.696
611000	Wired telecommunications activities	14.771	1.5
511000	Passenger air transport	15.568	13.506
479900	Other retail sale not in stores, stalls or markets	19.916	10.366
749000	Other professional, scientific and technical activities n.e.c.	26.208	7.534
631100	Data processing, hosting and related activities	29.089	29.089
522900	Other transportation support activities	33.251	5.928
692000	Accounting, bookkeeping and auditing activities; tax consultancy	59.06	15.578
701000	Activities of head offices	62.108	58.789
741000	Specialized design activities	64.697	64.672
702000	Management consultancy activities	69.47	69.06
951200	Repair of communication equipment	72.662	72.662
731000	Advertising	76.611	2.693
465100	Wholesale of computers, computer peripheral equipment and software	79.706	78.978
641900	Other monetary intermediation	83.36	83.36
783000	Other human resources provision	146.507	132.754
691000	Legal activities	155.704	57
463000	Wholesale of food, beverages and tobacco	176.65	93.676
620200	Computer consultancy and computer facilities management activities	277.886	61.595
821100	Combined office administrative service activities	376.026	233.861
620100	Computer programming activities	527.59	313.198
822000	Activities of call centers	888.144	502.422
Total		3.310.412	1.900.295

**Source:** Banco Central de Costa Rica (BCCR)

## 9.2 Criteria for defining the size of enterprises

The classification of enterprises by size is based on the methodology used by the Ministry of Economy Industry and Commerce (MEIC), which includes the income, number of workers and net fixed assets, as detailed below:

Size of enterprise	P value
Micro (1)	$P \leq 10$
Small (2)	$10 < P \leq 35$
Medium (3)	$35 < P \leq 100$
Large (4)	$P > 100$

Where P is the size assigned to the company by its characteristics. This will depend on the economic activity in which the enterprise is.

Industry	Commerce and service	Information and Communication Technologies
$P = [(0,6 \times pe/100) + (0,3 \times van/\text{€}1,738,000,000) + (0,1 \times afe/\text{€}1,086,000,000)] \times 100$	$P = [(0,6 \times pe/30) + (0,3 \times van/\text{€}2,979,000,000) + (0,1 \times afe/\text{€}931,000,000)] \times 100$	$P = [(0,6 \times pe/50) + (0,3 \times van/\text{€}2,979,000,000) + (0,1 \times afe/\text{€}931,000,000)] \times 100$

Where;

pe: Average personnel employed by the company during the last fiscal period.

van: Value of the company's net annual sales in the last fiscal period.

afe: Value of the company's net fixed assets in the last fiscal period.

## 9.3 Description of economic variables

1. **Foreign-owned:** when a different unit owns directly or indirectly, more than 50 per cent of the equity or shareholders' voting rights.
2. **Employee:** Person who works for an employer under an employment contract and receives compensation in the form of salaries, fees, gratuities, payment per piece or compensation in kind. Part-time workers, seasonal workers, people on strike or with short-term permits are considered employed, while volunteers or people with long-term permits are excluded.
3. **Billing:** sales of goods or services provided to third parties; includes all duties and taxes with the exception of the value added tax invoiced by the unit to its customer and other similar deductible taxes directly related to the turnover.
4. **Exports of services and share of those delivered over ICT networks:** provision of services by the enterprise to a non-resident unit.

5. **Intra-group trade:** Transactions between enterprises of a group (multinational enterprises – MNE's).

#### **9.4 Costa Rica's special trade regimes**

1. **Free Zone Regime:** It is a system of incentives and benefits, which the state grants to companies that meet certain investment requirements and comply with certain requisites and obligations established in the law. It is ruled by the Free Zone Regime Law (Law No. 7210 of 23 November 1990) and its amendments, as well as by Executive Decree No. 34739-COMEX-H from 2008 and its amendments. To qualify under the FZR, companies must be classified under at least one of the following categories: (Category A) export-processing industries; (Category B) trading companies; (Category C) service industries; (Category Ch) free zone park-managing companies; (Category D) companies or organizations engaged in scientific research; and (Category F) processing companies, whether they export or not. Furthermore, applicant companies must meet a number of conditions. The FZR grants foreign and domestic companies tax breaks for their investments in the country, including full or partial exemption from corporate income tax; full exemption from customs duties on import/exports tariffs (intermediate capital goods, raw materials and other inputs); full exemption from local taxes (sales, excise, fees, dividends and royalties); and full exemption on withholding taxes for remittances abroad. Beneficiaries of the FZR can receive additional exemptions in case of significant re-investment or for investment in a new project.
2. **Inward Processing Regime:** is ruled by the General Customs Law (Ley General de Aduanas, Law No. 7557 of 20 October 1995), the Regulations to the General Customs Law (Reglamento a la Ley General de Aduanas, Executive Decree No. 25270 of 14 June 1995) and the Regulations to the Inward Processing Regime (Reglamento del Régimen de Perfeccionamiento Activo, Executive Decree No. 34165-H-COMEX). The Inward Processing Regime enables goods to enter the national customs territory and benefit from the full suspension of taxes, including customs duties, subject to the posting of a guarantee bond. Specifically, companies that assemble, reassemble and/or transform their production may apply to the Inward Processing Regime to the extent that their products are exported or re-exported abroad within the time limits determined by legislation or, in some cases, consumed locally (prior payment of applicable domestic taxes). To be eligible under this regime, it is not necessary to fulfil any requirement of value added. There are two modalities: (i) 100% re-export: whereby companies re-export the totality of their production to other countries; or (ii) re-export (direct and indirect) and local sale: whereby companies re-export part of their production and sell the other part in Costa Rica (and therefore pay applicable domestic taxes).

**9.5 Main economic activities of enterprises included in the research, categorized by size and ISIC.**

**Table 9.5.1**  
**Detail of the main economic activities of enterprises in the statistical sample**  
**According to size and ISIC4**

ISIC4	Description	Large (4)	Medium (3)	Small (2)	Micro (1)
16400	Sale of Palm Oil Seed	1			
105000	Manufacture of dairy products	1	2		
107100	Manufacture of bakery products		1		
107300	Manufacture of cocoa, chocolate and sugar confectionery	1			
107909	Manufacture of other food products n.e.c.	1			
108000	Manufacture of prepared animal feeds	1			
110400	Manufacture of soft drinks; production of mineral waters and other bottled waters			1	
139900	Manufacture of other textiles n.e.c.	1			
143000	Manufacture of knitted and crocheted apparel	1			
162300	Manufacture of wooden containers	1			
162900	Manufacture of other products of wood; manufacture of articles of cork, straw and plaiting materials			1	
201100	Manufacture of basic chemicals			1	
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	2			
231000	Manufacture of glass and glass products	1			
239400	Manufacture of cement, lime and plaster	1			
239500	Manufacture of articles of concrete, cement and plaster	1			
261000	Manufacture of electronic components and boards	1		1	
265100	Manufacture of measuring, testing, navigating and control equipment		1		
274000	Manufacture of electric lighting equipment	1			
325000	Manufacture of medical and dental instruments and supplies	3	2		
351000	Electric power generation, transmission and distribution	1			
422000	Construction of utility projects	1			
463000	Wholesale of food, beverages and tobacco	7			
465100	Wholesale of computers, computer peripheral equipment and software	2			
465900	Wholesale of other machinery and equipment				1
471100	Retail sale in non-specialized stores with food, beverages or tobacco predominating	1			
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores		1		
479900	Other retail sale not in stores, stalls or markets	1			
492100	Urban and suburban passenger land transport		2		
501200	Sea and coastal freight water transport	2			
511000	Passenger air transport	3			
522100	Service activities incidental to land transportation			1	
522900	Other transportation support activities	10	4	3	3
532000	Courier activities	2		2	
561000	Restaurants and mobile food service activities				1

591100	Motion picture, video and television programme production activities			1	
591300	Motion picture, video and television programme distribution activities			2	
591400	Motion picture projection activities	2			
592000	Sound recording and music publishing activities		1		
602000	Television programming and broadcasting activities	2			
611000	Wired telecommunications activities	4	2		
612000	Wireless telecommunications activities	3	1		
619000	Other telecommunications activities	1	1		
620100	Computer programming activities	22	8	4	3
620200	Computer consultancy and computer facilities management activities	6	2	1	
620900	Other information technology and computer service activities		1	2	
631100	Data processing, hosting and related activities	1	1		
641900	Other monetary intermediation	5	1		
681000	Real estate activities with own or leased property	2	4		1
682000	Real estate activities on a fee or contract basis	1	2		
691000	Legal activities	3	2		
692000	Accounting, bookkeeping and auditing activities; tax consultancy	4			1
701000	Activities of head offices	4	1	1	
702000	Management consultancy activities	4		1	1
711000	Architectural and engineering activities and related technical consultancy	1	5	4	1
721000	Research and experimental development on natural sciences and engineering	1			
731000	Advertising	7	5	5	
732000	Market research and public opinion polling	3		1	
741000	Specialized design activities	1	2	1	
749000	Other professional, scientific and technical activities n.e.c.	3	2	2	1
773000	Renting and leasing of other machinery, equipment and tangible goods	3	1	2	
783000	Other human resources provision	2			
821100	Combined office administrative service activities	11			
822000	Activities of call centres	21	1		
829100	Activities of collection agencies and credit bureaus	1			
829900	Other business support service activities n.e.c.	1	1	1	
853000	Higher education	2			
861000	Hospital activities	1			
869000	Other human health activities				1
951100	Repair of computers and peripheral equipment	1			
951200	Repair of communication equipment	3			
960900	Other personal service activities n.e.c.			1	
73		175	57	39	14

**Source: Banco Central de Costa Rica (BCCR)**

**Table 9.5.2**  
**Detail of the main economic activities of the 1196 enterprises**  
**According to size and ISIC4**

ISIC4	Description	Large (4)	Medium (3)	Small (2)	Micro (1)
12201	Banana cultivation	2			
16400	Sale of Palm Oil Seed	1			
105000	Manufacture of dairy products		2		
107100	Manufacture of bakery products		1		
107300	Manufacture of cocoa, chocolate and sugar confectionery	1			
107909	Manufacture of other food products n.e.c.	2	1		
108000	Manufacture of prepared animal feeds	1			
110400	Manufacture of soft drinks; production of mineral waters and other bottled waters			1	
139900	Manufacture of other textiles n.e.c.	1			
143000	Manufacture of knitted and crocheted apparel	1			
162300	Manufacture of wooden containers	1			
162900	Manufacture of other products of wood; manufacture of articles of cork, straw and plaiting materials			1	
201100	Manufacture of basic chemicals			1	
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	2			
231000	Manufacture of glass and glass products	1			
239400	Manufacture of cement, lime and plaster	1			
239500	Manufacture of articles of concrete, cement and plaster	1			
261000	Manufacture of electronic components and boards	6		1	
265100	Manufacture of measuring, testing, navigating and control equipment			1	
274000	Manufacture of electric lighting equipment	1			
325000	Manufacture of medical and dental instruments and supplies	4	1		
351000	Electric power generation, transmission and distribution	1			
422000	Construction of utility projects	2			
463000	Wholesale of food, beverages and tobacco	6	1		
465100	Wholesale of computers, computer peripheral equipment and software	3			
465900	Wholesale of other machinery and equipment	1			
471100	Retail sale in non-specialized stores with food, beverages or tobacco predominating	1			
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores		1	1	
479900	Other retail sale not in stores, stalls or markets	2			
492100	Urban and suburban passenger land transport		2		
501200	Sea and coastal freight water transport	2			
511000	Passenger air transport	6			
522100	Service activities incidental to land transportation			1	
522900	Other transportation support activities	18	23	31	16
532000	Courier activities	2	1	2	1
561000	Restaurants and mobile food service activities				1
591100	Motion picture, video and television programme production activities			1	1
591300	Motion picture, video and television programme distribution activities			2	
591400	Motion picture projection activities	2			
602000	Television programming and broadcasting activities	2			
611000	Wired telecommunications activities	6	2		

612000	Wireless telecommunications activities	1			
619000	Other telecommunications activities	1	1		
620100	Computer programming activities	37	22	25	131
620200	Computer consultancy and computer facilities management activities	8	12	8	183
620900	Other information technology and computer service activities		1		1
631100	Data processing, hosting and related activities	2			
641900	Other monetary intermediation	5	1		
681000	Real estate activities with own or leased property	7	13	6	7
682000	Real estate activities on a fee or contract basis	2			
691000	Legal activities	7	4	5	345
692000	Accounting, bookkeeping and auditing activities; tax consultancy	9	1	2	1
701000	Activities of head offices	4	1		1
702000	Management consultancy activities	5		1	2
711000	Architectural and engineering activities and related technical consultancy	3	9	4	
721000	Research and experimental development on natural sciences and engineering	1		1	1
731000	Advertising	10	7	7	
732000	Market research and public opinion polling			1	
741000	Specialized design activities	2	1		
749000	Other professional, scientific and technical activities n.e.c.	3	2		
773000	Renting and leasing of other machinery, equipment and tangible goods	4	3	5	1
783000	Other human resources provision	3			
821100	Combined office administrative service activities	21	4	5	3
822000	Activities of call centers	26	6	2	3
829100	Activities of collection agencies and credit bureaus	1			
829900	Other business support service activities n.e.c.	1	2	1	
853000	Higher education	3			
861000	Hospital activities	6			
951100	Repair of computers and peripheral equipment	1	1		
951200	Repair of communication equipment	2			
960900	Other personal service activities n.e.c.				1
Total		255	127	115	699

Source: Banco Central de Costa Rica (BCCR)

## 9.6 Total sales

**Table 9.6.1**  
**Detail of total sales by ISIC**  
**Millions of USD**

ISIC4	Description	Total sales
561000	Restaurants and mobile food service activities	47
960900	Other personal service activities n.e.c.	147
110400	Manufacture of soft drinks; production of mineral waters and other bottled waters	266
591100	Motion picture, video and television programme production activities	637
732000	Market research and public opinion polling	641
261000	Manufacture of electronic components and boards	671
591300	Motion picture, video and television programme distribution activities	737
201100	Manufacture of basic chemicals	836
620900	Other information technology and computer service activities	1,101

522100	Service activities incidental to land transportation	1,358
231000	Manufacture of glass and glass products	1,758
265100	Manufacture of measuring, testing, navigating and control equipment	2,042
162900	Manufacture of other products of wood; manufacture of articles of cork, straw and plaiting materials	2,101
721000	Research and experimental development on natural sciences and engineering	2,983
105000	Manufacture of dairy products	3,283
162300	Manufacture of wooden containers	3,698
492100	Urban and suburban passenger land transport	3,799
471100	Retail sale in non-specialized stores with food, beverages or tobacco predominating	3,830
107100	Manufacture of bakery products	3,924
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	4,360
465900	Wholesale of other machinery and equipment	4,971
239500	Manufacture of articles of concrete, cement and plaster	6,090
16400	Sale of Palm Oil Seed	6,350
829900	Other business support service activities n.e.c.	9,062
829100	Activities of collection agencies and credit bureaus	10,085
107909	Manufacture of other food products n.e.c.	11,173
619000	Other telecommunications activities	11,376
107300	Manufacture of cocoa, chocolate and sugar confectionery	11,499
682000	Real estate activities on a fee or contract basis	12,306
274000	Manufacture of electric lighting equipment	15,830
612000	Wireless telecommunications activities	17,603
951100	Repair of computers and peripheral equipment	19,874
479900	Other retail sale not in stores, stalls or markets	20,100
108000	Manufacture of prepared animal feeds	21,623
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	26,185
749000	Other professional, scientific and technical activities n.e.c.	26,208
631100	Data processing, hosting and related activities	29,089
139900	Manufacture of other textiles n.e.c.	37,977
501200	Sea and coastal freight water transport	38,442
711000	Architectural and engineering activities and related technical consultancy	42,131
602000	Television programming and broadcasting activities	43,478
511000	Passenger air transport	43,886
591400	Motion picture projection activities	48,301
692000	Accounting, bookkeeping and auditing activities; tax consultancy	65,293
741000	Specialized design activities	65,305
701000	Activities of head offices	66,278
702000	Management consultancy activities	78,132
951200	Repair of communication equipment	80,597
731000	Advertising	84,541
465100	Wholesale of computers, computer peripheral equipment and software	91,403
143000	Manufacture of knitted and crocheted apparel	96,272
853000	Higher education	98,246
351000	Electric power generation, transmission and distribution	99,316
532000	Courier activities	102,865
773000	Renting and leasing of other machinery, equipment and tangible goods	107,920
239400	Manufacture of cement, lime and plaster	137,607
422000	Construction of utility projects	150,260
783000	Other human resources provision	155,744
681000	Real estate activities with own or leased property	194,694
861000	Hospital activities	195,221
12201	Banana cultivation	223,964
522900	Other transportation support activities	258,159
691000	Legal activities	267,758

620200	Computer consultancy and computer facilities management activities	318,831
821100	Combined office administrative service activities	453,959
620100	Computer programming activities	591,163
611000	Wired telecommunications activities	656,847
822000	Activities of call centres	894,915
463000	Wholesale of food, beverages and tobacco	959,893
641900	Other monetary intermediation	1,018,177
325000	Manufacture of medical and dental instruments and supplies	1,631,882
	Total	9,697,097

**Source: Banco Central de Costa Rica (BCCR)**

## 9.7 Total services of 1196 enterprises by ISIC4

**Table 9.7.1**  
**Detail of the total services by ISIC4**  
**Millions of USD**

ISIC4	Description	Total services
561000	Restaurants and mobile food service activities	47
960900	Other personal service activities n.e.c.	147
261000	Manufacture of electronic components and boards	581
591100	Motion picture, video and television programme production activities	637
732000	Market research and public opinion polling	641
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	734
591300	Motion picture, video and television programme distribution activities	737
620900	Other information technology and computer service activities	1,101
612000	Wireless telecommunications activities	1,625
105000	Manufacture of dairy products	1,877
143000	Manufacture of knitted and crocheted apparel	2,888
721000	Research and experimental development on natural sciences and engineering	2,983
107909	Manufacture of other food products n.e.c.	3,078
492100	Urban and suburban passenger land transport	3,799
239400	Manufacture of cement, lime and plaster	4,128
465900	Wholesale of other machinery and equipment	4,971
351000	Electric power generation, transmission and distribution	7,600
829900	Other business support service activities n.e.c.	8,225
829100	Activities of collection agencies and credit bureaus	10,085
619000	Other telecommunications activities	11,376
682000	Real estate activities on a fee or contract basis	12,306
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	13,579
951100	Repair of computers and peripheral equipment	19,874
479900	Other retail sale not in stores, stalls or markets	20,100
749000	Other professional, scientific and technical activities n.e.c.	26,208
711000	Architectural and engineering activities and related technical consultancy	27,667
631100	Data processing, hosting and related activities	29,089
501200	Sea and coastal freight water transport	38,442
602000	Television programming and broadcasting activities	43,478
511000	Passenger air transport	43,886
773000	Renting and leasing of other machinery, equipment and tangible goods	45,501
701000	Activities of head offices	64,413
741000	Specialized design activities	64,697
692000	Accounting, bookkeeping and auditing activities; tax consultancy	65,107

611000	Wired telecommunications activities	67,995
731000	Advertising	76,611
702000	Management consultancy activities	77,166
951200	Repair of communication equipment	80,597
465100	Wholesale of computers, computer peripheral equipment and software	85,624
853000	Higher education	98,246
532000	Courier activities	102,865
641900	Other monetary intermediation	114,015
861000	Hospital activities	130,858
422000	Construction of utility projects	150,260
783000	Other human resources provision	155,744
681000	Real estate activities with own or leased property	191,358
463000	Wholesale of food, beverages and tobacco	213,331
522900	Other transportation support activities	257,161
691000	Legal activities	267,758
620200	Computer consultancy and computer facilities management activities	282,062
821100	Combined office administrative service activities	441,562
620100	Computer programming activities	571,932
822000	Activities of call centres	889,831
	Total	4,836,582

**Source: Banco Central de Costa Rica (BCCR)**

## 9.8 Service exports

**Table 9.8.1**  
**Detail of the services exported by ISIC4**  
**Millions of USD**

ISIC4	Description	Total export of services
960900	Other personal service activities n.e.c.	5
561000	Restaurants and mobile food service activities	7
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	38
591100	Motion picture, video and television programme production activities	191
620900	Other information technology and computer service activities	400
261000	Manufacture of electronic components and boards	581
591300	Motion picture, video and television programme distribution activities	634
732000	Market research and public opinion polling	641
829900	Other business support service activities n.e.c.	2,167
143000	Manufacture of knitted and crocheted apparel	2,888
721000	Research and experimental development on natural sciences and engineering	2,983
107909	Manufacture of other food products n.e.c.	3,078
853000	Higher education	3,930
465900	Wholesale of other machinery and equipment	4,971
351000	Electric power generation, transmission and distribution	7,600
773000	Renting and leasing of other machinery, equipment and tangible goods	8,954
619000	Other telecommunications activities	9,412
829100	Activities of collection agencies and credit bureaus	10,085
682000	Real estate activities on a fee or contract basis	10,149
501200	Sea and coastal freight water transport	12,686
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	13,579
611000	Wired telecommunications activities	14,771
711000	Architectural and engineering activities and related technical consultancy	16,651
951100	Repair of computers and peripheral equipment	19,874

479900	Other retail sale not in stores, stalls or markets	19,916
749000	Other professional, scientific and technical activities n.e.c.	26,208
631100	Data processing, hosting and related activities	29,089
861000	Hospital activities	32,714
511000	Passenger air transport	43,644
692000	Accounting, bookkeeping and auditing activities; tax consultancy	61,871
701000	Activities of head offices	63,376
741000	Specialized design activities	64,697
702000	Management consultancy activities	72,948
951200	Repair of communication equipment	73,789
731000	Advertising	76,611
465100	Wholesale of computers, computer peripheral equipment and software	79,706
532000	Courier activities	82,358
641900	Other monetary intermediation	83,360
681000	Real estate activities with own or leased property	115,118
783000	Other human resources provision	146,507
422000	Construction of utility projects	150,260
691000	Legal activities	156,441
463000	Wholesale of food, beverages and tobacco	176,707
620200	Computer consultancy and computer facilities management activities	277,886
821100	Combined office administrative service activities	404,594
620100	Computer programming activities	544,823
522900	Other transportation support activities	751,245
822000	Activities of call centres	889,795
Total		4,569,940

**Source: Banco Central de Costa Rica (BCCR)**

**Table 9.8.2**  
**Detail of the services exported from the 9 services consulted by ISIC4**  
**Millions of USD**

ISIC4	Description	Exports of 9 Services
960900	Other personal service activities n.e.c.	5
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	10
591100	Motion picture, video and television programme production activities	191
620900	Other information technology and computer service activities	400
261000	Manufacture of electronic components and boards	581
591300	Motion picture, video and television programme distribution activities	634
732000	Market research and public opinion polling	641
465900	Wholesale of other machinery and equipment	681
829900	Other business support service activities n.e.c.	2,167
143000	Manufacture of knitted and crocheted apparel	2,888
721000	Research and experimental development on natural sciences and engineering	2,983
853000	Higher education	3,930
351000	Electric power generation, transmission and distribution	7,600
619000	Other telecommunications activities	9,412
829100	Activities of collection agencies and credit bureaus	10,085
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	13,441
611000	Wired telecommunications activities	14,771
532000	Courier activities	15,319
711000	Architectural and engineering activities and related technical consultancy	16,651
479900	Other retail sale not in stores, stalls or markets	19,916

511000	Passenger air transport	22,240
749000	Other professional, scientific and technical activities n.e.c.	26,208
631100	Data processing, hosting and related activities	29,089
522900	Other transportation support activities	41,580
692000	Accounting, bookkeeping and auditing activities; tax consultancy	61,395
701000	Activities of head offices	62,108
741000	Specialized design activities	64,697
951200	Repair of communication equipment	72,662
702000	Management consultancy activities	72,948
731000	Advertising	76,611
465100	Wholesale of computers, computer peripheral equipment and software	79,706
641900	Other monetary intermediation	83,360
783000	Other human resources provision	146,507
691000	Legal activities	156,441
463000	Wholesale of food, beverages and tobacco	176,650
620200	Computer consultancy and computer facilities management activities	277,886
821100	Combined office administrative service activities	404,477
620100	Computer programming activities	544,822
822000	Activities of call centres	888,144
	Total	3,409,838

**Source: Banco Central de Costa Rica (BCCR)**

**Table 9.8.3**  
**Detail of ICT-enabled services exports**  
**Millions of USD**

ISIC4	Description	ICT-enabled services exports
960900	Other personal service activities n.e.c.	5
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	10
591100	Motion picture, video and television programme production activities	191
620900	Other information technology and computer service activities	400
711000	Architectural and engineering activities and related technical consultancy	532
261000	Manufacture of electronic components and boards	581
591300	Motion picture, video and television programme distribution activities	634
732000	Market research and public opinion polling	641
465900	Wholesale of other machinery and equipment	681
829900	Other business support service activities n.e.c.	2,167
143000	Manufacture of knitted and crocheted apparel	2,888
721000	Research and experimental development on natural sciences and engineering	2,983
853000	Higher education	3,930
351000	Electric power generation, transmission and distribution	7,600
619000	Other telecommunications activities	9,336
829100	Activities of collection agencies and credit bureaus	10,085
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	12,763
611000	Wired telecommunications activities	14,771
511000	Passenger air transport	15,568
479900	Other retail sale not in stores, stalls or markets	19,916
749000	Other professional, scientific and technical activities n.e.c.	26,208
631100	Data processing, hosting and related activities	29,089
522900	Other transportation support activities	33,251
692000	Accounting, bookkeeping and auditing activities; tax consultancy	59,060
701000	Activities of head offices	62,108
741000	Specialized design activities	64,697

702000	Management consultancy activities	69,470
951200	Repair of communication equipment	72,662
731000	Advertising	76,611
465100	Wholesale of computers, computer peripheral equipment and software	79,706
641900	Other monetary intermediation	83,360
783000	Other human resources provision	146,507
691000	Legal activities	155,704
463000	Wholesale of food, beverages and tobacco	176,650
620200	Computer consultancy and computer facilities management activities	277,886
821100	Combined office administrative service activities	376,026
620100	Computer programming activities	527,590
822000	Activities of call centers	888,144
Total:		3,310,412

*Source: Banco Central de Costa Rica (BCCR)*

## 9.9 Economic activity and ICT network services

**Table 9.9.1**  
**Detail of economic activity from responses and main ICT network service**

ISIC	Main economic activity according REVEC	Responses	Main service over ICT networks
<b>Agricultural</b>			
-	-	-	-
<b>Manufacturing industry</b>			
143000	Manufacture of knitted and crocheted apparel	1	Management, administration and back office services
210000	Manufacture of pharmaceuticals, medicinal chemical and botanical products	2	Engineering, related technical services and R&D
261000	Manufacture of electronic components and boards	4	Engineering, related technical services and R&D
<b>Trade</b>			
463000	Wholesale of food, beverages and tobacco	6	Management, administration and back office services
465100	Wholesale of computers, computer peripheral equipment and software	3	Computer services (including computer software)
465900	Wholesale of other machinery and equipment	1	Management, administration and back office services
474100	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores	2	Education and training services
479900	Other retail sale not in stores, stalls or markets	2	Management, administration and back office services
<b>Services</b>			
351000	Electric power generation, transmission and distribution	1	Telecommunications
511000	Passenger air transport	5	Management, administration and back office services
522900	Other transportation support activities	8	Management, administration and back office services
591100	Motion picture, video and television programme production activities	2	Information services (including audio-visual services and on-line content)
591300	Motion picture, video and television programme distribution activities	2	Information services (including audio-visual services and on-line content)
611000	Wired telecommunications activities	7	Telecommunications

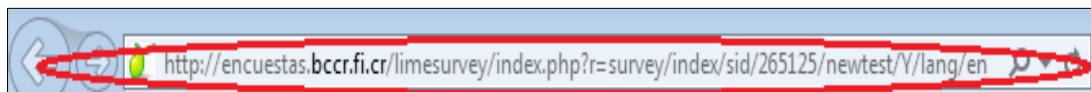
619000	Other telecommunications activities	2	Telecommunications
620100	Computer programming activities	199	Computer services (including computer software)
620200	Computer consultancy and computer facilities management activities	211	Computer services (including computer software)
620900	Other information technology and computer service activities	2	Computer services (including computer software)
631100	Data processing, hosting and related activities	2	Management, administration and back office services
641900	Other monetary intermediation	6	Insurance and financial services
691000	Legal activities	361	Management, administration and back office services
692000	Accounting, bookkeeping and auditing activities; tax consultancy	13	Insurance and financial services
701000	Activities of head offices	6	Management, administration and back office services
702000	Management consultancy activities	8	Insurance and financial services
711000	Architectural and engineering activities and related technical consultancy	14	Engineering, related technical services and R&D
721000	Research and experimental development on natural sciences and engineering	3	Engineering, related technical services and R&D
731000	Advertising	22	Sales and marketing services, not including trade and leasing services
732000	Market research and public opinion polling	1	Sales and marketing services, not including trade and leasing services
741000	Specialized design activities	3	Engineering, related technical services and R&D
749000	Other professional, scientific and technical activities n.e.c.	5	Engineering, related technical services and R&D
783000	Other human resources provision	2	Management, administration and back office services
821100	Combined office administrative service activities	32	Management, administration and back office services
822000	Activities of call centers	37	Management, administration and back office services
829100	Activities of collection agencies and credit bureaus	1	Management, administration and back office services
829900	Other business support service activities n.e.c.	3	Management, administration and back office services
853000	Higher education	3	Education and training services
951200	Repair of communication equipment	1	Computer services (including computer software)
960900	Other personal service activities n.e.c.	1	Computer services (including computer software)

## **9.10 Guide for preparing an online questionnaire in LimeSurvey**

The process established for the capture and analysis of information associated to the ICT-enabled Services Project (ICTSP) has included the following tasks:

### *Design of the online survey form*

For this purpose we used LimeSurvey, a free and open-source platform for conducting online surveys. The online form was developed starting from the UNCTAD model questionnaire to measure exports of ICT-enabled services, building in the specific questions, the relations and the cross-checks between some of these questions. The online survey thus developed has been the main survey implementation tool, albeit not the only one.



### *Setting up unique respondent codes and passwords*

To guarantee the confidentiality of information, LimeSurvey allows setting up unique passwords for each respondent incorporated in the data collection exercise. Each user gets assigned his or her email address as a user name. The passwords generated are unique but still allow identifying to which respondent each answer should be attributed to.

A screenshot of the LimeSurvey Token control interface. At the top, there is a toolbar with various icons for managing tokens. Below the toolbar, a section titled "Token summary" displays several statistics: "Total records in this token table", "Total with no unique Token", "Total invitations sent", "Total opted out", and "Total surveys completed".

A screenshot of the LimeSurvey Survey participants interface. The top row shows a header with columns: "Survey participants", "ID", "Action", "First name", "Last name", "Email address", "Email status", "Token", and "Language". Below this, another row of buttons includes: "Invitation sent?", "Reminder sent?", "Reminder count", "Completed?", "Uses left", "Valid from", and "Valid until".

### *Sending out the invitation to participate in the online survey*

Once the respondent has agreed to receive the form and to participate in the survey, the application automatically sends the online form from LimeSurvey directly. This remission has place to the platform and domain of Banco Central de Costa Rica. This respondent receives a thank you message for the participation as well as the direct link

to the form as well as the contact details in BCCR in the event that follow up clarification questions are needed.



Invitation to participate in ICT Project / BCCR - UNCTAD

Dear ,

You have been invited to participate in a survey. The survey is titled: "Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD" "" To participate, please click on the link below:

[http://encuestas.bccr.fi.cr/limesurvey/index.php?  
r=survey/index/sid/265125/token/pijx4v9ndnz4qvv/lang/es](http://encuestas.bccr.fi.cr/limesurvey/index.php?r=survey/index/sid/265125/token/pijx4v9ndnz4qvv/lang/es)

Sincerely,

Alexandra Molina Acosta ([MOLINAAA@bccr.fi.cr](mailto:MOLINAAA@bccr.fi.cr)) / 2243-3295

Rigoberto Torres Mora ([TORRESMR@bccr.fi.cr](mailto:TORRESMR@bccr.fi.cr)) / 2243-3313

*Preparing a welcome message with basic information about the survey and project*

When the respondent clicks on the link to complete the survey, he receives a welcome message and a short description of the project.

link to know general features of the survey.' At the bottom are 'Next >' and 'Exit and clear survey' buttons."/>

Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD

English ▾

Central Bank of Costa Rica and United Nations Conference on Trade and Development are collecting information that will use to compile data about exports of remotely channeled services over technology networks.

You can access on this [link](#) to know general features of the survey.

Next > Exit and clear survey

In the same window access is enabled to a document which contains further details about the project.

### *Preparing the questions and their sequencing*

By clicking on “next”, in the window of the welcome, it will begin to display the questions one by one. These questions can contain the following buttons and symbols:

**5.1. Asterisk:** queries are mandatory when they have a red asterisk (\*).

**5.2. Question sign:** an explanatory note may appear in some questions. It contains concepts, warnings or useful indications to answer.

**5.3. Resume later:** it is a button that allows to leave the survey and to continue after. If it does, all the answers are saved.

**5.4. Previous:** in the form online there isn't option of doesn't to answer and try to continue, but there is an option to go back and see the previous answers, this is the function of previous button.

**5.5. Next:** this button allows to pass to the next question when the current question has been answered.

**5.6. Exit and clear survey:** button that allows exit of the survey and delete the answers previously made. When the respondents enter again, they should restart the form.

## Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD

English ▾

### General information

Section focused to collect basic information of the enterprise.



**Was your enterprise controlled by another enterprise during January 2016 - December 2016?**

Yes     No



An enterprise is controlled when a different unit owns directly or indirectly, more than 50 per cent of the equity or shareholders voting rights.

[Resume later](#)

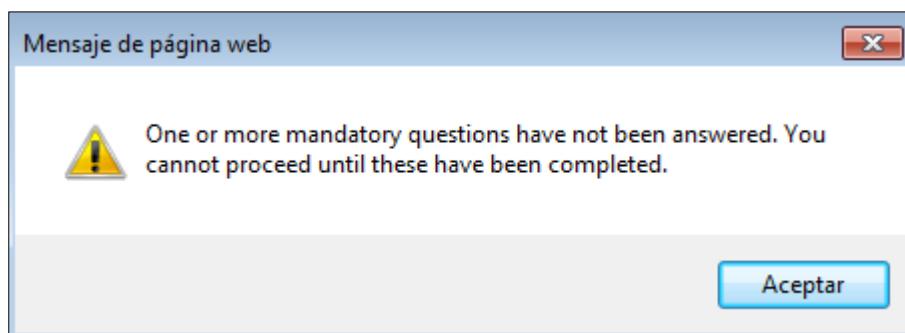
[◀ Previous](#)

[Next ▶](#)

[Exit and clear survey](#)

### Preparing a warning messages / making questions mandatory

The development of the survey makes it impossible for the respondent to leave questions without answers.



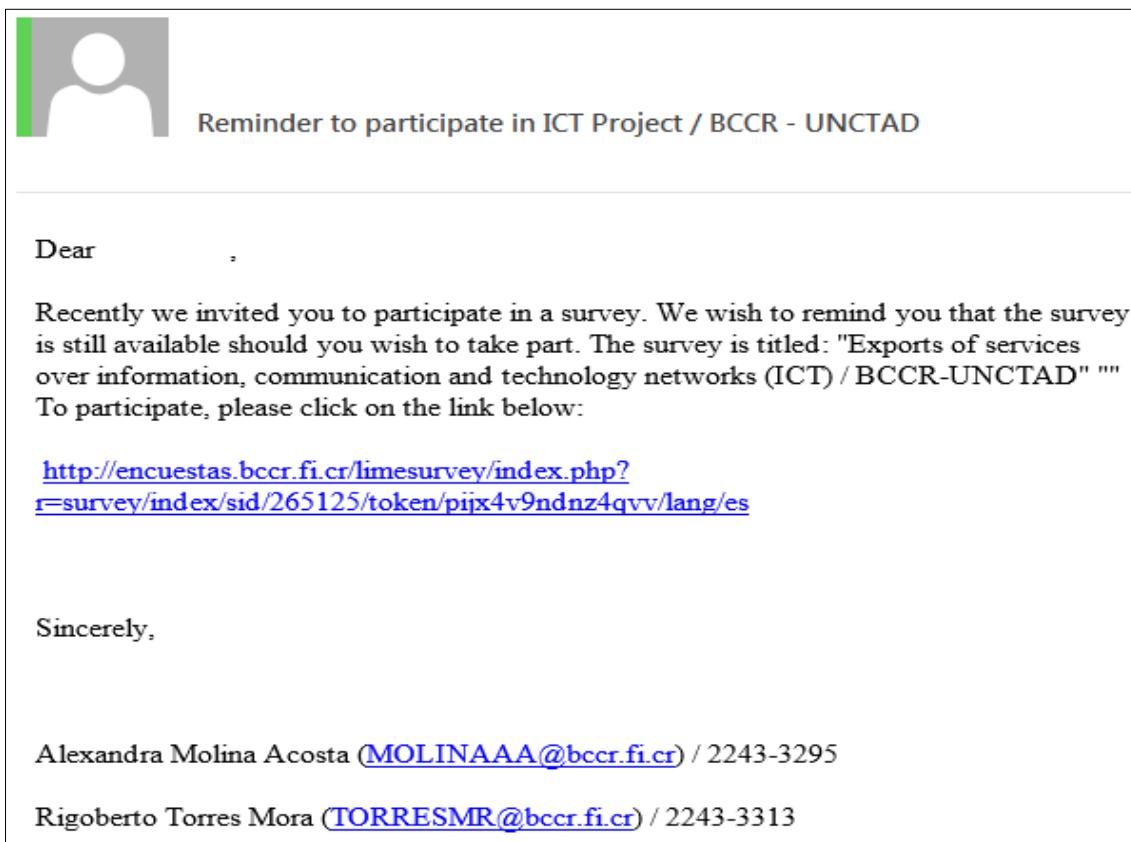
### Providing a link with more detailed information on the full classification of the services used

In some questions, the respondent can find a link which redirects to the site of Banco Central de Costa Rica from where it is possible to download documents and technical specifications about the Project. In that site, there is a document called « Annex questionnaire of ICT Project / UNCTAD – BCCR » which contains details, explains and clarifications in case of doubts when answering.

With the object to help you to identify which part of the questionnaire is related with your enterprise, please to complete the next box. Use the 9 main services drop list describes in ANEXO attached.

### *Sending reminders*

One of the facilities provided by the Lime Survey platform is the sending of reminders. These are sent to respondents who started the Survey but did not finish it or to those who have not even opened the link for the first time. The reminder message sent includes the BCCR contacts from where more clarifications can be requested.



The image shows an email reminder template. It features a placeholder for a user profile picture on the left. To its right, the text "Reminder to participate in ICT Project / BCCR - UNCTAD" is displayed. Below this, there is a greeting "Dear" followed by a placeholder for a name. The main body of the email reads: "Recently we invited you to participate in a survey. We wish to remind you that the survey is still available should you wish to take part. The survey is titled: "Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD" """. It then instructs the recipient to "To participate, please click on the link below:" followed by a blue hyperlink: <http://encuestas.bccr.fi.cr/limesurvey/index.php?i=survey/index/sid/265125/token/pijx4v9ndnz4qvv/lang/es>. At the bottom of the email, there is a signature section with the text "Sincerely," followed by two names and their contact details: Alexandra Molina Acosta ([MOLINAAA@bccr.fi.cr](mailto:MOLINAAA@bccr.fi.cr)) / 2243-3295 and Rigoberto Torres Mora ([TORRESMR@bccr.fi.cr](mailto:TORRESMR@bccr.fi.cr)) / 2243-3313.

### *Preparing a final message for ending the Survey*

At the end of the Survey a thank you message is shown together with a button to download the delivered data. This option allows the respondents to have a backup in case of future queries.

Thank you! Your collaboration is too important for us!

[Print your answers.](#)

At the moment click on the indication “Print your answers” the app shows the answers and the button for export the information in pdf.

Survey name (ID): Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD' (851757) [PDF export](#)

Date submitted	submitdate	Referrer URL	General information
Was your enterprise controlled by another enterprise during January 2016 - December 2016?			
In which country is located the controlling unit of your enterprise during January 2016-December 2016?			
Other			
How many persons were employed in your enterprise at the end of December 2016?			
Which was proportion of persons employed by your enterprise at the end of December 2016?			
Men (%)			
Women (%)			
Please, indicate the currency in which you will record your data.			
Please, indicate how you will record your data.			
What was the main activity of your enterprise at the end of December 2016?			
What was the total value of turnover made by your enterprise during January 2016-December 2016?			
Of the total value of turnover, during January 2016-December 2016, how much does it correspond to services sold?			
What was the total value of services exports of your enterprise during January 2016-December 2016?			
Of the total value of services exportations, during January 2016-December 2016, how much does it correspond to related party trade?			
During January 2016-December 2016 did your enterprise deliver services to a customer abroad by one of your employees, temporarily working abroad?			
During January 2016-December 2016 did your enterprise deliver services to overseas customers, temporarily in abroad?			
During January 2016-December 2016 did your enterprise deliver services to overseas customers from Costa Rica by internet, phone or mail?			
During January 2016-December 2016 did your enterprise have a foreign affiliate in an overseas country?			Services exports
Has your enterprise exported services belonging to the following broad categories during January 2016-December 2016?			
Please exclude sales through a foreign affiliate of your enterprise domiciled abroad.			
Telecommunications			
Computer services (including computer software)			
Sales and marketing services, not including trade and leasing services			
Information services			
Insurance and financial services			
Management, administration and back office services			
Licensing services			
Engineering, related technical services and R&D			
Education and training services			
None of the above			
International trades of services			
Total value of exports during January 2016-December 2016			

*Preparing a "response received" notification*

Once the respondent has completely answered the questionnaire, the system notifies the administrator by email that a response has been sent and received.



Response submission for survey Exports of services over information, communication and technology networks (ICT) /

Para

Hello, A new response was submitted for your survey 'Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD'. Click the following link to reload the survey: Click the following link to see the individual response: <http://encuestas.bccr.fi.cr/limesurvey/index.php?r=admin/responses/sa/view/surveyid/851757/id/1> Click the following link to edit the individual response: <http://encuestas.bccr.fi.cr/limesurvey/index.php?r=admin/dataentry/sa/editdata/subaction/edit/surveyid/851757/id/1> View statistics by clicking here: <http://encuestas.bccr.fi.cr/limesurvey/index.php?r=admin/statistics/sa/index/surveyid/851757>

A similar message, but in this case of gratitude for the collaboration, is received by the respondent.



Confirmation of your participation in our survey

Para

Dear [REDACTED], this email is to confirm that you have completed the survey titled 'Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD' and your response has been saved. Thank you for participating. If you have any further questions about this email, please contact Alexandra Molina Acosta on [MOLINAAA@bccr.fi.cr](mailto:MOLINAAA@bccr.fi.cr). Sincerely, Alexandra Molina Acosta

### *Exporting the answers received*

At the moment the first answer is received, LimeSurvey allows downloading the results of the questionnaires sent. There are several options for downloading the data, for

example: type of answer that do you want – complete or incomplete- (1), the questions that you want (2), the download format (3), respondent data (4). And finally, the button to start the data export (5). If of the data are exported to an Excel form, the data will appear horizontally.

**Export results**

### General

Range: From  to  (1)

Completion state  Completed responses only  All responses (2)  Incomplete responses only

### Headings

- Question code
- Abbreviated question text
- Full question text

Convert spaces in question text to underscores

### Responses

- Answer codes
  - Convert Y to
  - Convert N to
- Full answers

### Format

- CSV file (all charsets) (3)
- Microsoft Excel (all charsets)
- Microsoft Word (latin charset)
- PDF

### Column control

Choose columns: ? (2)

1 : id - ID de respuesta
2 : submitdate - Fecha de envío
3 : lastpage - Última página
4 : startlanguage - Lenguaje inicial
5 : token - Contraseña
6 : startdate - Fecha de inicio
7 : datestamp - Fecha de la última acción
8 : refurl - URL de referencia
9 : A1 - ¿Era su empresa controlada por otra...
10 : A2 - ¿En cuál país está ubicada la u...
11 : A2[other] - ¿En cuál país está ubicada...
12 : A3 - ¿Cuántas personas habían empleado...
13 : A4[SQ001] - ¿Cuál fue la proporción d...
14 : A4[SQ002] - ¿Cuál fue la proporción d...
15 : A5 - Por favor, indique la moneda en que ...
16 : A6 - Por favor, indique la forma en que ...
17 : A7 - ¿Cuál fue la principal actividad ...
18 : A8 - ¿Cuál fue el valor total de la fa...
19 : A9 - ¿Del valor total de la facturació...
20 : A10 - ¿Cuál fue el valor total de las ...

### Token control

Choose token fields: ? (4)

First name
Last name
Email address

**Export data** (5)

Cuestionario en la plataforma Lime Survey

## Exportaciones por medio de TIC / UNCTAD-BCCR'



**BC** BANCO  
**CR** CENTRAL DE  
COSTA RICA

El Banco Central de Costa Rica y la Conferencia de las Naciones Unidas sobre Comercio y Desarrollo se encuentran recolectando información que se utilizará para compilar datos sobre las exportaciones de servicios que se brindan por medio de internet, teléfono o cualquier otra red TIC.

Puede acceder al siguiente [link](#) para conocer los aspectos generales de ésta encuesta.

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\*

**¿Era su empresa controlada por otra empresa entre enero 2016 - diciembre 2016?**

Sí       No



Una empresa es controlada cuando una unidad diferente posee directa o indirectamente más del 50 por ciento del capital o de las acciones con derecho de voto.

[Continuar después](#)

[◀ Previo](#)

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

**¿En cuál país está ubicada la unidad controladora de su empresa al final de diciembre 2016?**  
Seleccione una de las siguientes opciones

Por favor escoja...

- Afganistán
- Albania
- Alemania
- Andorra
- Angola
- Antigua y Barbuda
- Arabia Saudita
- Argelia
- Argentina
- Armenia
- Australia
- Austria
- Azerbaiyán
- Bahamas
- Bangladés
- Barbados
- Baréin
- Bélgica
- Belice
- Benín
- Bielorrusia
- Birmania
- Bolivia
- Bosnia-Herzegovina
- Botsuana
- Brasil
- Brunéi
- Bulgaria
- Burkina Faso

Continuar después

Salir y borrar la encuesta

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

**\* ¿Cuántas personas habían empleadas en la empresa al término de diciembre 2016?**  
*Cada respuesta debe ser al menos 1*

1000

Sólo se pueden introducir números en este campo.

**?** Un empleado es una persona que trabaja para un empleador bajo un contrato de trabajo y recibe una compensación en forma de sueldos, salarios, honorarios, gratificaciones, pago por pieza o remuneraciones en especie. Trabajadores a medio tiempo, trabajadores de temporada, personas en huelga o con permisos de corta duración son consideradas empleadas, mientras que los voluntarios o personas con permisos de largo plazo quedan excluidos.

Continuar después

◀ Previo

Siguiente ▶

Salir y borrar la encuesta

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* ¿Cuál fue la proporción de los empleados de su empresa al final de diciembre 2016?  
Cada respuesta debe estar entre 0 y 100  
La suma debe ser igual a 100

En estos campos sólo pueden introducirse números

Hombres (%)	<input type="text" value="50"/>
Mujeres (%)	<input type="text" value="50"/>
Restantes:	<b>0</b>
Total:	<b>100</b>

[Continuar después](#)

[◀ Previo](#)

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* Por favor, indique la moneda en que registrará sus datos.  
Seleccione una de las siguientes opciones

Por favor escoja...  
Colones  
Dólares

[Continuar después](#)

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[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* Por favor, indique la forma en que registrará sus datos.  
Seleccione una de las siguientes opciones

Por favor escoja...  
Miles  
Unidades

[Continuar después](#)

[◀ Previo](#)

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR<sup>1</sup>

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* ¿Cuál fue la principal actividad económica de su empresa al cierre de diciembre 2016?

Seleccione una de las siguientes opciones

Por favor escoja...

- Actividades combinadas de servicios administrativos de oficina
- Actividades de agencias de cobro y agencias de calificación crediticia
- Actividades de agencias de empleo temporal
- Actividades de agencias de viajes
- Actividades de agentes y corredores de seguros
- Actividades de arquitectura e ingeniería y actividades conexas de consultoría técnica
- Actividades de centros de llamadas
- Actividades de consultoría de gestión
- Actividades de contabilidad, teneduría de libros y auditoría; consultoría fiscal
- Actividades de distribución de películas cinematográficas, videos y programas de televisión
- Actividades de envasado y empaquetado
- Actividades de grabación de sonido y edición de música
- Actividades de hospitales
- Actividades de médicos y odontólogos
- Actividades de mensajería
- Actividades de oficinas principales
- Actividades de postproducción de películas cinematográficas, videos y programas de televisión
- Actividades de restaurantes y de servicio móvil de comidas
- Actividades de servicios vinculadas al transporte aéreo
- Actividades de sociedades de cartera
- Actividades de telecomunicaciones alámbricas
- Actividades de telecomunicaciones inalámbricas
- Actividades de telecomunicaciones por satélite
- Actividades especializadas de diseño
- Actividades inmobiliarias realizadas a cambio de una retribución o por contrata
- Actividades inmobiliarias realizadas con bienes propios o arrendados
- Actividades jurídicas
- Almacenamiento y depósito
- Alquiler y arrendamiento de otros tipos de maquinaria, equipo y bienes tangibles

## Exportaciones por medio de TIC / UNCTAD-BCCR<sup>1</sup>

### Información General

Sección enfocada a recolectar información básica de la empresa.

\*

¿Cuál fue el valor total de la facturación de su empresa durante enero 2016 - diciembre 2016?

2000

Sólo se pueden introducir números en este campo.



Este incluye solo las facturas de su empresa, no incluye las afiliadas u otras empresas relacionadas del grupo.

El volumen de negocios comprende los totales facturados por la empresa durante el período de referencia; esto corresponde a las ventas de bienes o servicios suministrados a terceros (residentes y no residentes); incluye todos los derechos e impuestos sobre los bienes o servicios facturados por la unidad con excepción del impuesto sobre el valor añadido facturado a su cliente y demás cargos trasladados al cliente. Deben deducirse las reducciones de precios, rebajas, descuentos y embalaje devuelto. Se excluyen los ingresos clasificados como otros ingresos de explotación, financieros y extraordinarios en cuentas de la compañía, así como cualquier subvención recibida de una autoridad pública.

Continuar después

◀ Previo

Siguiente ▶

Salir y borrar la encuesta

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* **¿Del valor total de la facturación de su empresa durante enero 2016- diciembre 2016, cuánto corresponde a servicios vendidos?**

Cada respuesta debe ser como máximo 2000

Sólo se pueden introducir números en este campo.

[Continuar después](#)

[« Previo](#)

[Siguiente »](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* **¿Cuál fue el valor total de las exportaciones de servicios de su empresa entre enero 2016-diciembre 2016?**

Cada respuesta debe ser como máximo 1500

Sólo se pueden introducir números en este campo.

 Las exportaciones de servicios se definen como el suministro de servicios por parte de su empresa a una unidad no residente.

[Continuar después](#)

[« Previo](#)

[Siguiente »](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* **¿Del valor total de las exportaciones de servicios de su empresa entre enero 2016 - diciembre 2016 cuánto corresponde a comercio intra-grupo?**

Cada respuesta debe ser como máximo 1000

Sólo se pueden introducir números en este campo.

 Incluir solamente las exportaciones de la empresa. No incluye las exportaciones de afiliados u otras empresas relacionadas del grupo.

[Continuar después](#)

[« Previo](#)

[Siguiente »](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* ¿Durante enero 2016 - diciembre 2016 su empresa suministró servicios a un cliente en el extranjero por medio de uno de sus empleados, que trabajó de forma temporal en el exterior?

Seleccione una de las siguientes opciones

- Sí
- No
- No sé

[Continuar después](#)

[◀ Previo](#)

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* ¿Durante enero 2016 - diciembre 2016 su empresa proporcionó servicios a clientes, que se encuentran temporalmente en Costa Rica y que son residentes del exterior?

Seleccione una de las siguientes opciones

- Sí
- No
- No sé

[Continuar después](#)

[◀ Previo](#)

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* ¿Durante enero 2016 - diciembre 2016 su empresa brindó servicios a clientes en el exterior desde Costa Rica por medio de internet, teléfono o correo electrónico?

Seleccione una de las siguientes opciones

- Sí
- No
- No sé

[Continuar después](#)

[◀ Previo](#)

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Información General

Sección enfocada a recolectar información básica de la empresa.

\* ¿Durante enero 2016 - diciembre 2016 su empresa tuvo un afiliado extranjero residente en el exterior?  
Seleccione una de las siguientes opciones

- Sí
- No
- No sé

[Continuar después](#)

[◀ Previo](#) [Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Exportaciones de servicios a incluir

En aras de ayudarle a identificar cuales partes de este cuestionario se relacionan con su negocio, por favor complete el siguiente cuadro. Utilice como referencia la lista de los 9 servicios principales descritos en el [ANEXO](#) adjunto.

\* ¿Su empresa ha exportado alguno de los siguientes servicios durante enero 2016 - diciembre 2016?

Por favor excluya las ventas por medio de una presencia comercial extranjera.

Marque las entradas que correspondan

- Telecomunicaciones
- Servicios de computación (incluyendo de software)
- Servicios de venta y marketing, no incluye servicios de comercio y de arrendamiento
- Servicios de información
- Seguros y servicios financieros
- Servicios administrativos y oficinas de servicios auxiliares
- Servicios de licencia
- Ingeniería, servicios tecnológicos relacionados e investigación y desarrollo
- Servicios de educación y entrenamiento
- Ninguno de los anteriores

 Le recordamos que los valores suministrados por cada tipo de servicio seleccionado en esta sección deben ser iguales o menores que el dato brindado en exportaciones de servicios.

[Continuar después](#)

[◀ Previo](#) [Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

### Detalles de las transacciones internacionales de servicios

Servicios dados de forma remota por medio de las redes de TIC.

\* Valor total de las exportaciones durante enero 2016 - diciembre 2016.

Valor de las exportaciones
Telecomunicaciones <input type="text" value="1000"/>

 Por favor incluya los servicios suministrados por su empresa a no residentes. Excluya los servicios dados por medio de afiliados de su empresa en el extranjero.

[Continuar después](#)

[◀ Previo](#) [Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

*Detalles de las transacciones internacionales de servicios*

Servicios dados de forma remota por medio de las redes de TIC.

\* Exportaciones entregadas de forma remota por medio de redes TIC durante enero 2016 - diciembre 2016.

Proporción del total de exportaciones de telecomunicaciones (%)

Exportaciones entregadas vía internet, teléfono u otra red de TIC

95

**?** Excluya los servicios brindados directamente por empleados que viajaron a la oficina del cliente, así como los servicios entregados en persona a clientes que viajaron para encontrarse con el oferente del servicio.

[Continuar después](#)

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[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

*Detalles de las transacciones internacionales de servicios*

Servicios dados de forma remota por medio de las redes de TIC.

**Valor de las exportaciones, durante enero 2016 - diciembre 2016, según el principal país socio comercial**

Por favor seleccione al menos 3 respuestas

	Nombre del país	Proporción del total de exportaciones de telecomunicaciones (%)	Proporción de exportaciones transfronterizas de telecomunicaciones entregadas de forma remota vía redes TIC (%)
Mayor socio comercial (1)	Estados Unidos	80	90
Segundo mayor socio comercial	España	20	100
Tercer mayor socio comercial			
Cuarto mayor socio comercial			
Quinto mayor socio comercial			
Resto del mundo			
Total		100	

**?** (1) El mayor socio comercial debe entenderse como el país al que se dirige la mayor parte de las exportaciones.

[Continuar después](#)

[◀ Previo](#)

[Siguiente ▶](#)

[Salir y borrar la encuesta](#)

## Exportaciones por medio de TIC / UNCTAD-BCCR'

*Detalles de las transacciones internacionales de servicios*

\* Favor suministrar los siguientes datos de contacto:

**Datos de contacto**

Nombre de la persona que suministra los datos	Alexandra Molina
Teléfono	22433295
Correo Electrónico	MOLINAAA@bccr.fi.cr

**¡Muchas gracias! Su colaboración es muy valiosa.**

[Imprimir sus respuestas.](#)

Denominación de la encuesta (ID): Exportaciones por medio de TIC / UNCTAD-BCCR' (787531) [Exportar a PDF](#)

Fecha de envío submitdate 19/01/2018 12:29:00  
URL de referencia <http://encuestas.bccr.fi.cr/limesurvey/index.php?r=survey/index/sid/787531/token/e7m9xv53fa3mzv9/lang/es>

Información General

¿Era su empresa controlada por otra empresa entre enero 2016 - diciembre 2016? Sí [Y]  
¿En cuál país está ubicada la unidad controladora de su empresa al final de diciembre 2016? Estados Unidos [60]  
Otro

¿Cuántas personas habían empleadas en la empresa al término de diciembre 2016? 1000

Hombres (%) 50.0  
Mujeres (%) 50.0

Por favor, indique la moneda en que registrará sus datos. Dólares [A2]  
Por favor, indique la forma en que registrará sus datos. Miles [A1]

¿Cuál fue la principal actividad económica de su empresa al cierre de diciembre 2016? Actividades combinadas de servicios administrativos de oficina [1]  
¿Cuál fue el valor total de la facturación de su empresa durante enero 2016 - diciembre 2016? 2000

¿Del valor total de la facturación de su empresa durante enero 2016 - diciembre 2016, cuánto corresponde a servicios vendidos? 1500  
¿Cuál fue el valor total de las exportaciones de servicios de su empresa entre enero 2016-diciembre 2016? 1000

¿Del valor total de las exportaciones de servicios de su empresa entre enero 2016 - diciembre 2016 cuánto corresponde a comercio intra-grupo? 800

¿Durante enero 2016 - diciembre 2016 su empresa suministró servicios a un cliente en el extranjero por medio de uno de sus empleados, que trabajó de forma temporal en el exterior? Sí [A1]  
¿Durante enero 2016 - diciembre 2016 su empresa proporcionó servicios a clientes, que se encuentran temporalmente en Costa Rica y que son residentes del exterior? No [A2]  
¿Durante enero 2016 - diciembre 2016 su empresa brindó servicios a clientes en el exterior desde Costa Rica por medio de internet, teléfono o correo electrónico? Sí [A1]  
¿Durante enero 2016 - diciembre 2016 su empresa tuvo un afiliado extranjero residente en el exterior? No sé [A3]

Exportaciones de servicios a incluir  
Su empresa ha exportado alguno de los siguientes servicios durante enero 2016 - diciembre 2016?  
Por favor excluya las ventas por medio de una presencia comercial extranjera.

Telecomunicaciones Sí [Y]  
Servicios de computación (incluyendo de software)  
Servicios de venta y marketing, no incluye servicios de comercio y de arrendamiento  
Servicios de información  
Seguros y servicios financieros  
Servicios administrativos y oficinas de servicios auxiliares  
Servicios de licencia  
Ingeniería, servicios tecnológicos relacionados e investigación y desarrollo  
Servicios de educación y entrenamiento  
Ninguno de los anteriores

Detalles de las transacciones internacionales de servicios  
Valor total de las exportaciones durante enero 2016 - diciembre 2016.

Telecomunicaciones[Valor de las exportaciones] 1000  
Exportaciones entregadas vía internet, teléfono u otra red de TIC  
[Proporción del total de exportaciones de telecomunicaciones (%)] 95

Exportaciones entregadas de forma remota por medio de redes TIC durante enero 2016 - diciembre 2016.

Mayor socio comercial (1)[Nombre del país] Estados Unidos  
Mayor socio comercial (1)[Proporción del total de exportaciones de telecomunicaciones (%)] 80  
Mayor socio comercial (1)[Proporción de exportaciones fronterizas de telecomunicaciones entregadas de forma remota vía redes TIC (%)] 90  
Segundo mayor socio comercial[Nombre del país] España  
Segundo mayor socio comercial[Proporción del total de exportaciones de telecomunicaciones (%)] 20  
Segundo mayor socio comercial[Proporción de exportaciones fronterizas de telecomunicaciones entregadas de forma remota vía redes TIC (%)] 100  
Tercer mayor socio comercial[Nombre del país]  
Tercer mayor socio comercial[Proporción del total de exportaciones de telecomunicaciones (%)]  
Cuarto mayor socio comercial[Nombre del país]  
Cuarto mayor socio comercial[Proporción del total de exportaciones de telecomunicaciones (%)]  
Quinto mayor socio comercial[Nombre del país]  
Quinto mayor socio comercial[Proporción del total de exportaciones de telecomunicaciones (%)]  
Resto del mundo[Nombre del país]  
Resto del mundo[Proporción del total de exportaciones de telecomunicaciones (%)]  
Resto del mundo[Proporción de exportaciones fronterizas de telecomunicaciones entregadas de forma remota vía redes TIC (%)]  
Total[Nombre del país]  
Total[Proporción del total de exportaciones de telecomunicaciones (%)] 100  
Total[Proporción de exportaciones fronterizas de telecomunicaciones entregadas de forma remota vía redes TIC (%)]

## **9.11 Questionnaire**

### **Questionnaire on exports of services that can be delivered remotely over ICT networks**

**Period covered :January 2016- December 2016**

Enterprise name
Address

**Purpose of collection:** This form collects information that will be used in compiling data on exports of services that can be delivered remotely over the Internet, telephone or any other ICT networks. The data collection will be used to complement information from balance of payment statistics and trade statistics. The survey is carried out by the Central Bank of Costa Rica in collaboration with the UN Conference on Trade and Development (UNCTAD).

Pilot survey: May 8<sup>th</sup>-18<sup>th</sup>, 2017

**Due date:** Please return the completed form by September 30<sup>th</sup>, 2017.

**How to file:** Please follow the link below to respond to the survey questions. Should you not be able to complete the survey online, please submit the form by mail 10058-1000 San José or e-mail to [torresmr@bccr.fi.cr](mailto:torresmr@bccr.fi.cr)

**Confidentiality:** The Central Bank of Costa Rica guarantees the confidentiality of the information provided via this form.

**Estimates:** Some of the data requested may not be readily available from your records. In these cases, **careful estimates** will suffice.

**Assistance:** For queries or assistance regarding this form, please call 2243-3295 or e-mail [molinaaa@bccr.fi.cr](mailto:molinaaa@bccr.fi.cr); [torresmr@bccr.fi.cr](mailto:torresmr@bccr.fi.cr).

**Thank you:** Your cooperation is greatly appreciated. Accurate balance of payments and trade statistics research depend upon it.

**After you complete this form, please retain a copy for your records.**

**Person who should be contacted if any queries arise regarding this form:**

Name: Alexandra Molina Acosta

Title: Economic Analyst

Telephone number: (506) 2243-3295

E-mail address: [molinaaa@bccr.fi.cr](mailto:molinaaa@bccr.fi.cr); [torresmr@bccr.fi.cr](mailto:torresmr@bccr.fi.cr)

## **Please read this first**

This form should be completed for the enterprise listed on page 1 of the form—unless different arrangements have been made with the Central Bank of Costa Rica.

*Definition of enterprise: use the definition of reporting unit currently in use by the statistical office implementing the survey. The preferred statistical unit is the enterprise.*

### **Residents and Non-residents**

Please record transactions between residents and non-residents.

A **non-resident** is any individual, enterprise, or other organization ordinarily domiciled in a country other than Costa Rica.

Subsidiaries of non-resident enterprises in Costa Rica are **residents** of Costa Rica. Similarly, foreign subsidiaries of Costa Rican enterprises are non-residents.

### **Reporting currency**

All values should be reported in units/thousands of national currency or USD.

### **Partner country**

The partner country is defined as the country where the non-resident customer resides.

### **Services included**

The survey focuses on **services that can be delivered remotely over ICT networks**, the so-called **ICT-enabled services**, which consist of the following nine categories:

1. Telecommunications;
2. Computer services (including computer software);
3. Sales and marketing services, not including trade and leasing services;
4. Information services (including audio-visual services and on-line content);
5. Insurance and financial services;
6. Management, administration and back office services;
7. Licensing services;
8. Engineering, related technical services and R&D;
9. Education and training services.

These categories of services are defined in detail in the annex to this questionnaire.

## **Exports of services**

Exports of services are sales of services **provided to non-resident customers**. They correspond to services for which payment is made directly to your enterprise by a non-resident entity (including a foreign affiliate of your enterprise). Exports include services provided by your enterprise or its employees working abroad, or some other resident entity on whose behalf your enterprise receives payment. Exports exclude services that are provided to non-residents by your enterprise and paid for through other unrelated resident entities.

If you are uncertain about whether a particular transaction should be included, *please call 2243-3295 or 2243-3313 for assistance*.

### ***Modes of supply***

Services can be exported in four different ways.

Mode 1: your enterprise may remotely deliver services to a customer abroad over the Internet, phone, postal mail or email (cross-border supply).

Mode 2: you may deliver these services to a non-resident customer temporarily present in your country (consumption abroad).

Mode 3: your enterprise may have established an affiliate in a foreign country to deliver services in the country of the consumer (commercial presence).

Mode 4: these services can be delivered by one of your employees' temporarily working abroad (presence of natural persons).

This survey deals only with resident/non-resident transactions and thus does not cover services delivered through foreign affiliates of your enterprise to customers abroad. Thus please exclude services provided to non-residents by non-resident enterprises owned by your enterprise. Include services provided by your enterprise to related enterprises abroad (related party trade).

In addition, this survey also requires you to identify exports of services that specifically relate to cross-border supply.

**Cross-border trade in services** takes place when the service is remotely supplied to a customer abroad via Internet, telephone, or any other ICT networks, such as sending software or other services produced in your country to another country. This is similar to trade in goods where the product is delivered across international borders and the consumer and the supplier remain in their respective countries. For example, a law firm may deliver legal advice by phone to a foreign enterprise or individual, a physician may provide a medical diagnosis to a patient via e-mail or a financial services supplier may supply portfolio management or brokerage services across an international border via the Internet.

***When identifying cross-border exports, please exclude sales to non-residents of the kind described below:***

*Consumption abroad*, which takes place when foreign consumers travel to your country and consume services. Tourist activities such as in-person visits to museums and theatres or patients travelling to your country to receive medical treatment or students

travelling to your country to attend language courses are typical examples. Services such as ship repair or aircraft refurbishment abroad, where only the property of the customer moves, or is situated abroad, are also covered.

*Presence of natural persons*, which takes place when an employee of your enterprise temporarily travels abroad to provide services. Natural persons under consideration include:

- Contractual service suppliers, employed by your enterprise;
- Intra-corporate transferees and foreign employees directly recruited by your enterprise;
- Service sellers who travel abroad to establish contractual relationships for a service contract, or persons responsible for setting up commercial presence.

### **Structure of the form**

The form collects annual information on selected international service transactions of this enterprise.

*Part A* aims at collecting basic information about the enterprise.

*Part B* identifies exports of services that were delivered by the enterprise remotely over ICT networks (so-called ICT-enabled services) during the reporting period.

*Part C* allows detailing these ICT-enabled exports by type of service, mode of delivery and partner country.

#### **A. General information**

##### **A. 1. Was your enterprise controlled by another enterprise during January 2016 – December 2016?**

An enterprise is controlled when a different unit owns directly or indirectly, more than 50 per cent of the equity or shareholders' voting rights.

- Yes  
 No (please go to question A3)

##### **A. 2. In which country is located the controlling unit of your enterprise during January 2016 – December 2016?**

Choose one of the following options

Afghanistan
Albania
Germany
Andorra
Angola
Old and bearded
Saudi Arabia
Algeria
Argentina

	Armenia
	Australia
	Austria
	Azerbaijan
	Bahamas
	Bangladesh
	Barbados
	Baréin
	Belgium
	Belize
	Benin
	Belarus
	Burma
	Bolivia
	Bosnia Herzegovina
	Botswana
	Brazil
	Brunei
	Bulgaria
	Burkina Faso
	Burundi
	Bhutan
	Cape Verde
	Cambodia
	Cameroon
	Glen
	Taste
	Chad
	Chile
	China
	Cyprus
	Colombia
	Comoros
	Congo
	North Korea
	South Korea
	Ivory Coast
	Costa Rica
	Croatia
	Cuba
	Denmark
	Dominica
	Ecuador
	Egypt
	The Savior
	United Arab Emirates
	Eritrea
	Slovakia
	Slovenia
	Spain

	U.S
	Estonia
	Ethiopia
	Philippines
	Finland
	Fiji
	France
	Gabon
	Gambia
	Georgia
	Ghana
	Pomegranate
	Greece
	Guatemala
	Guinea
	Equatorial Guinea
	Guinea-Bissau
	Guyana
	Haiti
	Honduras
	Hungary
	India
	Indonesia
	Iraq
	Iran
	Ireland
	Iceland
	Marshall Islands
	Solomon Islands
	Israel
	Italy
	Jamaica
	Japan
	Jordan
	Kazakhstan
	Kenya
	Kyrgyzstan
	Kiribati
	Kosovo
	Kuwait
	Laos
	Lesotho
	Latvia
	Lebanon
	Liberia
	Libya
	Liechtenstein
	Lithuania
	Luxembourg
	Macedonia

	Madagascar
	Malaysia
	Malawi
	Maldives
	Mali
	malt
	Morocco
	Mauricio
	Mauritania
	Mexico
	Micronesia
	Moldavia
	Monaco
	Mongolia
	Montenegro
	Mozambique
	Namibia
	Nauru
	Nepal
	Nicaragua
	Niger
	Nigeria
	Norway
	New Zealand
	Oman
	Netherlands
	Pakistan
	Palaos
	Palestine
	Panama
	Papua New Guinea
	Paraguay
	Peru
	Poland
	Portugal
	United Kingdom
	Central African Republic
	Czech Republic
	Democratic Republic of Congo
	Dominican Republic
	Rwanda
	Romania
	Russia
	Samoa
	Saint Kitts and Nevis
	San Marino
	St. Vincent and the Grenadines
	St. lucia
	Sao Tome and Principe
	Senegal

	Serbia
	Seychelles
	Sierra Leone
	Singapore
	Syria
	Somalia
	Sri Lanka
	Swaziland
	South Africa
	Sudan
	South Sudan
	Sweden
	Switzerland
	Surinam
	Thailand
	Taiwan
	Tanzania
	Tajikistan
	East Timor
	Togo
	Tonga
	Trinidad and Tobago
	Tunisia
	Turkmenistan
	Turkey
	Tuvalu
	Ukraine
	Uganda
	Uruguay
	Uzbekistan
	Vanuatu
	Vatican
	Venezuela
	Vietnam
	Yemen
	Djibouti
	Zambia
	Zimbabwe

**A. 3. How many persons were employed in your enterprise at the end of December 2016?**

Each answer must be at least 1.

You can only enter numbers in this box.

**A.4. Which was proportion of persons employed by your enterprise at the end of December 2017:**

Each answer must be at most 100.  
The sum must be equal to 100.

You can only enter numbers in these boxes.

Male (%): \_\_\_\_\_  
 Female (%): \_\_\_\_\_

Remaining:  
Total:

**A.5. Please, indicate the currency in which you will record your data.**

Choose one of the following options. ([Drop-down list](#))

National currency  
 USD

**A.6. Please, indicate how you will record your data.**

Choose one of the following options. ([Drop-down list](#))

Thousands  
 Units

**A. 7. What was the main activity of your enterprise at the end of December 2017?**

Choose one of the following options.

	Accounting, bookkeeping and auditing activities; tax consultancy
	Activities of call centres
	Activities of collection agencies and credit bureaus
	Activities of head offices
	Activities of holding companies
	Activities of insurance agents and brokers
	Advertising
	Architectural and engineering activities and related technical consultancy
	Bananas and plantains
	Combined office administrative service activities
	Computer consultancy and computer facilities management activities
	Computer programming activities
	Construction of utility projects
	Courier activities

	Data processing, hosting and related activities
	Electric power generation, transmission and distribution
	Electrical installation
	Freight transport by road
	Higher education
	Hospital activities
	Legal activities
	Management consultancy activities
	Manufacture of dairy products
	Manufacture of electronic components and boards
	Manufacture of medical and dental instruments and supplies
	Manufacture of pharmaceuticals, medicinal chemical and botanical products
	Market research and public opinion polling
	Materials recovery
	Medical and dental practice activities
	Motion picture, video and television program distribution activities
	Motion picture, video and television program post-production activities
	Organization of conventions and trade shows
	Other activities auxiliary to financial service activities
	Other business support service activities n.e.c.
	Other human health activities
	Other monetary intermediation
	Other professional, scientific and technical activities n.e.c.
	Other retail sale not in stores, stalls or markets
	Other telecommunications activities
	Other transportation support activities
	Packaging activities
	Passenger air transport
	Real estate activities on a fee or contract basis
	Real estate activities with own or leased property
	Renting and leasing of other machinery, equipment and tangible goods
	Repair of communication equipment
	Repair of computers and peripheral equipment
	Repair of household appliances and home and garden equipment
	Research and experimental development on natural sciences and engineering
	Restaurants and mobile food service activities
	Retail sale in non-specialized stores with food, beverages or tobacco predominating
	Retail sale of computers, peripheral units, software and telecommunications equipment in specialized stores
	Retail sale of pharmaceutical and medical goods, cosmetic and toilet articles in specialized stores
	Satellite telecommunications activities
	Sea and coastal freight water transport

Service activities incidental to air transportation
Sound recording and music publishing activities
Specialized design activities
Television programming and broadcasting activities
Temporary employment agency activities
Travel agency activities
Treatment and coating of metals; machining
Warehousing and storage
Wholesale of agricultural machinery, equipment and supplies
Wholesale of computers, computer peripheral equipment and software
Wholesale of electronic and telecommunications equipment and parts
Wholesale of food, beverages and tobacco
Wholesale of other household goods
Wholesale of other machinery and equipment
Wired telecommunications activities
Wireless telecommunications activities
Other activity, specify

[Corresponding to International Standard Industrial Classification of All Economic Activities, Rev.4, two digits]

Please indicate the type of service according to the specifications in Annex 1.

**A. 8. What was the total value of turnover made by your enterprise during January 2016- December 2017?**

*This includes only turnover of your enterprise; do not include affiliates or other group-related enterprises.*

*Turnover comprises the totals invoiced by the enterprise during the reference period; this corresponds to market sales of goods or services supplied to third parties; include all duties and taxes on the goods or services invoiced by the unit with the exception of value-added tax invoiced by the unit to its customer and other similar deductible taxes directly linked to turnover; include all other charges (transport, packaging, etc.) passed on to the customer. Price reductions, rebates and discounts as well as the value of returned packing must be deducted. Exclude income classified as other operating income, financial income and extraordinary income in company accounts; as well as any operating subsidies received from public authorities.*

You can only enter numbers in this box.

**A.9. Of the total value of turnover, during January 2016- December 2016, how much does it correspond to services sold?**

You can only enter numbers in this box.

**A.10. What was the total value of services exports of your enterprise during January 2016- December 2017?**

You can only enter numbers in this box.

*Exports of services are defined as the provision of services by your enterprise to a non-resident unit.*

**A.11. Of the total value of services exportations, during January 2016- December 2016, how much does it correspond to related party trade?**

*This includes only exports of your enterprise. Do not include exports of affiliates or of other group-related enterprises.*

You can only enter numbers in this box.

**A.12. During January 2016- December 2017 did your enterprise deliver services to a customer abroad by one of your employees, temporarily working abroad?**

Choose one of the following options

- Yes
- No
- Do not know

**A.13. During January 2016- December 2017 did your enterprise deliver services to overseas customers, temporarily in abroad?**

Choose one of the following options.

- Yes
- No
- Do not know

**A.14. During January 2016- December 2017 did your enterprise deliver services to overseas customers from Costa Rica by internet, phone or mail?**

Choose one of the following options.

- Yes
- No
- Do not know

**A. 15. During January 2016- December 2017 did your enterprise have a foreign affiliate in an overseas country?**

Choose one of the following options.

- Yes
- No
- Do not know

## B. Services exports to be included

To help you identify which parts of the questionnaire relate to your business, please complete the following table. Use the lists of the 9 main service types covered in the annex to this questionnaire.

### B.1. Has your enterprise exported services belonging to the following broad categories during January 2016- December 2017?

Please exclude sales through a foreign affiliate of your enterprise domiciled abroad.

*Choose the options that apply:*

Telecommunications (including Internet services)
Computer services (including computer software)
Sales and marketing services, not including trade and leasing services
Information services (includes among others telemedicine/health services, as well as audiovisual services, on-line content and recordings of live performance)
Insurance and financial services
Management, administration and back office services (includes among others online reservation services for accommodation, online staffing services, telephone call centre services and other telephone-based support services)
Licensing services
Engineering, related technical services and R&D
Education and training services

## C. Details of services exports that can be delivered remotely over ICT networks

### **1. Telecommunications (including Internet services)**

---

*Telecommunications include:*

- *Telephony and other telecommunications services;*
  - *Internet telecommunications services;*
  - *Broadcasting services.*
- 

More details about the content of these services are given in ***Explanatory notes*** at the end of this questionnaire.

#### C.1.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad.

	Value of exports
Telecommunications	

**C.1.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.**

Exclude on-site services delivered by employees travelling to customer's offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total telecommunications exports (%)
Exports delivered over the Internet, telephone or any other ICT network	

**C.1.3. Exports by main trading partner country (%) during January 2016-December 2016.**

	Country name	Proportion of total telecommunications exports (%)	Proportion of cross-border telecommunications exports delivered remotely from over ICT networks (%)
Major trading partner(1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

(1) The major trading partner should be understood as the country to which the largest share of exports was bound.

**2. Computer services (including computer software)**

---

*Computer services (including computer software) include:*

- *Licensing services for the right to use computer software;*
  - *Software downloads;*
- 

- *Software originals;*
  - *On-line games;*
  - *On-line software;*
  - *IT consulting and support services;*
  - *Hosting and information technology (IT) infrastructure provisioning services;*
  - *IT infrastructure and network management services;*
  - *Maintenance and repair services of computers and peripheral equipment;*
  - *IT design and development services for applications;*
  - *Other education and training services n.e.c.*
- 

#### C.2.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad.

	Value of exports
Computer services (including computer software)	

#### C.2.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.

Exclude on-site services delivered by employees travelling to customer's offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total computer services exports (%)
Exports delivered over the Internet, telephone or any other ICT network	

#### C.2.3. Exports by main trading partner country (%) during January 2016-December 2016.

	Country name	Proportion of total computer services exports (%)	Proportion of cross-border computer services

			exports delivered remotely from over ICT networks (%)
Major trading partner(1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

(1) The major trading partner should be understood as the country to which the largest share of exports was bound.

### 3. Sales and marketing services, not including trade and leasing services

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*Sales and marketing services, not including trade and leasing services, include:*

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- Advertising services and provision of advertising space or time;
  - Market research and public opinion polling services;
  - Advertising and related photography services;
  - Convention and trade show assistance and organization services.
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#### C.3.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad.

	Value of exports
Sales and marketing services, not including trade and leasing services	

#### C.3.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.

Exclude on-site services delivered by employees travelling to customer's offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total sales and marketing services exports (%)
Exports delivered over the Internet, telephone or any other ICT network	

C.3.3. Exports by main trading partner country (%) during January 2016-December 2016.

	Country name	Proportion of total sales and marketing services exports (%)	Proportion of cross-border sales and marketing services exports delivered remotely from over ICT networks (%)
Major trading partner(1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

(1) The major trading partner should be understood as the country to which the largest share of exports was bound.

#### **4. Information services**

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*Information services include:*

- *Audiovisual and related services;*
  - *On-line audio content;*
  - *On-line video content;*
  - *Radio and television broadcast originals;*
  - *Home program distribution services, basic programming package;*
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- *Home program distribution services, discretionary programming package;*

- *Home program distribution services, pay per view;*

- *Radio and television channel programs;*

- *On-line books;*

- *Human health services;*

- *On-line gambling services;*

- *News agency services;*

- *Library and archive services;*

- *Original compilations of facts/information;*

- *On-line newspapers and originals;*

- *On-line directories and mailing lists;*

- *On-line adult content;*

- *Web search portal content;*

- *Other on-line content n.e.c.;*

- *All other professional, technical and business services n.e.c..*

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#### C.4.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad.

	Value of exports
Information services	

#### C.4.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.

Exclude on-site services delivered by employees travelling to customer's offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total Information services exports (%)
Exports delivered over the Internet, telephone or any other ICT network	

**C.4.3. Exports by main trading partner country (%) during January 2016-December 2016.**

	Country name	Proportion of total Information services exports (%)	Proportion of cross-border Information services exports delivered remotely from over ICT networks (%)
Major trading partner(1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

(1) The major trading partner should be understood as the country to which the largest share of exports was bound.

**5. Insurance and financial services**

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*Insurance and financial services include:*

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- *Reinsurance services;*
  - *Insurance brokerage and agency services;*
  - *Insurance claims adjustment services;*
  - *Actuarial services;*
  - *Other services auxiliary to insurance and pensions;*
  - *Investment banking services;*
  - *Services auxiliary to financial services other than to insurance and pensions;*
  - *Services of holding financial assets;*
  - *Other financial services, except investment banking, insurance services and pension services;*
  - *Central Banking services;*
  - *Deposit services;*
  - *Credit-granting services;*
  - *Financial leasing services;*
  - *Life insurance services;*
  - *Freight insurance services;*
  - *Accident and health insurance services;*
  - *Motor vehicle insurance services;*
  - *Marine, aviation, and other transport insurance services;*
  - *Other property insurance services*
  - *General liability insurance services*
  - *Credit and surety insurance services;*
  - *Travel insurance services;*
  - *Other non-life insurance services;*
  - *Pension fund management services;*
  - *Individual pension services;*
  - *Group pension services.*
- 

#### C.5.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad (mode 3 transactions).

	Value of exports
Insurance and financial services	

#### C.5.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.

Exclude receipts from on-site services delivered by employees travelling to customer' offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total insurance and financial services exports (%)
Exports delivered over the Internet, telephone or any other ICT networks	

C.5.3. Exports by main trading partner country (%) during January 2016-December 2016.

	Country Name	Proportion of total insurance and financial services exports (%)	Proportion of cross-border insurance and financial services exports delivered over ICT networks (%)
Major trading partner country(1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

- (1) The major trading partner should be understood as the country to which the largest share of exports was bound.

## **6. Management, administration and back office services**

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*Management, administration and back office services include:*

- Legal services;
  - Accounting, auditing and bookkeeping services;
  - Tax consultancy and preparation services;
  - Insolvency and receivership services;
  - Management consulting and management services;
  - Business consulting services;
- 

- Other management services, except construction project management services;
  - Employment services;
  - Investigation and security services;
  - Travel arrangements, tour operator and related services;
  - Credit reporting services;
  - Collection agency services;
  - Telephone-based support services;
  - Combined office administrative services;
  - Specialized office support services;
  - Other information and support services n.e.c..
- 

### C.6.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad (mode 3 transactions).

	Value of exports
Management, administration and back office services	

### C.6.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.

Exclude receipts from on-site services delivered by employees travelling to customer' offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total management, administration and back-office services exports (%)
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Exports delivered over the Internet, telephone or any other ICT networks	
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#### C.6.3. Exports by main trading partner country (%) during January 2016-December 2016.

	Country Name	Proportion of total management, administration and back-office services exports (%)	Proportion of cross-border management, administration and back-office services exports delivered over ICT networks (%)
Major trading partner country(1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

(1) The major trading partner should be understood as the country to which the largest share of exports was bound.

## 7. Licensing services

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*Licensing services include:*

- *Licensing services for the right to use trademarks and franchises;*
  - *Licensing services for the right to use R&D products;*
  - *Licensing services for the right to use entertainment, literary or artistic originals;*
  - *Licensing services for the right to use mineral exploration and evaluation;*
  - *Licensing services for the right to use other intellectual property products;*
  - *Licensing services for the right to use databases.*
- 

#### C.7.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad (mode 3 transactions).

	Value of exports
Licensing services	

**C.7.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.**

Exclude receipts from on-site services delivered by employees travelling to customer offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total licensing services exports (%)
Exports delivered over the Internet, telephone or any other ICT networks	

**C.7.3. Exports by main trading partner country (%) during January 2016-December 2016.**

	Country Name	Proportion of total licensing services exports (%)	Proportion of cross-border licensing services exports delivered over ICT networks (%)
Major trading partner country (1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

(1) The major trading partner should be understood as the country to which the largest share of exports was bound.

## **8. Engineering, related technical services and R&D**

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*Engineering, related technical services and R&D include:*

- *Research and experimental development services in natural sciences and engineering*
  - *Research and experimental development services in social sciences and humanities*
  - *Interdisciplinary research and experimental development services*
  - *Industrial design services*
  - *Research and development originals*
  - *Design originals*
  - *Technical testing and analysis services*
  - *Architectural services, urban and land planning and landscape architectural services*
  - *Engineering services*
  - *Surface surveying and map-making services*
  - *Weather forecasting and meteorological services*
  - *Scientific and technical consulting services n.e.c.*
  - *Publishing, printing and reproduction services*
  - *Photographic processing services*
  - *Translation and interpretation services*
  - *Restoration and retouching services of photography*
  - *Other photography services*
- 
- *Interior design services*
  - *Other specialty design services*
  - *Drafting services, n.e.c..*
- 

### C.8.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad (mode 3 transactions).

	Value of exports
Engineering, related technical services and R&D services	

C.8.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.

Exclude receipts from on-site services delivered by employees travelling to customer' offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total engineering, related technical services and R&D services exports (%)
Exports delivered over the Internet, telephone or any other ICT networks	

C.8.3.Exports by main trading partner country (%) during January 2016-December 2016.

	Country Name	Proportion of total engineering, related technical services and R&D services exports (%)	Proportion of cross-border engineering, related technical services and R&D services exports delivered over ICT networks (%)
Major trading partner country (1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

- (1) The major trading partner should be understood as the country to which the largest share of exports was bound

## **9. Education and training services**

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*Education and training services include:*

- *Pre-primary education services;*
  - *Primary education services;*
  - *Secondary education services;*
  - *Post-secondary non-tertiary education services;*
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- *Tertiary education services;*
  - *Educational support services;*
  - *Cultural education services;*
  - *Sports and recreation education services;*
  - *Other education and training services, n.e.c..*
- 

### C.9.1. Total value of exports during January 2016-December 2016.

Please include services provided by your enterprise to non-resident units. Exclude services provided through a foreign affiliate of your enterprise domiciled abroad (mode 3 transactions).

Fill only one box.

	Value of exports
Education and training services	

### C.9.2. Exports delivered remotely from Costa Rica to customers abroad over ICT networks (%) during January 2016-December 2016.

Exclude receipts from on-site services delivered by employees travelling to customer offices as well as services delivered in-person to a customer travelling to meet the service supplier.

	Proportion of total education and training services exports (%)
Exports delivered over the Internet, telephone or any other ICT networks	

### C.9.3. Exports by main trading partner country (%) during January 2016-December 2016.

	Country Name	Proportion of total education and training services exports (%)	Proportion of cross-border education and training services exports delivered

			over ICT networks (%)
Major trading partner country (1)			
Second major trading partner country			
Third major trading partner country			
Fourth major trading partner country			
Fifth major trading partner country			
Rest of the world			
Total			

(1) The major trading partner should be understood as the country to which the largest share of exports was bound.