

Dominican Republic

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NANOG Conference  
Santo Domingo, Dominican Republic  
January 26, 2009

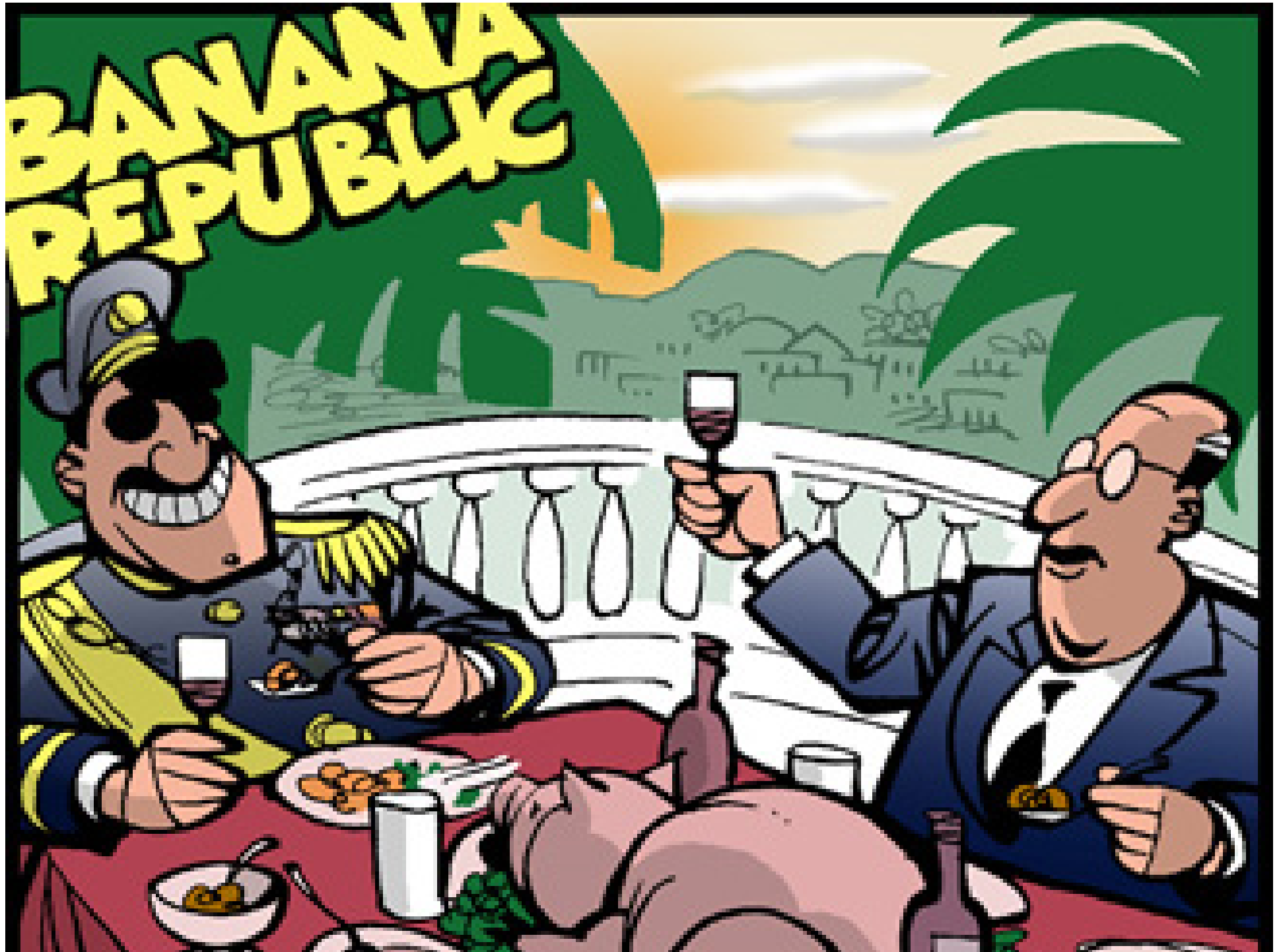
His Excellency  
President Leonel Fernandez R.





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# BANANA REPUBLIC





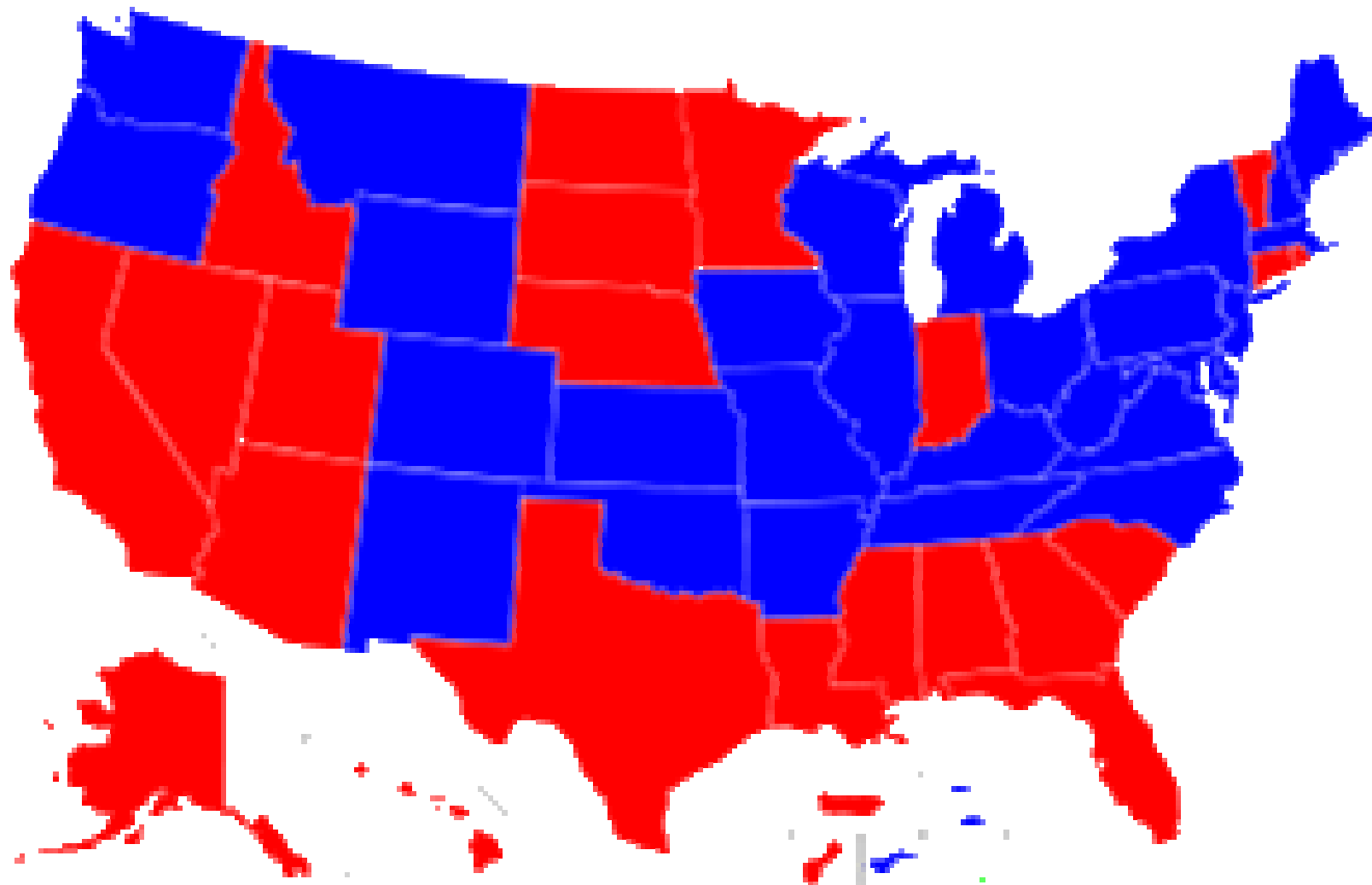
| Expenditure | Income | Profit |
|-------------|--------|--------|
| 157.6       | 155.5  | 5.9    |
| 179.7       | 149.3  | 31.4   |
| 189.8       | 143.8  | 26.5   |
|             |        | 37.5   |



# Dominican Republic: "Your Bridge to Prosperity"



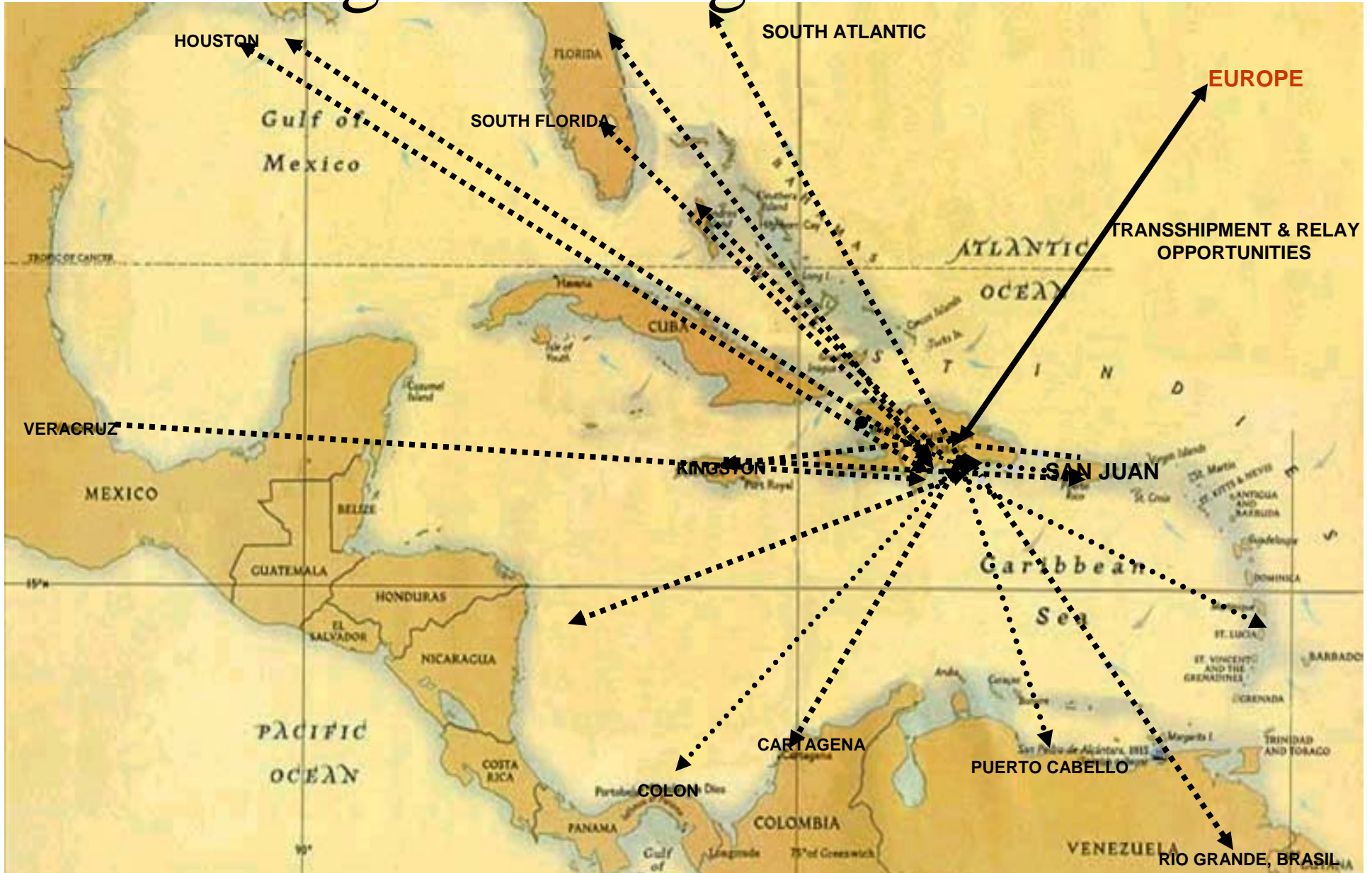






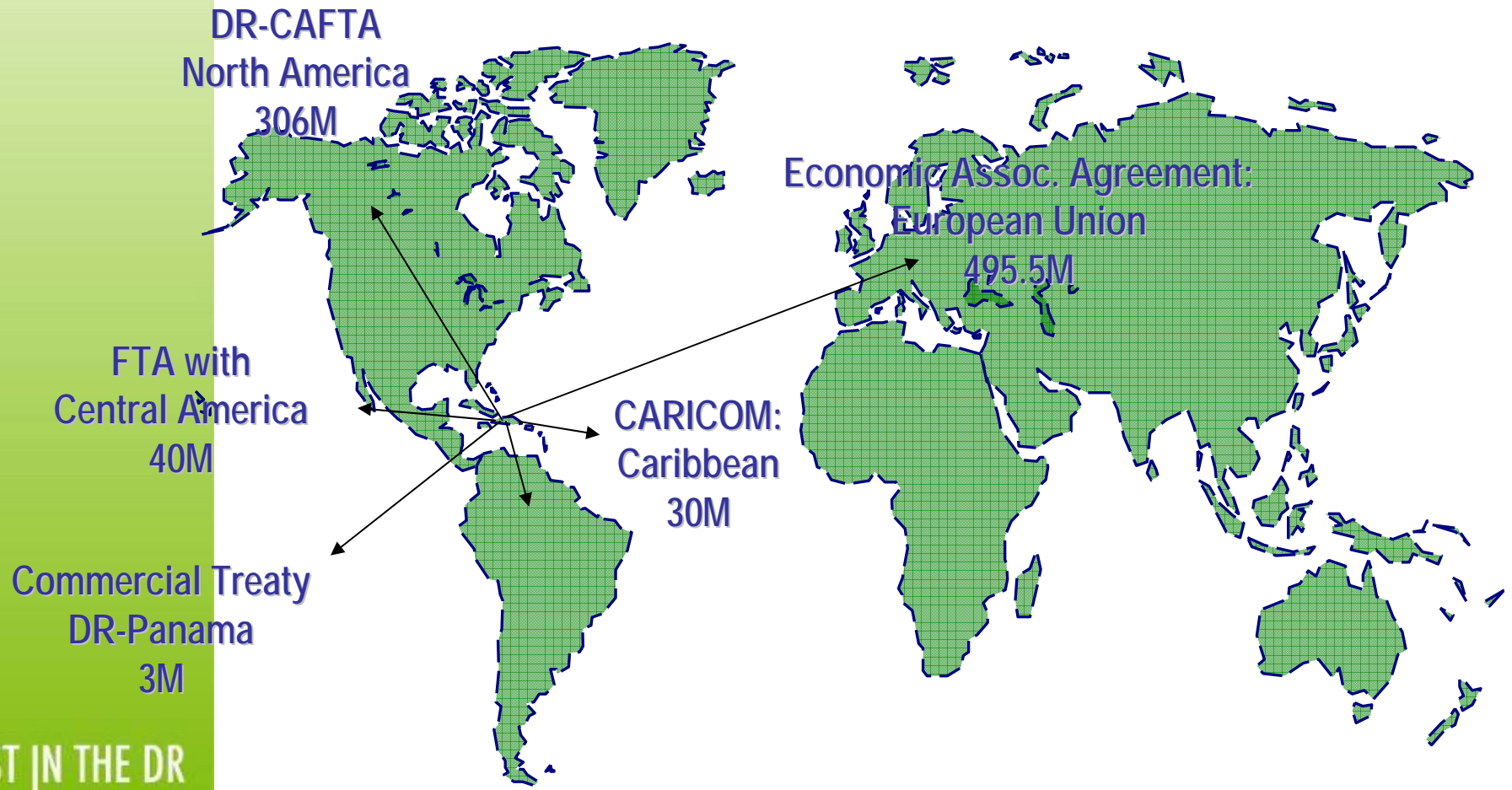


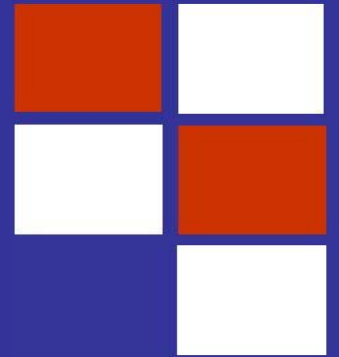
# A great strategic location



# Preferential Market Access

*874.5 Million Consumers Worldwide*











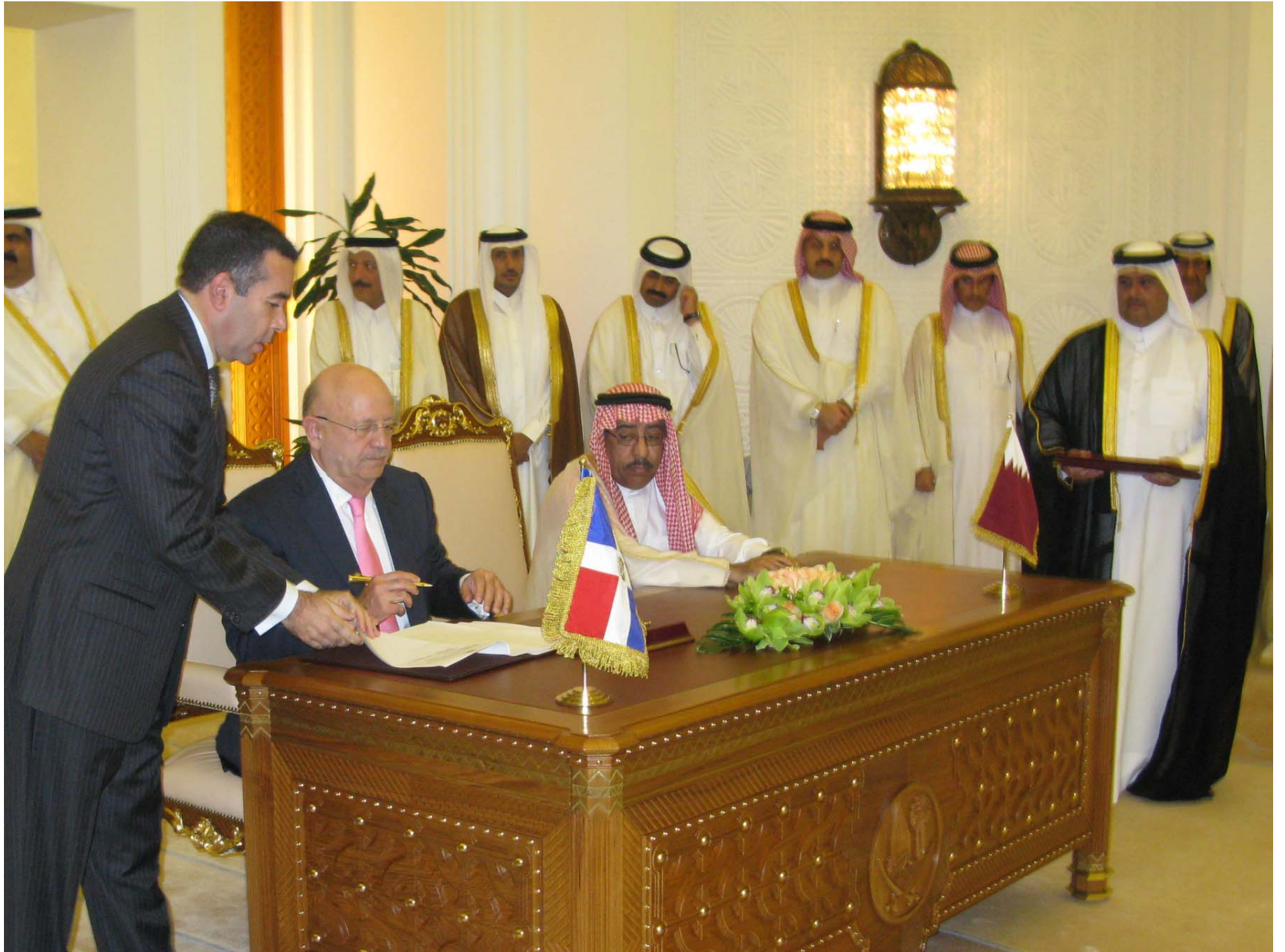














# Transportation

- 12 seaports with distribution to Atlantic and Pacific Oceans, including a US\$300 Million recent DP World Ports, with the most advanced infrastructure of the Caribbean and CSI Certified.
- Excellent highway system connecting all major cities.
- 7 International Airports.
- More than 90 daily flights to United States and Europe.

# *Sans Souci*



# COMMUNICATIONS



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# Communications Infrastructure

- Over 7.0 Million of cable and wireless lines.
- Over 300,000 internet connections.
- Lowest cost in Latin America for high speed (T1) line connection.
- Main cities connected through optical fiber rings.
- Industry growth (2008): 15.7%



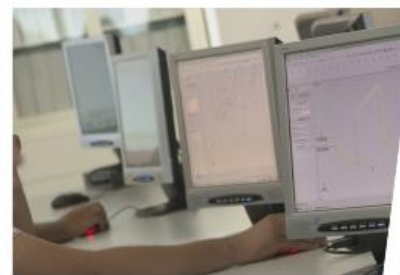






Parque Cibernético  
Santo Domingo

## A High-Efficiency Ecosystem for Development

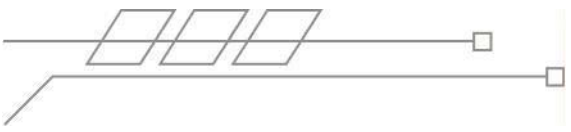




Parque Cibernético Santo Domingo

www.pcsd.com.do

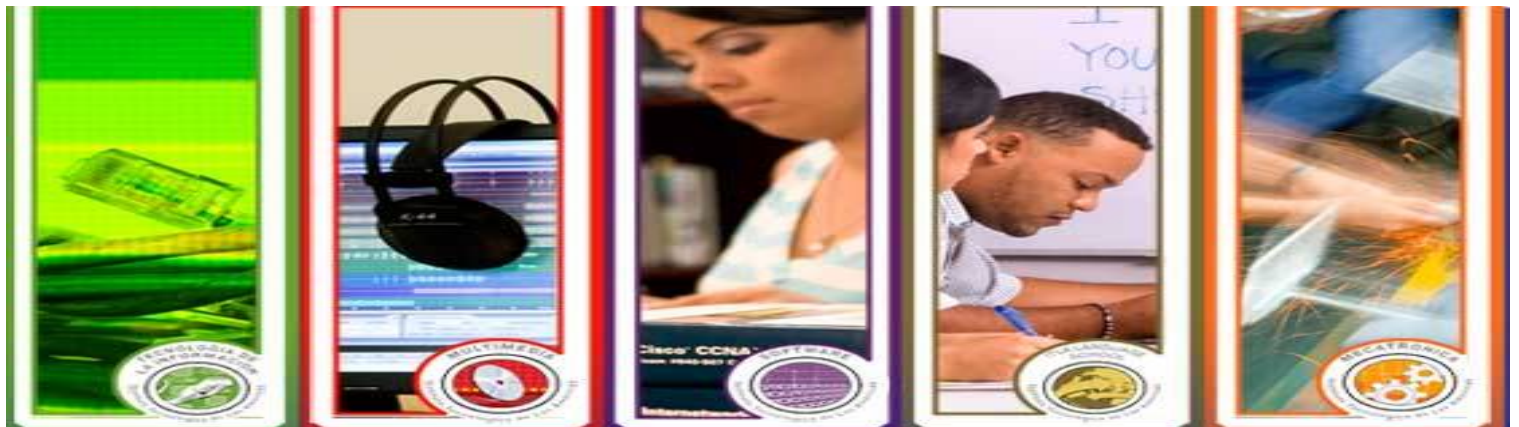
# Clients & Strategic Partners



# NAP del Caribe

The Network Access Point or NAP of the Caribbean  
*a joining point for networks and interconnection of Internet*

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# CALL CENTER



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# Call/Contact Centers

## Agents & Seats / 2002-2008



**2002**

**2008**

1,200 **Seats**

12,000 **Seats**

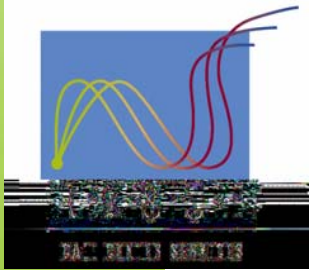
3,221 **Agents**

22,000 **Agents**

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Source: National Free Zone Council (CNZFE)  
Dominican Republic Export & Investment Center (CEI-RD)

# Call Centers Industry



# Nearshore beats Farshore

|                             | India<br>(Mumbai) | Dominican Republic<br>(Santo Domingo) |
|-----------------------------|-------------------|---------------------------------------|
| <b>Travel Time</b>          |                   |                                       |
| Miami                       | 18 hours          | 2 hours                               |
| New York City               | 15 hours          | 3.5 hours                             |
| Dallas                      | 18 hours          | 4 hours                               |
| Los Angeles                 | 20.5 hours        | 6 hours                               |
| <b>Time Zone Difference</b> |                   |                                       |
| New York City / Miami       | -9.5 hours        | same time zone                        |
| Dallas                      | -10.5 hours       | -1 hour difference                    |
| Los Angeles                 | -12.5 hours       | -2 hour difference                    |

Source: GeniSource Nearshore IT Solutions.



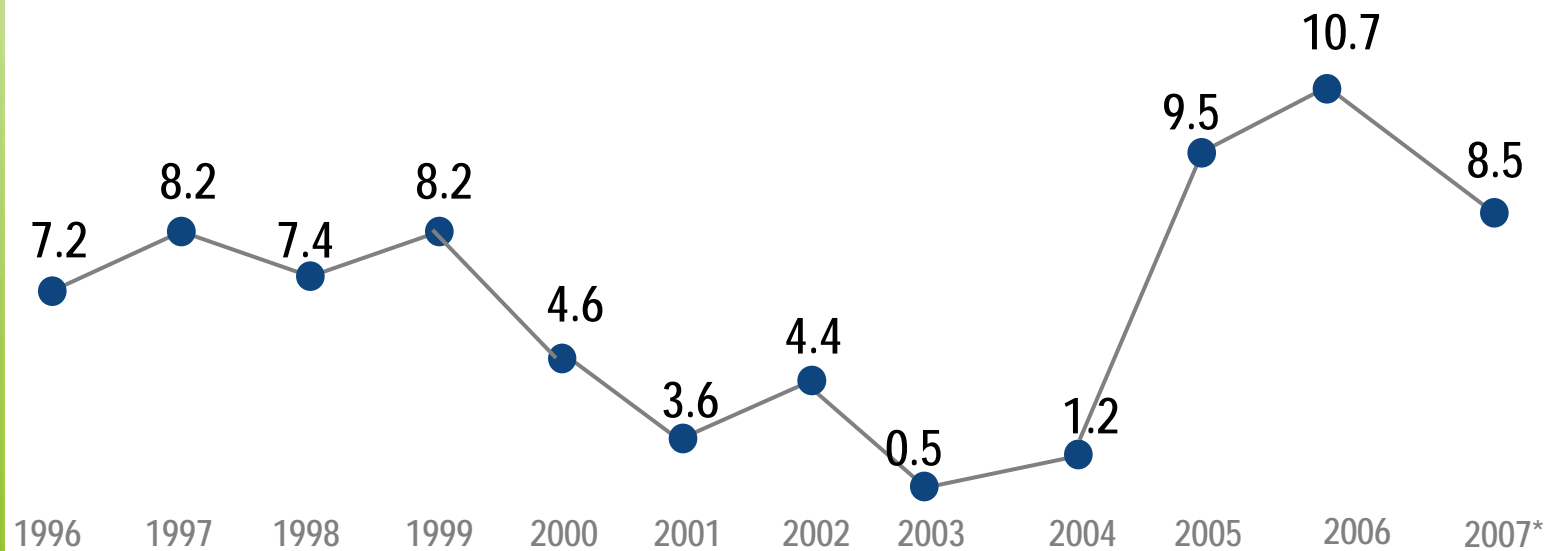
## DR at a Glance <sup>2007</sup>

- Population: **9.5 million**
- Extension: **48,442 sq. kms<sup>2</sup>.**
- Climate: **Tropical**
- GDP per Capita: **US\$4,406.04**
- GDP Growth Rate: **8.5%**
- Unemployment rate: **15.5%**
- Inflation rate: **4.52%**



# DR Economic Performance

GDP 1996 – 2007  
(Percent Variation)



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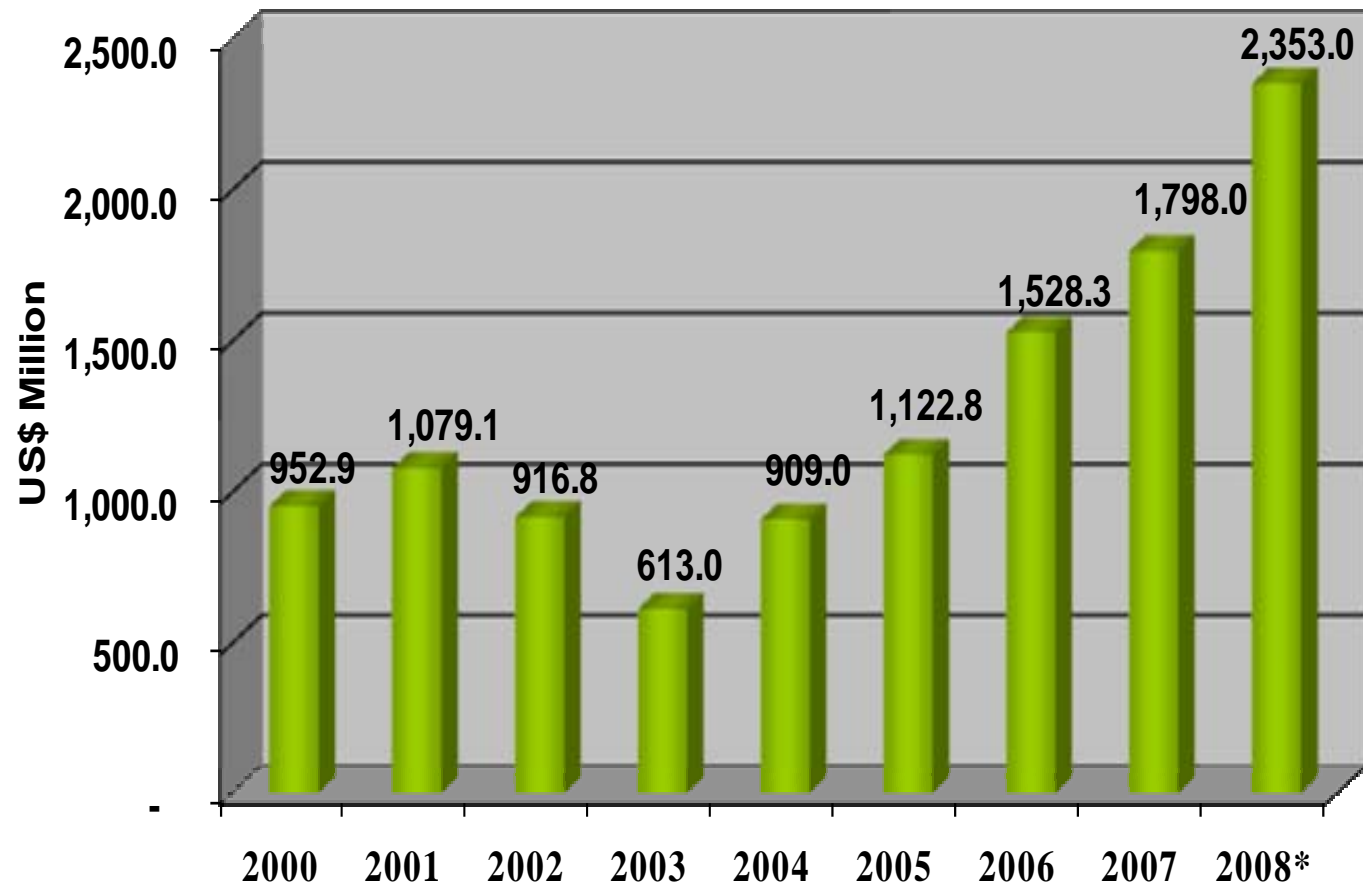
Source: Central Bank of the Dom. Rep.



# Global Foreign Investment

2000-2007 / Jan-Sept 2008

Total: US\$ 11,272.8 Million



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Source: Export and Investment Center (CEI-RD) & the Central Bank of the Dom. Rep.  
\*2008 Jan-Sept Preliminary figures



# Why DR?

- Stable economic and political environment
- FDI Friendly environment
- Sound legal framework for foreign investment
- Preferential market access to the United States, Europe, Central America and the Caribbean
- Customized Training
- Abundance of competitive, experienced and qualified labor force
- Modern transportation infrastructure
- Advanced and reliable telecommunication infrastructure
- Supporting Industries & services Competitive costs for doing business
- Nearshore location
- Quality Life Standards

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# Bright People

- Globally competitive wages
- 78% of population under the age of 30.
- Predominant bilingual work force
- The D.R. has 30 universities and 369 training centers
- Flexible work force and ethics
- Engineering talent
- Willingness to learn
- Absenteeism rate per labor secretariat is less than 3%
- Turnover rate is less than 2.5%





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