



Costa Rica: **Methodology for measuring exports of** **digitally delivered services**

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January, 2024

Cover photograph: "Presents", bronze sculpture, 1983, by Costa Rican artist Fernando Calvo Sánchez.
Collection of the Central Bank of Costa Rica.

Exports of digitally delivered services (DDS)

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Ideas expressed in this document are those of the authors and do not necessarily represent views of the Central Bank of Costa Rica.

Abstract

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

Historical comparison Contribution to GDP



Source: Central Bank of Costa Rica

In 2016, the United Nations Conference on Trade and Development (UNCTAD), invited a group of four countries (Thailand, Egypt, India and Costa Rica) to develop a pilot survey to measure the export of services channeled via technology, information and communication networks (ICT).

In this context, the Banco Central de Costa Rica has incorporated this activity into the Annual Operational Plan (PAO) and it is currently part of the Strengthening Macroeconomic Statistics (FEM) project.

This study, which began as a proposal, has evolved and improved each year, making it possible to determine the structure of the services delivered through technology, information and communication networks (ICT) in greater detail than that provided in the international accounts. Given that the services exported under this modality have experienced a special dynamism with respect to other means of delivery, they represent a challenge for the compilers of statistics in terms of adequate measurement and accounting in the macroeconomic accounts. In this context, it is important to provide more timely and detailed indicators, expanding the tools available for the formulation of the country's public and economic policy.

The objective of this document is to detail the procedure carried out to obtain the statistics derived from the survey: Export of services channeled through technology, information and communication networks (ICT) in Costa Rica, to serve as a reference for compilers of this type of information.

Keywords

ICT: Telecommunications, information and communication technology (ICT) exports

BR: Business registers

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ACKNOWLEDGMENTS

We are grateful for the professional support of Scarlett Fondeur, Torbjörn Fredriksson and Daniel Ker of the United Nations Conference on Trade and Development (UNCTAD) and consultant Peter Bøegh Nielsen for their methodological recommendations in the development of this research.

To the working team of the United Nations Conference on Trade and Development (UNCTAD) and the World Trade Organization (WTO) based in Geneva, Switzerland, and to the government sponsors of this initiative.

This project has the support of the authorities of the Banco Central de Costa Rica (BCCR) and the collaboration of the Ministry of Foreign Trade (COMEX), the Foreign Trade Promotion Agency of Costa Rica (PROCOMER), and the Costa Rican Chamber of Information and Communication Technologies (CAMTIC).

Special thanks to the private sector companies and public entities that provided information and contributed to the achievement of the objective of this research. Undoubtedly, the statistical input derived from the study is important for the formulation, follow-up and strengthening of the country's public and economic policy.

BACKGROUND

In 2016, the United Nations Conference on Trade and Development (UNCTAD) promoted the initiative for four countries to evaluate the possibility of conducting research aimed at quantifying and characterizing exports of digital delivery services in 2016. The countries selected to carry out the survey were: Costa Rica, Egypt, India and Thailand.

In the case of Costa Rica, the project has been endorsed by the authorities of the Banco Central de Costa Rica (BCCR), with the collaboration of the Ministry of Foreign Trade (COMEX), the Foreign Trade Promoter of Costa Rica (PROCOMER), the Costa Rican Coalition of Development Initiatives (CINDE) and the Costa Rican Chamber of Information and Communication Technologies (CAMTIC).

In this context, in May 2017 the initiative was presented to public sector officials, the country's business community and the media. Subsequently, training was provided to officials of institutions interested in the project, and a sensitization event was held for the pilot survey on exports of digital delivery services to a group of companies in this sector.

The exercise was structured in the following phases:

- **Primer First phase:** Apply a pilot survey to ten companies. Nine visits were made to companies and, in one case, the survey was completed by assisting company officials via video call.
- **Second phase:** During the period from June to September, the surveys were sent to all the companies. There was close follow-up and support in completing and submitting the form.
- **Third phase:** At the end of September, data validation was activated with other administrative sources of information available at the Banco Central de Costa Rica and other institutions.
- **Fourth phase:** Drafting of the results report.
- **Fifth phase:** Presentation of the results to UNCTAD in November 2017.

The information collection instrument was a form¹ with the details required to quantify and characterize the sales of services channeled remotely through the Internet, telephone or any other ICT network. The following economic variables were incorporated into the query:

- Whether the company is controlled by another foreign resident company.
- Employment: number and gender.
- Total turnover and turnover of services.
- Exports of services and share of services delivered through ICT networks.
- Intra-group trade.

For the purposes of the project, we initially considered more than 200 companies extracted from the Registry of Economic Variables (REVEC) available and updated at the Banco Central de Costa Rica, complemented with other administrative records. Those organizations located in economic activities with a high probability of providing services digitally were selected.

For the 2017- 2022 period, a very similar work structure has been used; however, in 2020, due to the effects of the Covid-19 pandemic, it was necessary to modify some aspects, for example, pausing the visits to companies to complete the survey, which has caused a lower response rate than that obtained in previous years when this was the preferred channel for completing the form.

The figures derived from this initiative have been very useful for complementing and validating the information that currently provides content to the statistics on trade in services that feed the country's international accounts and production accounts.

¹ See annex 5.1

1. THEORETICAL AND METHODOLOGICAL ASPECTS

The following are some concepts that contribute to the robustness and development of this document.

1.1 Services

In Costa Rica, services have modified the productive structure of the country. In short, globalization and the need for a small economy like Costa Rica's to insert itself into international markets are some of the most important causes of this transformation.

"Services are the result of a production activity that changes the conditions of the units that consume them or facilitates the exchange of products or financial assets" (Manual of Statistics on International Trade in Services, 2010).

According to BPM6 (2009), services are the result of a production activity that changes the condition of consuming units or facilitates the exchange of products or financial assets. Services are generally not distinct items over which property rights can be established and generally cannot be separated from their production.

Table 1.1 shows the classification of services based on the sectoral distribution elaborated in the Manual on Statistics of International Trade in Services (2010).

Table 1.1
Classification of services by sector

1	Services provided to companies
2	Communications services
3	Construction and related engineering services
4	Distribution services
5	Education services
6	Environmental services
7	Financial services
8	Health and social services
9	Tourism and travel-related services
10	Recreational, cultural and sports services
11	Transportation services
12	Other services n.i.e.c.

Source: Handbook of International Trade in Services Statistics (2010).

1.2 Export of services

The Manual on Statistics of International Trade in Services (2010) stipulates four modalities for supplying services abroad based on the General Agreement on Trade in Services (GATS).

- Mode 1 (cross-border supply): This occurs when a service is supplied "from the territory of one (country) Member to the territory of another (country) Member". This is similar to trade in goods where the product crosses borders and the consumer and supplier remain in their respective territories. For example, a legal services firm of lawyers may provide legal advice by telephone to a consumer, a medical specialist may give a diagnosis by e-mail, or a financial services provider may provide portfolio management or brokerage services across the border.
- Mode 2 (consumption abroad): This occurs when the service is supplied in the territory of one Member to the consumer of the service of any other Member, which means that either the consumer or his property is abroad. Typical examples are tourist activities, such as visits to museums, trips to the theater, and travel abroad for medical treatment or language studies. Services such as ship repair abroad are also covered, in which case only the consumer's property is moved or located abroad. It is often the case that service suppliers are not aware of the international supply of services under mode 2.
- Mode 3 (commercial presence): Occurs when the service is supplied by a service supplier of one Member through a commercial presence in the territory of any other Member. The GATS recognizes that it is often necessary for service suppliers to establish a commercial presence abroad in order to achieve closer contact with the consumer at various stages of production, distribution, marketing, sale and delivery, as well as in the context of after-sales services. Commercial presence in a foreign market covers not only legal entities in a narrow legal sense, but also legal entities that share some of the same characteristics, such as representative offices and branches. Relevant in this context are, for example, financial services provided by a branch or subsidiary of a foreign bank, medical services provided by a foreign-owned hospital and courses provided by a foreign-owned school.
- Mode 4, presence of natural persons, occurs when an individual is temporarily in the territory of an economy other than its own to supply a commercial service. In the GATS, mode 4 is defined as the supply of a service by a service supplier of a Member through the presence of

natural persons of a Member in the territory of any other Member. Mode 4 is generally understood to cover the following:

- ✓ Contracted service providers, whether they are employees of a foreign service provider or self-employed;
- ✓ Intra-company transferees and foreign employees hired directly by companies established abroad;
- ✓ Service sellers entering the host country for the purpose of establishing contractual relations for a service contract, or persons responsible for establishing a commercial presence.

1.3 Services consulted

The categories consulted² in the form used in the 2016-2022 period to characterize exports of digitally delivered services are detailed below:

Table 1.2
Services consulted in the form

1	Telecommunications
2	Computer services (including software)
3	Sales and marketing services, not including trading and leasing services
4	Information services (including audiovisual services and online content)
5	Insurance and financial services
6	Management, administration and back office services
7	Licensing services
8	Engineering, related technical services and research and development
9	Education and training services

Source: Banco Central de Costa Rica (BCCR).

However, it is important to note that the second version of the Manual on Measuring Digital Commerce (2023) establishes the services with a high probability of being delivered digitally, i.e. through technology, information and communication networks (ICT), so this structure will be implemented for future quantifications.

² See annex 5.2

Table 1.3
Digital delivery services in the Expanded Classification of Services of the Balance of Payments
(BOP 2010).

Cross-border digital delivery services (Mode 1)	
1	Insurance and pension services
2	Financial services
3	Fees for the use of intellectual property n.e.c.
4	Telecommunications, computer and information services
5	Research and development services
6	Professional and management consulting services
7	Architectural, engineering, scientific and other technical services
8	Business-related services
9	Other business services n.e.c.
10	Audiovisual and related services
11	Health services
12	Educational services
13	Property and recreational services

Source: Handbook on Measuring Digital Commerce (2023).

1.4 Definition of company sizes to be considered

The classification of companies by size is based on the methodology used by the Ministry of Economy, Industry and Commerce (MEIC), which considers revenues, 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 and will depend on the economic activity in which it is involved.

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

Where;

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

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

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

1.5 Sample determination

The sample used in the study is determined from the following characteristics:

- ✓ Unit of study: Enterprise.
- ✓ Target population: Companies with a high probability of being exporters of services channeled through technology, information, and communication networks (ICT). The reference indicator is the International Standard Industrial Classification of all economic activities (ISIC), Revision 4.
- ✓ Sampling frame: BCCR Register of Economic Variables (REVEC_BCCR).
- ✓ Design variable: Income 2021.
- ✓ Sampling technique: Minimum variance with two strata (self-represented and random) by type of service.
- ✓ Selection in the random stratum: systematic selection.

1.6 Sources of information

The sources of information used for this measurement combine surveys and administrative records:

1. ***Annual surveys of a group of self-represented companies:*** Comprised of large and medium-sized companies whose $P > 35$.

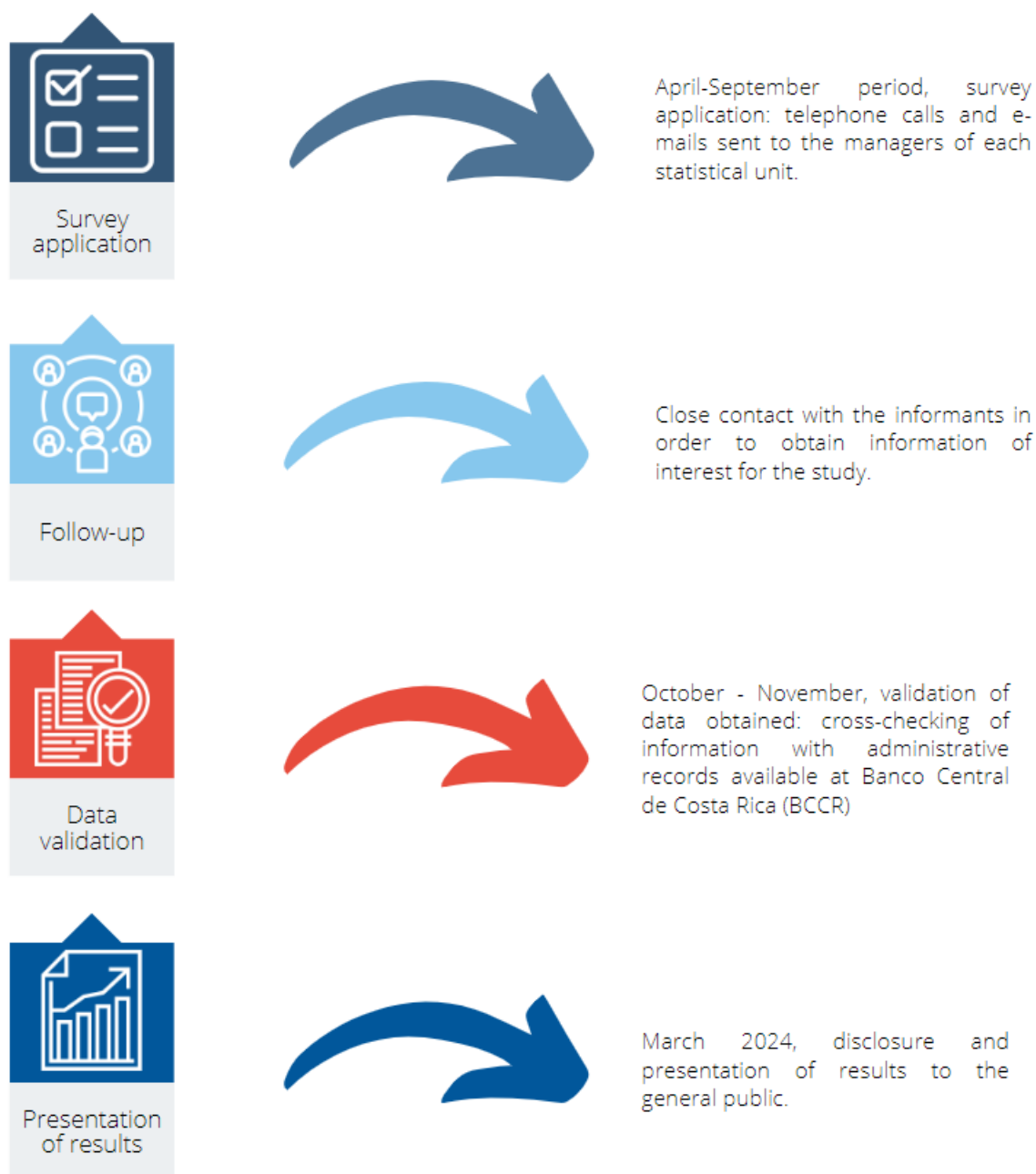
2. ***Annual surveys to a randomly determined group of companies:*** Comprised of micro and small enterprises quota $P \leq 35$.
3. ***Quarterly and annual surveys:*** Information collected to feed the country's international and national accounts.
4. ***Registry of Economic Variables*** Registry of Economic Variables (REVEC), an institutional administrative registry created by the Index Numbers Area (ANI) based on information from the business directory prepared by the National Institute of Statistics and Census (INEC), methodologies used by the Ministry of Economy, Industry and Commerce (MEIC) for the size of companies, as well as data from the Costa Rican Social Security Fund (Caja Costarricense del Seguro Social) and the Ministry of Finance (MH).
5. ***Monthly and annual reports from the Foreign Trade Promoter (PROCOMER):*** information submitted by the companies of the special regimes to PROCOMER. There are two special regimes in Costa Rica: Free Trade Zones and Active³ Improvement.
6. ***Electronic receipts:*** Document, authorized by the Tax Administration, issued when goods or services are sold, generated, expressed and transmitted electronically, in XML format. It replaces pre-printed invoices or computerized systems and guarantees the authenticity of its origin and the integrity of its content. This information is used as a cross-check to validate the figures incorporated in the study.

³ See annex 5.3

2. PROJECT STAGES

Generally, the project is divided into four phases, which allow the tasks proposed in the work schedule to be completed on time.

Figure 2.1
Stages of the project



Source: Banco Central de Costa Rica (BCCR).

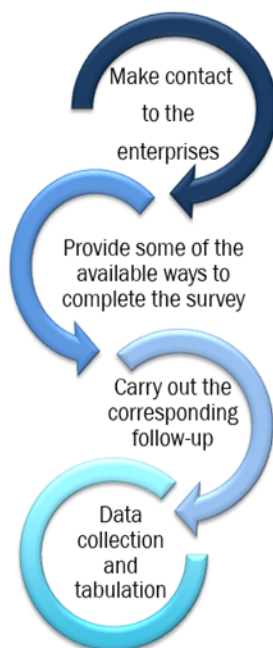
2.1 Detailed information gathering process

The research aims, from a given sample, to identify and quantify the companies that perform economic activities such as the export of digitally delivered services. There are several types of services, which could be traded abroad in this way, for example: the delivery of some software, legal advice through a phone call, other administrative services, research, education through video calls, among others.

It is important to note that mode 1 refers to trade carried out between residents of two different countries, in which there is no movement of natural persons; it contemplates cross-border trade of goods, however, as mentioned, this research is focused on identifying the export of services through technology, information and communication networks (ICT). In addition, information is collected on modes of supply 2, 3 and 4, which generate added value to the research.

The collection of the necessary information included the following activities:

Figure 2.2



Source: Banco Central de Costa Rica (BCCR).

Initially, the companies included in the sample were contacted. The process involved inquiring about telephone numbers and/or e-mail addresses of interest, through administrative records of the Banco

Central de Costa Rica (BCCR), the Chamber of Information and Communication Technologies (CAMTIC), the Foreign Trade Promotion Agency (PROCOMER), and searches on their respective web pages, among others. The purpose of this first step was to establish a link between the companies and the BCCR, to comment on basic aspects of the project and highlight the importance of this input for the country. In this way, a meeting was held with the companies to provide more details about the research. This was the channel of preference for the researcher because, usually, as the meeting evolves, it is feasible to collect the data required for the survey and, therefore, there is a greater probability of response.

In general, when handling the telephone call, the initial contact is the reception area of the company, so it is not possible in all cases to arrange a visit in the first instance. For this reason, an e-mail address is provided to send the relevant information about the project in order to initiate the corresponding communication.

In many cases the e-mail addresses provided correspond to a general mailbox of the organization, which is manipulated by several employees and can spoil the opportunity to establish direct communication. In some cases, the companies are not willing to participate in the study, which implies their rejection.

The visits to the companies also generate some inconveniences to satisfactorily complete the questionnaire. Some data are not immediately available, or it may even happen that, during the response process, the company decides not to answer due to confidentiality issues. When these situations occur, some other collection channel is made available, for example: leaving the physical form and having the person in charge send it via PDF, sending a link to answer the survey online (Lime Survey, from a platform authorized by the Banco Central de Costa Rica) or making a phone call to compile the pending information. It is important to mention that as of 2020 the visits were suspended, so that most of the information is sent via email and therefore the follow-up to obtain responses should be greater.

Although some companies commit to submitting the information within a set period, in some cases, the response is late or does not even arrive. These situations merit special follow-up: once the deadline for submitting the data has passed, calls or e-mails are sent to the company, which is hard work. The purpose of this stage of the project is to reiterate the importance of collaborating with this type of research, as well as to provide support in case there are additional doubts when completing the survey. However, on certain occasions it is practically impossible to obtain responses from the

organizations, with the consequent consequences in terms of coverage, quality, and consistency of the data.

Finally, based on the actual responses, the data of interest are transferred to a Microsoft Excel spreadsheet, which initiates their analysis and tabulation. This contemplates the possible cross-referencing of information, as well as validation and congruence in the information supplied by the companies in other surveys or studies of the Central Bank. When differences are detected, the procedure indicates the need to contact the company and clarify the concerns and/or work in coordination with other areas of the Bank to validate the information.

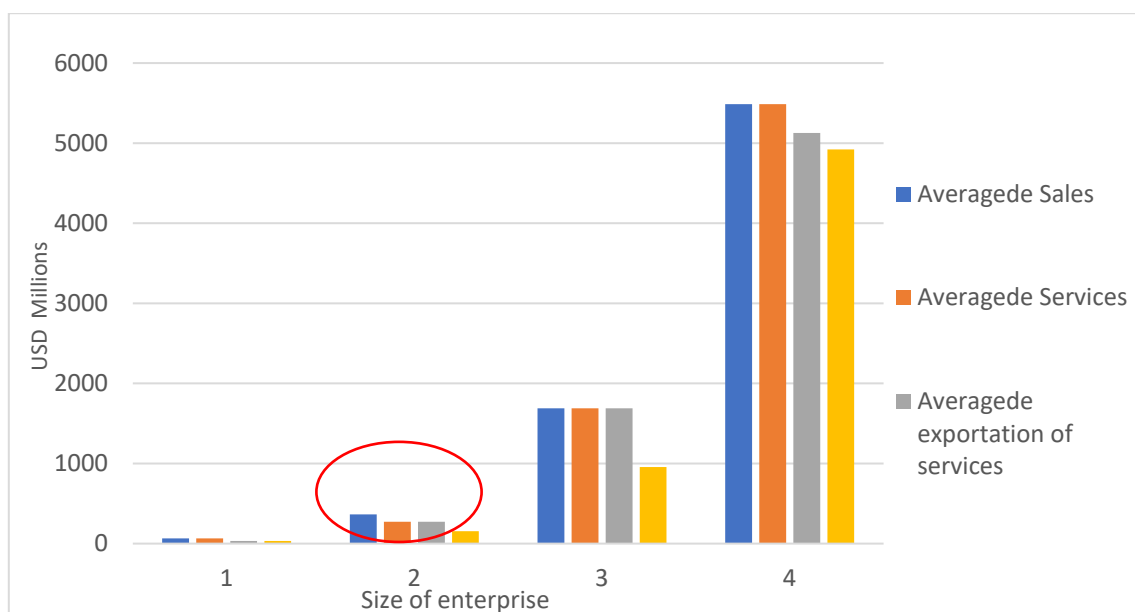
2.1.1 Expansion process

With the data provided by the Department of Economic Information Management (DGIE), the estimation of service exporting companies of which there is a high probability of supply through technological platforms (internet, telephone, e-mail, among others) was carried out. The data were extracted from the Registry of Economic Variables (REVEC), an institutional administrative registry created by the Index Numbers Area (ANI) based on information from the business directory prepared by the National Institute of Statistics and Census (INEC), methodologies used by the Ministry of Economy, Industry and Commerce (MEIC) for the size of companies, as well as data from the Costa Rican Social Security Fund and the Ministry of Finance (MH).

Once the scope was determined in terms of the number of companies, they were grouped according to their main and secondary activity, export percentage, company size, number of employees and reported income. The study incorporated some companies in which the export of services corresponds to their secondary activity; such is the case of the manufacturing industry and commerce.

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

Graph 2.1
Example of a subgroup estimation



Source: Banco Central de Costa Rica (BCCR).

For companies with the same size, ISIC4, revenues, export percentage and number of employees, the behavior of the firms that provided information was replicated, thus calculating the following variables:

- Provision of services
- Export of services
- Types of services provided
- Export of services through technological platforms
- Export destination countries

In the case of invoicing and the country where the controlling unit is located, when applicable, it was determined based on studies carried out by the Macroeconomic Statistics Strengthening Project Area (FEM), attached to the Macroeconomic Statistics Department (EMA) of the Information Management Division (DGIE) of the Banco Central de Costa Rica (BCCR).

Based on the information gathered, the expansion by ISIC4 and size class was carried out for companies that are estimated to perform mode 1.

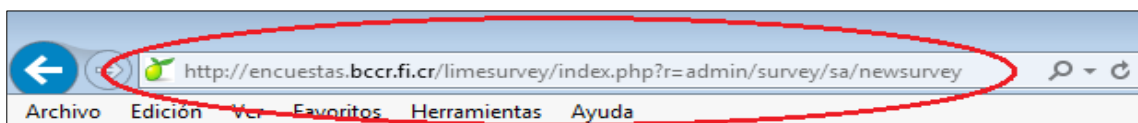
2.1.2 Lime Survey Instrument

The procedure established for the capture and analysis of the information associated with the project included the following tasks:

- ✓ Form design

The Lime Survey tool is used, a platform allowed by the Banco Central de Costa Rica for the elaboration of economic surveys, to proceed with the creation of the questionnaire according to the guidelines recommended by UNCTAD, with the specific questions, as well as the relationships and prohibitions that should exist between them. This application is used as one of the means to answer the survey, but not the only one, with the objective of facilitating the participation of the companies.

Figure 2.3



Source: Banco Central de Costa Rica (BCCR).

- ✓ Codes and passwords

To protect the confidentiality of the information, Lime Survey allows you to set passwords for each user included in the survey database. The e-mail address of each informant is used for this user. The password that is generated is unique and allows to know directly from which company/informant the data comes from when receiving the answer.

- ✓ Sending invitation and link

Figure 2.4

Source: Banco Central de Costa Rica (BCCR).

When the informant agrees to receive the form to participate in the project, the survey is sent directly from Lime Survey. The survey is sent from the platform and domain of the Banco Central de Costa Rica. This sending includes a message of request and thanks for the participation, as well as the direct link to the form. In addition, the contacts to contact in case of doubts and/or queries.

Figure 2.5

Source: Banco Central de Costa Rica (BCCR).

- ✓ Login to the questionnaire

When each informant enters the link sent to complete the survey, he/she is greeted with a welcome message and a brief description of the project, as well as the logos of the organizations or institutions in charge of the research.

Figure 2.6



Source: Banco Central de Costa Rica (BCCR).

From this same screen you have access to a document that contains more details of the project, you only need to click on the word "link".

- ✓ Form questions

When you click Next on the welcome page, the form questions will start displaying one by one. These questions contain or may contain the following buttons and symbols:

- Asterisk: queries marked with a red asterisk (*) denotes that the answer is mandatory.
- Question mark: clarifying note that may appear in some questions. It contains concepts, warnings or useful indications to answer.
- Continue later: button that allows the respondent to exit the survey to continue later. If this is done, everything previously answered is saved.
- Previous: in the online form there is no option not to answer and continue, but to go back and see the previous answers, this is the use of the previous button.

- Next: button that allows you to go to the next query once the question you are in has been answered.
- Exit and delete survey: button that allows you to exit the survey and delete all the answers previously made. When the respondent enters again, he/she must restart the form.

Figure 2.7

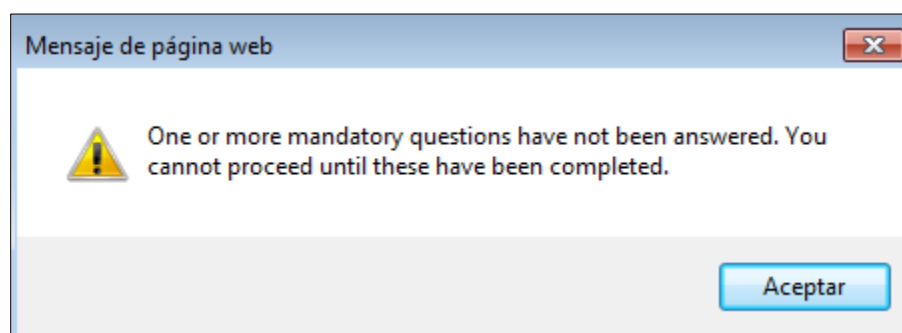
The screenshot shows a web-based survey interface. At the top, there is a header with the text "Exports of services over information, communication and technology networks (ICT) / BCCR-UNCTAD" and a language dropdown menu set to "English". Below the header, a section titled "General information" is displayed, with a subtitle "Section focused to collect basic information of the enterprise." The main content area contains a question: "Was your enterprise controlled by another enterprise during January 2016 - December 2016?" with radio button options for "Yes" and "No". A red asterisk icon indicates a mandatory question. Below the question, a red question mark icon is followed by a definition: "An enterprise is controlled when a different unit owns directly or indirectly, more than 50 per cent of the equity or shareholders voting rights." At the bottom of the form, there are three buttons: "Resume later", "Previous", and "Next", all of which are circled in red. To the right of the "Next" button is another button labeled "Exit and clear survey", also circled in red.

Source: Banco Central de Costa Rica (BCCR).

✓ Warning message

If a respondent wishes to skip a question the system immediately displays a warning notifying him/her that he/she cannot continue unless he/she answers the question he/she is in.

Figure 2.8



Source: Banco Central de Costa Rica (BCCR).

✓ Link to annex

In some questions, the informant may find a link that redirects to the Banco Central de Costa Rica's web page where the project documents and fact sheets are located. In it, there is a document called Annex questionnaire of the ICT Project / UNCTAD - BCCR that contains details, explanations and clarifications in case of doubts when answering.

Figure 2.9

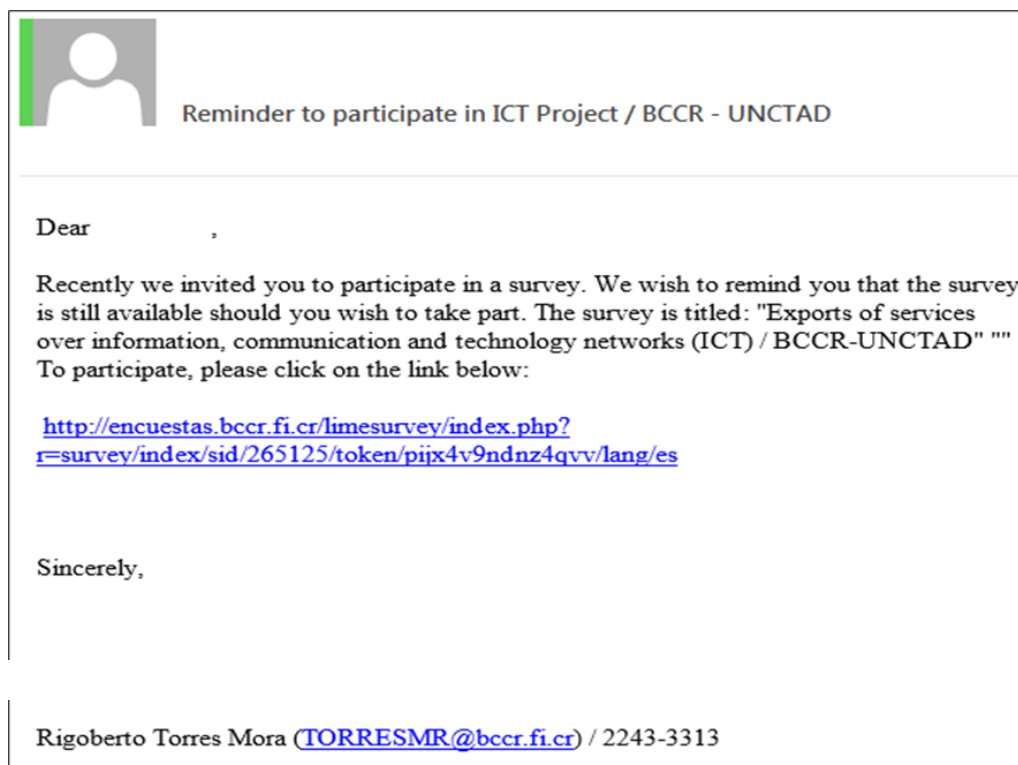
With the object to help you to identify which part of the questionnaire is relation with your enterprise, please to complete the next box. Use the 9 main services drop list describes in [ANEXO](#) attached.

Source: Banco Central de Costa Rica (BCCR).

✓ Sending reminders

One of the facilities provided by the Lime Survey platform is the sending of reminders. These are sent to informants who started the survey but did not finish it or to those who have not opened the link for the first time. The message includes the contacts to whom they can communicate.

Figure 2.10

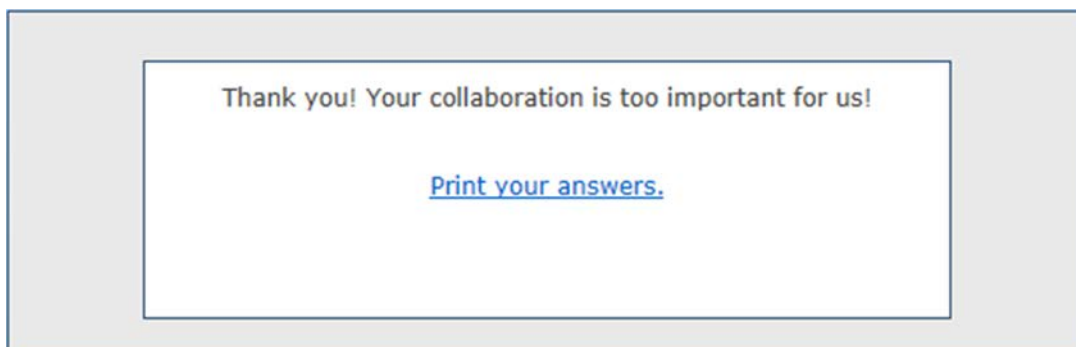


Source: Banco Central de Costa Rica (BCCR).

✓ End of survey

At the end of the survey a thank you message is displayed and the option to download the responses as a way of safeguarding the information provided. This allows informants to have a backup in case of future queries.

Figure 2.11



Source: Banco Central de Costa Rica (BCCR).

3. PROJECT CONTINUITY

This study is incorporated as one of the inputs for the continuous improvement of basic statistics. The figures derived from this initiative are very useful to complement and validate the information that currently provides content to the statistics on trade in services that feed the country's international accounts and production accounts.

The strategy should include a review of the best international methodological practices and permanent updating of the sources of information so that the data obtained from the study are gradually more robust. The aim is to ensure that the statistics generated constitute a timely and quality input for decision-making at the micro and macroeconomic levels, both nationally and internationally.

Public-private partnerships have been an essential aspect in facilitating access to the companies surveyed and to the available administrative records, which serve as raw material for information and also as a cross-check and validation of the data obtained.

The issues of confidentiality of information and legal support are fundamental to facilitate access, strengthen business response ratios and lay solid foundations for the continuity of the exercise and statistics with the necessary openings to support the adoption of public and economic policies.

Adopting a transparent policy for disseminating the results of the measurement, both to resident and non-resident economic agents, is a fundamental strategy for strengthening the public value and continuity of the results. In short, they represent efforts that serve as a reference for other countries interested in developing methodologies for the collection and measurement of macroeconomic statistics, in this particular case, of economic activities such as the export of digitally delivered services.

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5. ANNEXES

5.1 Annex: Questionnaire on exports of digitally delivered services

Questionnaire on exports of services delivered via ICT networks

Period covered: January-December 2022

Company Name	
Legal ID	
Name of informant	
Telephone	
E-mail address	

Purpose of collection: To compile data on exports of services that can be delivered remotely via the Internet, telephone or any other ICT network and services delivered through a commercial presence in a foreign country. The data collection will be used to complement information from balance of payments and trade statistics. The survey is conducted by the Banco Central de Costa Rica (BCCR).

Deadline: Please submit the form no later than Friday, September 30, 2022.

Submitting Information: Please follow the link below to answer the survey questions. If you are unable to complete the survey online, please send the form by email to rodriguezak@bccr.fi.cr; torresmr@bccr.fi.cr; molinaaa@bccr.fi.cr or call the following phone numbers: 2243-3984, 2243-3313, 2243-3295 to schedule a visit.

Confidentiality: as established in Article 14, paragraph f of the Organic Law of BCCR, the confidentiality of the individual information provided by individuals or legal entities in this form is guaranteed. The information will be used to prepare aggregate statistics.

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

Remember: Your cooperation is greatly appreciated. The accuracy of the balance of payments and international investment position depends on the information you share with the BCCR.

After completing this form, it is suggested that you keep a copy for your records.

Contact person in case of any questions about this questionnaire:

Name: Karolina Rodríguez.
Position: Economic Analyst
Phone number: (506) 2243-3984
E-mail address: RODRIGUEZAK@bccr.fi.cr; TORRESMR@bccr.fi.cr

Please read before proceeding to answer:

This questionnaire must be completed by the company identified on page 1 of this form-unless a different agreement has been reached with the Banco Central de Costa Rica (BCCR).

Residents and Non-Residents

Please record transactions between residents and non-residents.

A **non-resident** is any individual, company or other organization that is domiciled in an economy other than Costa Rica and with which they have a major economic link.

The Costa Rican subsidiaries of non-resident companies **are residents** of Costa Rica. Likewise, foreign subsidiaries of Costa Rican companies are non-residents.

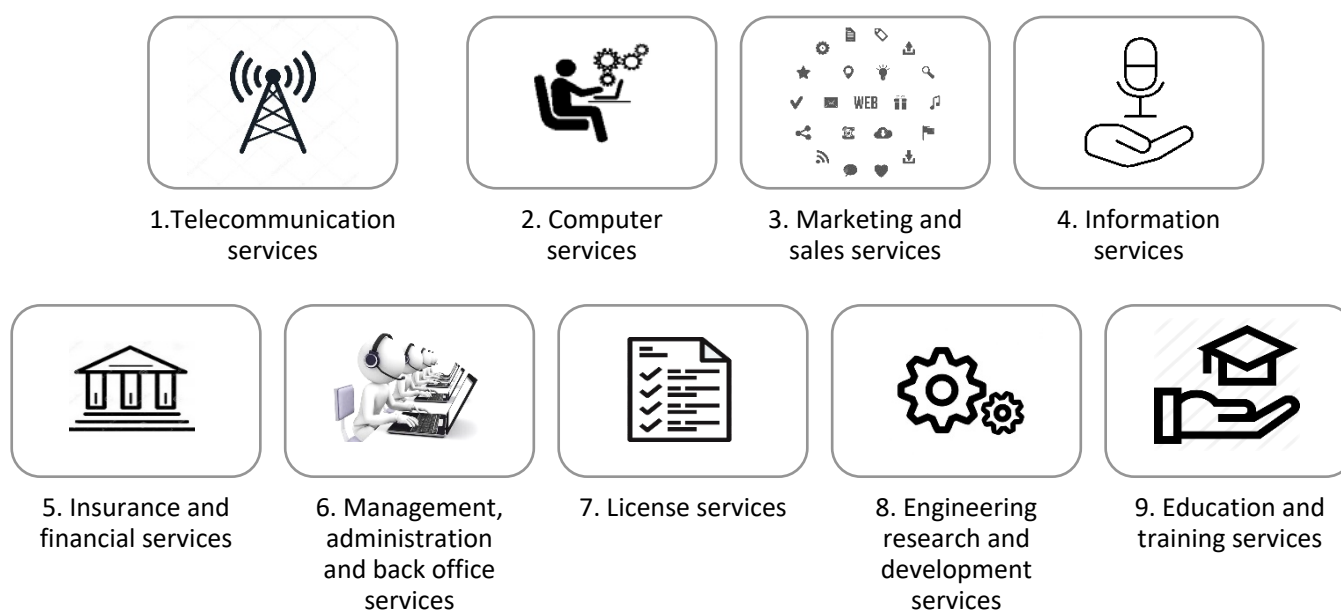
Currency of registration

All transactions consulted can be registered in units/thousands of Costa Rican colones or in units/thousands of United States of America dollars (EUA\$).

Services included

The survey deals exclusively with services that can be delivered remotely through ICT networks and services delivered through a commercial presence in a foreign country, which are comprised of the following nine categories:

Figure 5.1.1



Source: Banco Central de Costa Rica (BCCR).

These categories of services are detailed in **Annex 1** of this questionnaire.

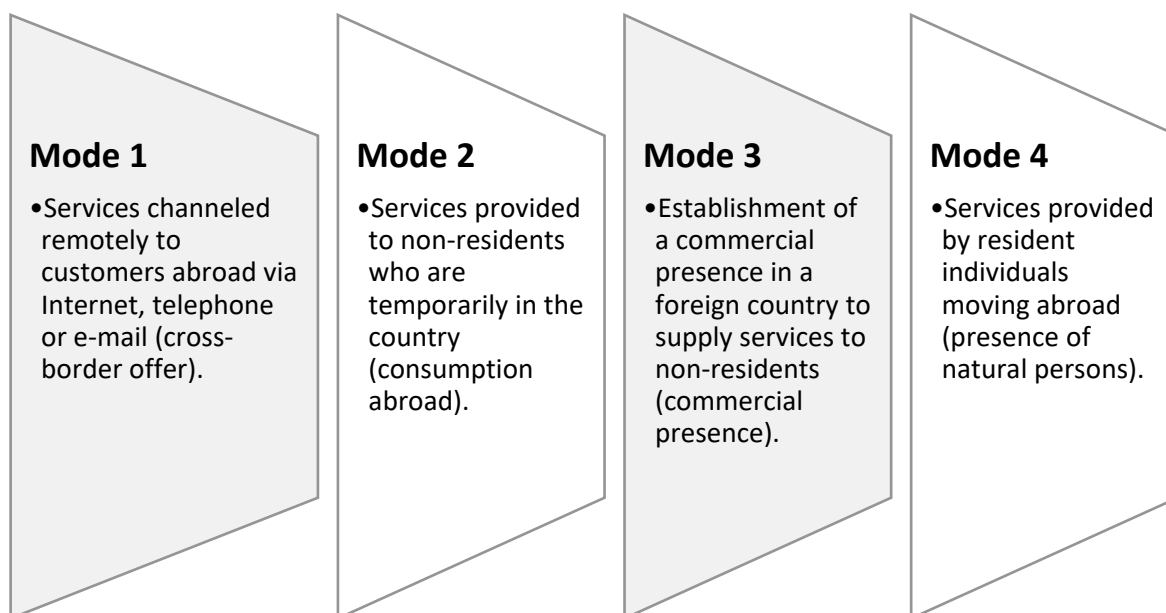
Services Exports

Exports of services are sales of services **channeled to non-resident** customers. They correspond to services for which a nonresident makes a direct payment to your company (including foreign affiliates of your company). Exports include services provided by your company or its employees working abroad, or by some other resident entity receiving payments on your behalf.

Modes of supply

Services can be exported in four different ways:

Figure 5.1.2



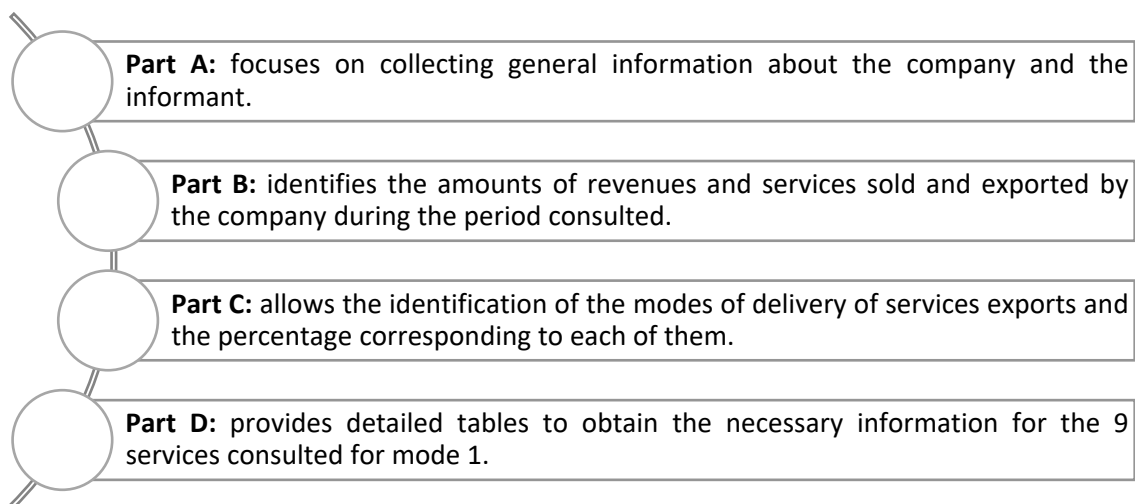
Source: Banco Central de Costa Rica (BCCR).

This survey is oriented to capture transactions made via mode 1 and 3.

Structure of the form

The form collects selected annual information on the company's international services transactions.

Figure 5.1.2



Source: Banco Central de Costa Rica (BCCR).

A. General Information

A.1. Was your company foreign-owned between January 2022 - December 2022?

☐ Yes.

☐ No. (Please skip to question A.5)

A.2. How much capital corresponds to foreigners? *If the answer is greater than 10%, do not forget to answer questions A.4 and A.4.1.

Amount of foreign capital: _____.

A.3. How many countries contribute this capital to the company?

	Mark with an x	Take into account the following:
One country		Go to question A.3.1.
Two countries		Go to question A.3.2. as appropriate.
Three countries		
Three countries or more		

A.3.1. From which country does this foreign capital come at the end of December 2022?

Name of the country:

1. _____

A.3.2. From which countries does this foreign capital come at the end of December 2022? Please go to question A.3.2.1.

Name of the countries:

2. _____

3. _____

4. _____

5. _____

A.3.2.1. What percentage of capital is contributed by each investing country?

Percentage contributed by each country:

1. _____

2. _____

3. _____

4. _____

A.4. When the foreign capital in your company is greater than or equal to 10%, it is classified as a direct investment company. Therefore, it is necessary to know the following: Does your company have a direct investor of last resort?

Immediate direct investor: first company in the value chain.

Direct investor of last resort: is at a higher level in the value chain than the immediate direct investor.

☐ Yes. (Please skip to question A.4.1.)

☐ No. (Please skip to question A.5)

A.4.1. In which country is the direct investor of last resort located?

Name of the country: _____

A.5. How many people were employed in the company at the end of December 2022?

The answer must be at least 1.

Only numbers can be entered in this field.

A.5.1 Indicate the number of employees in the company with a disability condition (functional barrier):

The minimum response must be zero.

Only numbers can be entered in this field.

A.7. What was the proportion of your company's employees at the end of December 2022?

Each answer must be a maximum of 100.

The sum must equal 100.

Only numbers can be entered in these fields.

O Men (%):

O Women (%):

A.8. Please indicate the currency in which you will register your data.

Select **one** of the following options.

O Colones

O Dollars

A.9. Please indicate the form in which you will record your data.

Please select one of the following options.

O Thousands

O Units

A.10. What was the main activity of your company at the end of December 2022?

Select **one** of the following options:

<input type="checkbox"/>	Other transportation support activities
<input type="checkbox"/>	Wired telecommunications activities
<input type="checkbox"/>	Computer programming
<input type="checkbox"/>	Advertising
<input type="checkbox"/>	Motion picture production activities, video and television program production activities
<input type="checkbox"/>	Other personal service activities n.e.c.
<input type="checkbox"/>	Motion picture distribution activities, video and television program distribution activities
<input type="checkbox"/>	Web portals
<input type="checkbox"/>	Computer consultancy and management of computer installations
<input type="checkbox"/>	Accounting, bookkeeping and auditing activities; tax consultancy
<input type="checkbox"/>	Television programming and broadcasting
<input type="checkbox"/>	Wholesale for remuneration or on a fee or contract basis

	Wholesale of other machinery and equipment
	Wholesaling of computers, peripheral equipment and computer software
	Activities of physicians and dentists
	Other information technology and computational service activities
	Land transportation service activities
	Courier activities
	Other business support service activities n.e.c.
	Market research and public opinion polling
	Manufacture of electronic components and boards
	Sound recording and music publishing activities
	Electrical installation
	Retail sale of computers, peripheral equipment, computer software and telecommunications equipment in specialized stores
	Legal activities
	Principal office activities
	Architectural and engineering activities and related technical consulting activities
	Specialized design activities
	Other professional, scientific and technical activities n.e.c.
	Manufacture of communications equipment
	Repair of communications equipment
	Wholesale of electronic and telecommunication equipment, parts and components
	Repair of computers and peripheral equipment
	Wireless telecommunications activities
	Motion picture, video film and television programme post-production activities
	Activities of collection agencies and credit rating agencies
	Combined office administrative service activities
	Other human resources activities
	Call center activities
	Management consulting activities
	Data processing, hosting and related activities
	Real estate activities conducted with owned or leased property
	Printing
	Real estate activities conducted on a fee or contract basis
	Manufacture of medical and dental instruments and equipment
	Research and experimental development in the fields of natural sciences and engineering
	Manufacture of electrical lighting equipment
	Manufacture of basic chemicals
	Wholesale of other household appliances
	Manufacture of knitted and crocheted goods
	Hospital activities
	Retail sale of pharmaceutical and medical products, cosmetics and toiletries in specialized stores

	Wholesale of food, beverages and tobacco
	Collection, treatment and disposal of waste; materials recovery
	Manufacture of pesticides and other chemicals for agricultural use
	Manufacture of jewelry and related articles
	Other human health care activities
	Other telecommunications activities
	Other monetary intermediation
	Water transportation service activities
	Service activities incidental to air transportation
	Passenger transportation by air
	Maritime and cabotage cargo transportation
	Freight transport by road
	Manufacture of pharmaceuticals, medicinal chemical substances and botanical products for pharmaceutical use
	Other retail sale activities not carried out in stores, stalls or markets
	Higher education
	Restaurant and mobile food service activities
	Wholesale of agricultural machinery, equipment and materials
	Textile finishing
	Banana farming
	Packing and packaging activities
	Electric power generation, transmission and distribution

* n.e.c.: Not elsewhere specified.

A.10.1. Please describe the main activity of your company.

Main activity of the company:

B. Revenues and services

B.1. What was the total value of your company's turnover during January 2022- December 2022? *If the answer is zero, please answer question B.1.1.

This includes only your company's invoices, it does not include affiliates or other related group companies.

B.1.1 Could you please indicate the reason why your company had no turnover in 2022?

Mark with an X (x) the option that corresponds.	Reasons
	Closed operations
	In the process of closing operations
	Started operations in 2022
	Other activity, please specify:

B.2. Of the total value of your company's turnover during January 2022- December 2022, how much corresponds to services sold?

B.3. What was the total value of your company's service exports between January 2022 - December 2022?

B.4. Of the total value of your company's services exports between January 2022 - December 2022, how much corresponds to intra-group trade?

C. Modes of supply

C.1. During January 2022- December 2022 your company provided services to an overseas customer by:

Mode 1	Internet, telephone, postal mail or e-mail (cross-border supply)	<input type="radio"/> Yes. What percentage of exports?_100%___
		Answer question D.1.
		<input type="radio"/> No
Mode 2	Non-resident customer temporarily in the country (consumption abroad)	<input type="radio"/> Don't know
		<input type="radio"/> Yes. How much percentage of exports?_____
		<input type="radio"/> No
Mode 3	Commercial presence in a foreign country to provide services in the country (commercial presence)	<input type="radio"/> Don't know
		<input type="radio"/> Yes. How much percentage of exports?_____
		<input type="radio"/> No
Mode 4		<input type="radio"/> Don't know
		<input type="radio"/> Yes. How much percentage of exports?_____

	One of your employees working temporarily abroad (presence of natural persons)	<input type="radio"/> No
		<input type="radio"/> Don't know

D. Exports of services

D.1. Has your company exported any of the following services during January 2022 - December 2022 via Mode 1?

Mark with an X (x) the corresponding entries:		Value of exports	Proportion delivered via ICT (%)	Name(s) of major trading partner(s) country(ies)	Proportion delivered to major shareholder(s) (%)
	Telecommunications			1°	1°
				2°	2°
				3°	3°
	Computer services (including software)			1°	1°
				2°	2°
				3°	3°
	Sales and marketing services, not including trading and leasing services			1°	1°
				2°	2°
				3°	3°
	Information Services			1°	1°
				2°	2°
				3°	3°
	Insurance and financial services			1°	1°
				2°	2°
				3°	3°
	Administrative and back office services			1°	1°
				2°	2°
				3°	3°
	License services			1°	1°
				2°	2°
				3°	3°
	Engineering, research and development			1°	1°
				2°	2°
				3°	3°
				1°	1°

	Education and training services			2°	2°
				3°	3°
	TOTAL	= 100%			
	None of the above				

5.2 Annex: Details of the services consulted in the questionnaire

1.1. Telecommunications (6120/6130/6190)

Include:

- Telephony and other telecommunications services (see 1.1.1.)
- Telecommunication services via the Internet (see 1.1.2.)
- Broadcasting services (see 1.1.3.)

1.1.1. Telephone and other telecommunication services include:

- Operator services.
- Fixed telephony services.
- Mobile telecommunication services* (transmission of voice, data, video SMS and MMS, when the call originates or terminates on a mobile device or cell phone).
- Private network services.
- Data transmission services.
- Other telecommunications services.

1.1.2. Telecommunications services over the Internet include:

- Basic Internet services.
- Narrowband Internet access services.
- Broadband Internet access services.
- Other telecommunication services over the Internet.

1.1.3. Transmission services include:

- Radio and television program selection, programming and broadcasting.
- Combined program production and transmission services.

1.2. Computer services (including software services) (6201/6202/6209/6311/6312/9511/9512)

Includes:

- Licensing services for the right to use computer software (see 1.2.1.)
- Software downloads (see 1.2.2.)
- Original software (see 1.2.3.)
- On - line games (see 1.2.4.)
- On-line software (see 1.2.5.)
- Information technology (IT) consulting and support services (see 1.2.6.)
- Hosting and IT infrastructure provision services (see 1.2.7.)
- Network and IT infrastructure management services (see 1.2.8.)
- Maintenance and repair services for computers and peripheral equipment (see 1.2.9.)
- Information technology (IT) design and development services (see 1.2.10.)
- Computer training services (see 1.2.11.)

1.2.1 Licensing services for the right to use computer software include:

- Licensing services for the right to reproduce, distribute or incorporate computer programs, program descriptions and supporting materials for software systems and applications. This applies to different levels of licensing rights:

- Rights to reproduce and distribute the software.
- Rights to use software components for the creation and inclusion of other software products.

1.2.2. Software downloads include:

- System software downloads.
- Application software downloads.

1.2.3. Original software includes:

- Copyrighted intellectual property produced without an outright sale contract (i.e., attending all proprietary rights) 1.2.4.
- Intellectual property for sale that is implicitly or explicitly copyrighted (e.g., computer programs).

1.2.4. On-line games include:

- Games that are intended for use over the Internet, such as:
 - Role-playing games (RPGs).
 - Strategy games.
 - Action games.
 - Card games.
 - Games for children.

Payment may be by subscription or pay-per-play.

1.2.5. On-line software includes:

- Software that are designed to be run online, except game software.

1.2.6. Information technology (IT) consulting and support services include:

- IT consulting services.
- IT support services.

1.2.7. Hosting and information technology (IT) infrastructure provision services include:

- Web hosting services.
- Application provisioning services.
- Other hosting services and IT infrastructure provisioning services.

1.2.8. Network and IT infrastructure management services include:

- Network management services.
- IT systems management services.

1.2.9. Maintenance and repair services for computers and peripheral equipment include:

- Maintenance and repair services for computers and peripheral equipment, such as:
 - Desktop computers.
 - Laptop computers.

- Handheld computers (PDAs).
- Computer terminals.
- Computer servers.
- Magnetic disk drives, high speed drives and other storage devices.
- Optical disk drives (CD-RW, CD-ROM, DVD-ROM, DVD-RW).
- Printers.
- Monitors.
- Keyboards.
- Modems internal and external to the computer.
- Scanners, including bar code scanners.
- Smart card readers.
- Virtual reality headsets.
- Computer projectors.
- Computer terminals such as ATMs (Automatic Teller Machines), non-mechanically operated POS (Point-of-sale) terminals.

1.2.10. Information technology (IT) design and development services include:

- Services for the design of the structure and/or development of the computer code necessary to create and/or implement a software application, such as:
 - Design of the structure and content of a web page and/or development of the computer code necessary to create and implement a web page
 - Design of the structure and content of a database and/or development of the computer code necessary to create and implement a database
 - Design of the structure and development of the computer code required to design and develop a custom software application
- Customization and integration, customization (modification, configuration, etc.) and installation of an existing application to make it functional in the clients' information system environment.

1.2.11. Computer training services include:

- Specially tailored computer training services provided to an individual or group, where training is included as part of a consultancy.

1.3. Sales and marketing services, excluding trading and leasing services.
(7320/7310/7420/8230)

Include:

- Advertising services and provision of advertising space or time (see 1.3.1.).
- Market research and public opinion polling services (see 1.3.2.)
- Advertising photography services and related services (see 1.3.3.)
- Convention and trade fair organization and assistance services (see 1.3.4.)

1.3.1. Advertising services and the provision of advertising space or time including:

- Full advertising services.

- Direct marketing and direct mail services.
- Other advertising services .
- Services for the sale or lease of advertising space or time on a commission basis.
- Sale of advertising space in print media (except on commission).
- Sale of advertising time on television and radio (except on commission).
- Sale of advertising space on the Internet (except on commission).
- Sale of other advertising space or time (except on commission).

1.3.2. Market research and public opinion polling services include:

- Market analysis, competitive analysis and consumer behavior.
- Use of research monographs, statistics, econometric models, surveys, etc.
- Research services aimed at obtaining reliable information on public opinions regarding social, economic, political issues, etc.

1.3.3. Advertising photography and related services include:

- Services consisting of photographing:
 - Merchandise, industrial products.
 - Clothing and fashion apparel.
 - Machinery, buildings.
 - People and other subjects for public relations.
- Photographic services for:
 - Advertising services, fascicles, press advertisements.
 - Catalogs.

1.3.4. Convention and trade fair organization and assistance services include:

- Convention organization and assistance services.
- Organization and assistance services for trade fairs.

1.4. Information services

(9200/5913/5914/5920/6010/6020/8610/8620/8690/5813/5812/6312/9101/6391)

Include:

- Audiovisual and related services (see 1.4.1.).
- On-line audio contents (see 1.4.2.)
- On-line video contents (see 1.4.3.)
- Broadcasting of radio and television programs (see 1.4.4.)
- Program distribution services, in basic programming package (see 1.4.5.)
- Program distribution services, in controlled programming package (see 1.4.6.)
- Program distribution services, movie programming (pay-per-view) (see 1.4.7.)
- Radio and television channel programming (see 1.4.8.)
- On-line books (see 1.4.9.)
- Human health services (see 1.4.10.)
- On-line gambling services (see 1.4.11.)
- News agencies services (see 1.4.12.)
- Library and archive services (see 1.4.13.)
- Original data/information compilations (see 1.4.14.)
- Online magazines and newspapers (see 1.4.15.)

- Mailing lists and online directories (see 1.4.16.)
- Online adult content (on-line) (see 1.4.17.)
- Contents of Web search portals (see 1.4.18.)
- Other online content n.i.e.c. (see 1.4.19.)
- Fact-gathering (finding) and information gathering services (i.e., databases), except mailing lists (see 1.4.20.)

1.4.1. Audiovisual and related services include:

- Sound recording services.
- Production services of television programs, video, radio and film activities.
- Audio-visual post-production services.
- Distribution services of television programs, cinematographic activities and video activities.
- Film projection services.

1.4.2. On-line audio content includes:

- Audio music downloads.
- Transmission of audio content.

1.4.3. Online video content includes:

- Downloading of movies and other videos.
- Transmission of video content.

1.4.4. Transmission of radio and television programs include:

- Transmission of radio programs.
- Transmission of television programs.

1.4.5. Program distribution services, in basic programming package include:

- Provision of access to the subscriber of a basic range of programming generally at a basic monthly charge.

1.4.6. Program distribution services, in a controlled programming package include:

- Provision of services that provide subscriber access to an additional range of channels to the basic programming package for a fee in addition to the basic monthly charge.
This programming service may be provided by each cable, satellite or scrambler (Microwave Data System - MDS) operator, and its additional programming channels are determined by the subscriber from the menu offered by the operator.

1.4.7. Program distribution services, movie programming (pay-per-view) include:

- Provision of access to the subscriber to watch specific programs (movies or events) from home, with additional fee per (movie or event) over the basic monthly charge, which he/she pays for the basic or controlled package of programming.

1.4.8. Programming of radio and television channels include:

- Radio channel programming.

- Programming of television channels.

1.4.9. On-line books include:

- On-line books, including school textbooks, general reference books, such as; dictionaries, encyclopedias, atlases, map and graphic books, among others.

1.4.10. Human health services include:

- Inpatient surgical services.
- Inpatient gynecological and obstetrical services.
- Inpatient psychiatric services.
- Other inpatient psychiatric services.
- General medical services.
- Specialty Medical Services.
- Dental Services.
- Childbirth and related services.
- Nursing services.
- Physical therapy services.
- Ambulance services.
- Medical Laboratory Services.
- Diagnostic imaging services.
- Blood, organ and sperm bank services.
- Other human health services n.i.e.c.

1.4.11. Online gambling services (on line) include:

- Online gambling services.

1.4.12. News agency services include:

- News agency services for newspapers and magazines.
- News agency services for audiovisual media.

1.4.13. Library and archives services include:

- Library services.
- File services.

1.4.14. Original data/information compilations include:

- Original compilations of data or information (i.e., databases), organization for retrieval and consultation, including mailing lists.

1.4.15. On-line journals and periodicals include:

- Publications published on the Internet, where the main content is updated at fixed intervals, usually on a daily, weekly, or monthly basis; either by subscription or single copy sales.
- Headlines in sections of newspapers sent via email on a daily or more frequent basis.
- Newsletters published periodically.

1.4.16. Mailing lists and on-line directories include:

- Mailing lists and on-line directories, including telephone directories.
- Other on-line collections of facts, events, or information (databases).

1.4.17. On-line adult content includes:

- Posting and transmission of sexually explicit content and adult themes over the Internet including graphics, live acts or footage, interactive shows and virtual activities

1.4.18. Content from Web search portals includes:

- Content provided on Web search portals, i.e., extensive databases of Internet addresses and content in a format that facilitates searching.

1.4.19. Other on-line content n.i.e.c includes:

- Transmission and publication of statistical information, news, among others.
- Other on-line content not included above, such as greeting cards, jokes, cartoons, graphics, maps, etc.

1.4.20 Fact (findings) and information gathering services (i.e., databases), except mailing lists includes:

- Fact and information gathering, except mailing lists.

1.5. Insurance and financial services

(6511/6512/6520/6530/6419/6491/6430/6492/6499/6621/6629/6630)

Include:

- Reinsurance services (see 1.5.1.).
- Brokerage and insurance agency services (see 1.5.2.)
- Insurance claims appraisal services (see 1.5.3.)
- Actuarial services (see 1.5.4.)
- Other services auxiliary to insurance and pension services (see 1.5.5.)
- Investment banking services (see 1.5.6.)
- Services auxiliary to financial intermediation other than insurance and pension services (see 1.5.7.)
- Financial asset maintenance services (see 1.5.8.)
- Other financial intermediation services, except investment banking services, insurance services and pension services (see 1.5.9.)
- Central bank services (see 1.5.10.)
- Depository services (see 1.5.11.)
- Credit granting services (see 1.5.12.)
- Financial leasing services (see 1.5.13.)
- Life insurance services (see 1.5.14.)
- Cargo insurance services (see 1.5.15.)
- Health and accident insurance services (see 1.5.16.)
- Motor vehicle insurance services (see 1.5.17.)

- Marine, air transport and other transport insurance services (see 1.5.18.)
- Other property damage insurance services (see 1.5.19.)
- General liability insurance services (see 1.5.20.)
- Credit and surety insurance services (see 1.5.21.)
- Travel insurance services (see 1.5.22.)
- Other insurance services other than life insurance (see 1.5.23.)
- Pension fund management services (see 1.5.24.)
- Individual pension services (see 1.5.25.)
- Collective pension services (see 1.5.26.)

1.5.1. Reinsurance services include:

- Life reinsurance services.
- Accident and health reinsurance services.
- Motor vehicle reinsurance services.
- Marine, air and other transportation reinsurance services.
- Cargo reinsurance services.
- Other property reinsurance services.
- General liability reinsurance services.
- Credit and surety reinsurance services.
- Other reinsurance services other than life reinsurance services.

1.5.2. Brokerage and insurance agency services include:

- Sales services of insurance and pension fund related products.

1.5.3. Insurance claims appraisal services include:

- Insurance claims investigation services, determination of the amount of loss or damage covered by insurance policies and negotiation of settlements.
- Claim review services for claims that have been investigated and authorization of the corresponding payments.
- Damage assessment services.

1.5.4. Actuarial services include:

- Insurance risk and premium calculation services.

1.5.5. Other ancillary insurance and pension services include:

- Insurance and pension fund administration.
- Administration services of salvage operations.
- Insurance and pension consulting services.

1.5.6. Investment banking services include:

- Securities placement services.
- Services of guaranteeing the sale of a securities issue by purchasing the securities at the price indicated by the issuing company or the issuing government and reselling the securities to investors.

- Commitment to sell as many securities as possible without guaranteeing the purchase of the entire issue to the issuing entity.

1.5.7. Services auxiliary to financial intermediation other than insurance and pension services include:

- Services related to mergers and acquisitions.
- Services related to corporate finance and venture capital.
- Other services related to investment banking.
- Securities brokerage services.
- Commodities brokerage services.
- Securities transaction processing and clearing services.
- Portfolio management services, except for pension funds.
- Trust services.
- Custody services.
- Financial market operational and exploitation services.
- Financial market regulation services.
- Other financial market administration services.
- Financial consulting services.
- Foreign exchange services.
- Financial transaction processing and clearing services.
- Other services auxiliary to financial services n.i.e.c.

1.5.8. Financial asset maintenance services include:

- Capital maintenance services of subsidiary companies.
- Services for holding securities and other assets of trusts, financial funds and similar entities.

1.5.9. Other financial intermediation services, except investment banking services, insurance services and pension services include:

- Factoring services.

1.5.10. Central bank services include:

- Support services to the country in terms of its clearing and settlement systems for payments and other financial transactions.
- - Deposit account maintenance services for major financial institutions and for the central government.
- Monetary policy implementation services
- Foreign exchange management services for the government's foreign exchange reserves.
- Services for influencing currency values.
- Foreign exchange services under the authority of the central bank, including the design, production, issuance, distribution and replacement of currency.
- Fiscal agency services, including advisory services to the government on matters relating to public debt, the issuance of debt instruments, the maintenance of bondholder registers and the making of interest payments or cancellation of debt on behalf of the government.
- Supervisory activities with respect to banking and/or non-banking entities if undertaken by the central bank.
- Other central bank services n.i.e.c.

1.5.11. Deposit services include:

- Depository services to corporate and institutional depositors.
- Deposit services for other depositors.

1.5.12. Credit granting services include:

- Residential mortgage lending services.
- Non-residential mortgage lending services.
- Non-mortgage personal lending services for non-commercial purposes.
- Credit card services.
- Non-mortgage non-commercial lending services.
- Other credit granting services.

1.5.13. Leasing services include:

- Services to make equipment and other assets available to a customer who does not have investment capital, whereby the lessor pays for and holds title to the equipment or facilities and leases it to the lessee while retaining some of the normal responsibilities of ownership.

1.5.14. Life insurance services include:

- Insurance arrangement services that provide for the payment of claims to the beneficiaries in the event of the death of the insured person or to the surviving insured if the policy matures. Policies may provide for simple protection or may also contain a savings component. Policies may cover individuals or members of groups.

1.5.15. Cargo insurance services include:

- Services for arranging insurance policies covering risks of cargo loss or damage in addition to the coverage provided by the carrier.

1.5.16. Health and accident insurance services include:

- Accidental death and dismemberment insurance services.
- Health insurance services.

1.5.17. Motor vehicle insurance services include:

- Services for arranging insurance policies covering risks related to the use of motor vehicles, including those used for the transportation of passengers for remuneration. Risks covered include liability and loss of the vehicle or damage to the vehicle.
- Motor cargo vehicle insurance services.

1.5.18. Insurance services for maritime transport, air transport and other types of transport include:

- Services for arranging insurance policies covering risks related to the use of:
 - Commercial passenger and cargo vessels, operating both in maritime waters and in coastal waters or inland waterways.
 - Commercial aircraft.
 - Railway rolling stock.

- Satellite launching insurance services.

1.5.19. Other property damage insurance services include:

- Insurance policy arrangement services covering risks of damage to or loss of property, except those included in subclasses 71331 (Motor vehicle insurance services), 71332 (Marine, air transport and other transport insurance services) and 71333 (Cargo insurance services). Perils covered may include fire, theft, explosion, storm, hail, frost, natural forces, nuclear energy, and land subsidence.
- Non-commercial watercraft and aircraft insurance underwriting services.
- Insurance policy arrangement services for boilers and machinery, covering property damage due to lack of electric power, heat, steam or refrigeration.

1.5.20. General liability insurance services include:

- Insurance policy arrangement services covering risks of all types of liability including product liability, bodily injury, property damage, pollution-causing practices, etc. Other than liability under subclasses 71331 (Motor vehicle insurance services), 71332 (Marine, air and other transportation insurance services) and 71334 (Other property damage insurance services).

1.5.21. Credit and surety insurance services include:

- Services of arranging insurance policies covering the risks of excessive credit losses resulting from the insolvency of debtors.
- Insurance policy arrangement services covering the risks of non-performance of a contractual financial obligation or non-performance of such obligation by a party to a contract or agreement.

1.5.22. Travel insurance services include:

- Insurance policy arrangement services that provide protection for travel-related expenses (typically provided in a package), such as:
 - Trip cancellation, interruption or delay.
 - Lost, delayed or damaged baggage.
 - Accident and medical expenses.
 - Repatriation of remains.

1.5.23. Other non-life insurance services include:

- Services of arranging insurance policies for legal expenses, mortgage insurance, insurance against inaccuracies or title insurance.
- Insurance policy arrangement services covering miscellaneous financial loss risks, i.e., expenses arising from the following risks: loss of employment, income shortfall (general), bad weather, loss of profits, persistent overhead, unexpected business expenses, loss of market value, loss of rents or income, indirect business losses (other than those already mentioned), other (non-business) financial losses, and other forms of losses.
- Services for the arrangement of insurance policies covering risks other than loss of life n.i.e.c.

1.5.24. Pension fund management services include:

- Pension fund management services.

1.5.25. Individual pension services include:

- Annuity arrangement services, i.e. plans that provide for the payment of sums at regular intervals to individuals. The plans may require a single contribution or a series of contributions; they may be compulsory or optional; they may specify the monetary benefits in advance or according to the market value of the funds on which the plan is based; and, if employment-related, they may or may not be transferable if employment changes. The length of the period over which benefits are paid may be fixed in terms of a minimum or a maximum period, and survivor benefits may or may not be provided.

1.5.26. Group pension services include:

- Arrangement services for plans that provide for the payment of sums at regular intervals to members of groups. The plans may require a single contribution or a series of contributions; they may be compulsory or optional; they may specify monetary benefits in advance or according to the market value of the funds on which the plan is based; if employment-related, they may or may not be transferable if employment changes. The length of the period during which benefits are paid may be fixed in terms of a minimum or a maximum period, and survivor benefits may or may not be provided.

1.6. Management, administration and back office services

(6910/6920/7010/7020/7810/7820/7830/7911/7912/7990/8010/8020/8030/8211/8219/8620/8291/5229)

Include:

- Legal services (see 1.6.1.)
- Accounting, auditing and bookkeeping services (see 1.6.2.)
- Tax preparation and tax advisory services (see 1.6.3.)
- Insolvency and liquidation services (see 1.6.4.)
- Administrative and management consulting services (see 1.6.5.)
- Business consulting services (see 1.6.6.)
- Other management services, except construction project management services (see 1.6.7.)
- Employment (labor) services (see 1.6.8.)
- Investigation and security services (see 1.6.9.)
- Travel organization services, tour operators and related services (see 1.6.10.)
- Credit information services (see 1.6.11.)
- Collection agency services (see 1.6.12.)
- Auxiliary telephone services (see 1.6.13.)
- Combined office administrative services (see 1.6.14.)
- Specialized office support services (see 1.6.15.)
- Other support and information services n.i.e.c. (see 1.6.16.)

1.6.1. Legal services include:

- Legal advice and representation services in criminal law.
- Legal advisory and representation services in other fields of law.
- Legal documentation and certification services.
- Arbitration and conciliation services.
- Other legal services n.i.e.c.

1.6.2. Accounting, auditing and bookkeeping services include:

- Financial auditing services.
- Accounting services.
- Bookkeeping services.
- Payroll services.

1.6.3. Tax preparation and advisory services including:

- Business tax preparation and advisory services.
- Personal tax preparation and planning services.

1.6.4. Services related to insolvency and liquidation cases include:

- Provision of advisory services and operational assistance to management and/or creditors of insolvent companies and/or as liquidator or trustee in bankruptcy.

1.6.5. Management consulting services and management services include:

- Strategic management consulting services.
- Financial management consulting services.
- Human resources management consulting services.
- Marketing management consulting services.
- Operations management consulting services.
- Supply chain and other management consulting services.
- Business process management services.
- Central office services.

1.6.6. Consulting services provided to businesses include:

- Public relations services.
- Other consulting services provided to businesses.

1.6.7. Other management services, except construction project management services include:

- Coordination and supervision services for resources used in the preparation, development and completion of a project on behalf of the client.
- Project management services, which may include budgeting, accounting, cost control, procurement, scheduling and other operational conditions, coordination of subcontractors' work, inspection and quality control, etc.
- These services include management and office management services with or without the provision of its own staff.

1.6.8. Employment (labor) services include:

- Qualified executive search services.
- Permanent employment services, (except for qualified executive search services).
- Recruitment services.
- Temporary staffing services.
- Long-term (payroll) staffing services.
- Temporary to permanent staffing services.

- Personnel placement services (co-employment).

1.6.9. Research and security services include:

- Investigation services.
- Security consulting services.
- Security systems services.
- Armored vehicle services.
- Protective services (security guards).
- Other security services.

1.6.10. Travel arrangement, tour operator and related services include:

- Transportation booking services (air, rail, bus, car rental, car rental).
- Accommodation booking services.
- Timeshare exchange services.
- Cruise booking services.
- Package tour booking services.
- Convention centers, congress centers and exhibition halls booking services.
- Event ticket booking services, entertainment and recreation services and other booking services.
- Tour operator services.
- Tour guide services.
- Tourist promotion and visitor information services.

1.6.11. Credit information services include:

- Services consisting of the reporting of credit ratings of individuals and businesses.
- Services for assessing the financial situation and credit experience of prospective customers, loan applicants, etc.
- Credit investigation services.

1.6.12. Collection agency services include:

- Services consisting of collection of accounts, checks, contracts, bills of exchange, and payment of money to the customer.
- Collection services for ordinary accounts (e.g., utility bills) and collection of delinquent accounts.
- Services of direct purchase of debts, delinquent accounts and their subsequent recovery.

1.6.13. Ancillary telephone services include:

- Telephone call center services.
- Other telephone ancillary services.

1.6.14. Combined office administrative services include:

- Combined day-to-day office administrative services such as: reception, financial planning, billing and record keeping; personnel and e-mail services, etc. on a contract or fee basis.

1.6.15. Specialized auxiliary office services include:

- Copying and reproduction services.

- Compilation of mailing lists services.
- Mailing services.
- Document preparation and other specialized office support services.

1.6.16. Other support and information services n.i.e.c. include:

- Other information services.
- Other support services n.i.e.c.

1.7. Leasing and rental services (7740)

Include:

- Licensing services for the right to use trademarks and franchises (see 1.7.1.)
- Licensing services for the right to use research and development products (see 1.7.2.)
- Licensing services for the right to use original literary, artistic and entertainment works (see 1.7.3.)
- Licensing services for the right to use mineral evaluation and exploration (see 1.7.4.)
- Licensing services for the right to use other intellectual property products (see 1.7.5.)
- Licensing services for the right of use of databases (see 1.7.6.)

1.7.1. Licensing services for the right to use trademarks and franchises include:

- Licensing services for the right to use trademarks and operation of franchises in connection with other non-produced assets.

1.7.2. Licensing services for the right to use research and development products include:

- Licensing services for the right to use the results of research and development activities, i.e. inventions, such as constitutions of matter, processes, mechanisms, electrical and electronic circuits and devices, pharmaceutical formulations and new varieties of artificially produced living things.

1.7.3. Licensing services for the right to use original literary, artistic and entertainment works include:

- Licensing services for the right to reproduce, distribute or incorporate original literary, musical, artistic and entertainment works such as:
 - Broadcasting and screening of original motion pictures, sound recordings, television and radio programs, prerecorded tapes and videos.
 - Reproduction of original works of art.
 - Reprinting and copying of manuscripts, books, magazines and periodicals.

1.7.4. Licensing services for the right to use for mineral evaluation and exploration include:

- Licensing services for the right to use mineral evaluation and exploration information, such as exploration for oil, natural gas and non-liferous deposits.

1.7.5. Licensing services for the right to use other intellectual property products include:

- Licensing services for the right to use other types of intellectual property products, such as architectural and engineering drawings, industrial designs, etc.

1.7.6. Licensing services for the right to use databases include:

- Licensing services for the right to reproduce, distribute or incorporate databases (i.e., data/information compilations) into other databases or applications. This applies to various levels of licensing rights:
 - Database reproduction and distribution rights.
 - Rights to use database components for creation and inclusion in other databases and applications.

1.8. Engineering, related technical and research and development services (5811/7110/7120/7210/7220/7490)

Includes:

- Research and experimental development services in natural sciences and engineering (see 1.8.1.)
- Research and experimental development services in social sciences and humanities (see 1.8.2.)
- Interdisciplinary research and experimental development services (see 1.8.3.)
- Industrial design services (see 1.8.4.)
- Original creations related to research and development (see 1.8.5.)
- Original designs (see 1.8.6.)
- Technical testing and analysis services (see 1.8.7.)
- Architectural services, urban planning and land development services; landscape architectural services (see 1.8.8.)
- Engineering services (see 1.8.9.)
- Surface surveying and mapping services (see 1.8.10.)
- Weather forecasting and meteorological services (see 1.8.11.)
- Scientific and technical consultancy services n.i.e.c. (see 1.8.12.)
- Publishing, printing and reproduction services (see 1.8.13.)
- Photographic developing services (see 1.8.14.)
- Translation and interpretation services (see 1.8.15.)
- Restoration, copying and retouching services of photographs (see 1.8.16.)
- Other photographic services (see 1.8.17.)
- Interior design services (see 1.8.18.)
- Other specialized design services (see 1.8.19.)
- Draughting and drafting services (see 1.8.20.)

1.8.1. Research and experimental development services in natural sciences and engineering include:

- Basic, applied research and experimental development services in natural sciences.
- Basic and applied research and experimental development services in engineering and technology.
- Basic, applied research and experimental development services in medical and pharmaceutical sciences.
- Basic, applied research and experimental development services in agricultural sciences.

1.8.2. Research and experimental development services in social sciences and humanities include:

- Basic, applied research and experimental development services in psychology.
- Basic, applied and experimental research and experimental development services in economics.
- Basic, applied and experimental research and development services in law.
- Basic and applied research and experimental development services in other social sciences.
- Basic, applied and experimental research and development services in languages and literature.
- Basic, applied and experimental research and development services in other humanities.

1.8.3. Interdisciplinary research and experimental development services include:

- Research and experimental services with development in the combination of methods and knowledge from the natural sciences/engineering and Social Sciences/Humanities.

1.8.4. Industrial design services include:

- Industrial product design services, i.e., the creation and development of designs and specifications that optimize the use, value and appearance of products, including the determination of materials, construction, mechanism, form, shape, color and surface finishes of the product, taking into consideration human characteristics and needs, safety, market appeal and efficiency in production, distribution, use and maintenance.

1.8.5. Original creations related to research and development include:

- Original scientific creations i.e. ideas, plans, blueprints, formulas for inventions, products and processes that can be protected, licensing of industrial property, trade secrets, patents, etc.

1.8.6. Original designs include:

- Original, self-produced design concepts:
 - Industrial product designs.
 - Aesthetic designs.
 - Graphic design.

1.8.7. Technical testing and analysis services include:

- Composition and purity testing and analysis services.
- Physical properties testing and analysis services.
- Mechanical systems and integrated electrical systems testing and analysis services.
- Technical inspection services of road transport vehicles.
- Other technical testing and analysis services.

1.8.8. Architectural services, urban planning and land development services; landscape architectural services include:

- Architectural advisory services.
- Architectural services for residential construction projects.
- Architectural services for non-residential construction projects.
- Architectural services for historic restoration.
- Urban planning services.
- Rural land use planning services.
- Site master planning services.
- Landscape architectural consulting services.

- Landscape architecture services.

1.8.9. Engineering services include:

- Engineering consulting services.
- Engineering services for construction projects.
- Engineering services for industrial and manufacturing projects.
- Engineering services for transportation projects.
- Engineering services for energy projects.
- Engineering services for telecommunications and broadcasting projects.
- Engineering services for waste management projects (hazardous and non-hazardous).
- Engineering services for water, sewage and drainage projects.
- Engineering services for other projects.
- Management services for construction projects.

1.8.10. Surface surveying and mapping services include:

- Surface surveying services.
- Mapping services.

1.8.11. Weather forecasting and meteorological services include:

- Providing meteorological analysis of the atmosphere and prediction of weather processes and conditions.

1.8.12. Scientific and technical consulting services n.i.e.c. include:

- Environmental consulting services.
- Other scientific and technical consultancy services n.i.e.c.

1.8.13. Publishing, printing and reproduction services include:

- Publishing services, on a commission or contract basis.
- Printing services.
- Services related to printing.
- Reproduction services of recorded information, on a commission or contract basis.

1.8.14. Photographic developing services include:

- Development of negatives and printing of photographs for others, in accordance with customer's instructions:
 - Enlargement of negatives or slides.
 - Black and white processing.
 - Color printing of images from film or digital media.
 - Duplicate slides and negatives, reprints, etc.
- Film development for amateur photographers and commercial customers.
- Preparation of photographic slides.
- Film copying.
- Conversion of photographs and film to other media.

1.8.15. Translation and interpretation services include:

- Translation services which generally refer to the rendering of written texts from one language into another language.
- Interpretation services generally expressing in one language what has been expressed orally in another.

1.8.16. Photo restoration, copying and retouching services include:

- Services consisting of restoration of old photographs.
- Retouching and other special photographic effects.

1.8.17. Other photographic services include:

- Microfilm services.

1.8.18. Interior design services include:

- Planning and design of interior spaces to meet physical, aesthetic and functional needs of people.
- Preparation of designs for interior decoration.
- Interior decoration, including that of shop windows and market stalls.

1.8.19. Other specialized design services include:

- Creation of designs and preparation of schemes for various products by harmonizing aesthetic considerations with technical and other requirements, such as:
 - Furniture design.
 - Aesthetic design for other consumer products.
- Packaging design services.
- Three-dimensional model production.
- Graphic design services, including graphic design for advertising purposes.

1.8.20. Drafting and drawing services include:

- Drafting and drawing services (detailed plans, drawings, blueprints and illustrations of buildings, structures, systems or components of engineering and architectural specifications, made by architectural draftsmen, engineering technicians and/or technical draftsmen).

1.9. Education and training services (8510/8521/8522/8530/8541/8542/8549/8550)

Includes:

- Preschool educational services (see 1.9.1.)
- Elementary education services (see 1.9.2.)
- Secondary education services (see 1.9.3.)
- Post-secondary non-tertiary education services (see 1.9.4.)
- Tertiary education services (see 1.9.5.)
- Educational support services (see 1.9.6.)
- Cultural education services (see 1.9.7.)
- Sports and recreation education services (see 1.9.8.)
- Other education and training services, n.i.e.c (see 1.9.9.)

1.9.1. Preschool education services include:

- General education services provided by infant schools, pre-schools, nursery schools, kindergartens, early childhood education centers or special sections attached to primary schools. Pre-primary education (ISCED level 0) is defined as the initial stage of organized instruction designed primarily to introduce very young children to a school-type environment, i.e. to serve as a bridge between the home and the school environment.
- Services related to the provision of special education programs at this level of education.

1.9.2. Primary education services include:

- Educational services provided at ISCED level 1, which include programs designed to provide students with basic initial training in reading, writing and mathematics, together with elementary knowledge in other subjects such as history, geography, natural sciences, social sciences, science, art and music.
- Services related to special education programs at this educational level.
- Services related to the provision of adult literacy programs at this level of education.

1.9.3. Secondary education services include:

- General secondary education services.
- Secondary vocational-technical education services.
- Upper secondary education services, general.
- Upper secondary vocational-technical education services.

1.9.4. Post-secondary non-tertiary education services include:

- Post-secondary non-tertiary, general education services.
- Post-secondary non-tertiary, technical and vocational education services.

1.9.5. Tertiary education services include:

- First stage tertiary education services.
- Second stage tertiary education services.

1.9.6. Educational support services include:

- Non-institutional services in support of educational processes or systems, such as:
 - Educational Consulting.
 - Educational guidance services.
 - Educational assessment testing services.
 - Educational testing services.
 - Organization of student exchange programs.

1.9.7. Cultural education services include:

- Piano and other music classes.
- Art classes.
- Dance classes and dance classes.
- Art classes except academic.
- Photography classes.

1.9.8. Sports education and recreation services include:

- This subclass includes sports instruction services provided by sports camps and schools or by professional sports instructors, teachers or coaches for groups or individuals. It does not include the provision of such services by academic schools, colleges and universities.
- Sports classes (baseball, basketball, cricket, soccer, soccer, field hockey, tennis, figure skating, etc.).
- Camps, sports classes.
- Gymnastics classes.
- Horseback riding lessons.
- Swimming lessons.
- Martial arts classes.
- Card game classes (such as bridge).
- Yoga classes.

1.9.9. Other education and training services, n.i.e.c include:

- Driving training for car, bus, truck, and motorcycle driver's licenses.
- Training for flight certificates and boat licenses.
- Computer training services.
- Management training services.
- Services provided by music camps, science camps, computer camps, and other instructional camps, except for sports camps.
- Education services not attributable to any level.

5.3 Annex: Definition of the special regimes in Costa Rica

- **Free Zone Regime:** system of incentives and benefits granted by the state to companies that meet certain investment requirements and comply with certain requirements and obligations established by law. It is governed by the Free Zone Regime Law (Law No. 7210 of November 23, 1990) and its amendments, as well as by Executive Decree No. 34739-COMEX-H of 2008 and its amendments. To qualify under the FZR, companies must be classified in 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 management companies; (Category D) companies or organizations engaged in scientific research; and (Category F) processing companies, whether exporting or not. In addition, applicant companies must meet several conditions. The FZR grants tax exemptions to foreign and domestic companies for their investments in the country, including full or partial exemption from corporate income tax; full exemption from customs duties on import/export 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 on overseas remittances. FZR beneficiaries may receive additional exemptions in case of significant reinvestment or for investment in a new project.
- **Inward Processing Regime:** is governed by the General Customs Law (Ley General de Aduanas, Ley N ° 7557 de 20 de octubre de 1995), the Regulations to the General Customs Law (Reglamento a la Ley General de Aduanas, Decreto Ejecutivo N ° 25270 de 14 de Junio de 1995) and the Regulations of the Inward Processing Regime (Reglamento del Régimen de Perfeccionamiento Activo, Decreto Ejecutivo N ° 34165-H-COMEX). The inward processing regime allows goods to enter the national customs territory and benefit from the total suspension of taxes, including customs duties, subject to the posting of a surety 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 deadlines determined by the legislation or, in some cases, consumed locally (upon payment of applicable national taxes). To be eligible under this regime, it is not necessary to comply with any value-added requirement. There are two modalities: (i) 100% re-export: whereby companies re-export their entire 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 national taxes).
- **Definitive regime:** companies operating outside PROCOMER's special regimes.