



# Information Communication Technology

## A Top Export Prospect for Belize

September 2014

### Overview

- ICT is considered an emerging sector in Belize and deals largely with offshore call centers.
- These investments usually qualify for incentives under the Export Processing Zone (EPZ) Program administered by the Ministry of Economic Development.
- As of May 2014, there were 14 companies operating in this sector, three of which were call centers, versus six in 2012.

### Sub-Sector Best Prospects

- There exists a data and e-commerce park located in Ladyville, near the international airport outside Belize City. This facility caters to online gaming companies, online software management services, and offshore call centers.
- Offshore call centers supplying services to foreign clients can apply for incentives under the Export Processing Zone (EPZ) Program.

### Opportunities

- Due to Belize's geographic location in the Central American and Caribbean regions, a large portion of its labor force is bilingual in English and Spanish. This provides a wide baseline of potential recruits for call center staffing purposes.
- In 2011, The Belize Trade and Investment Development Service (BELTRAIDE) embarked on a program to train and certify persons to perform the functions and etiquette required for call center operations.

### Web Resources

- Belize Trade and Investment Development Service  
<http://www.belizeinvest.org.bz>
- International Communication Services Limited  
<http://www.icslbelize.com/about.htm>

**For More Information**

Mr. Nathan Bland  
Economic Section Chief  
Embassy of the United States of America  
4 Floral Park Road, Belmopan, Cayo District  
Belize, Central America  
+501-822-4011  
[belmopancommercialinquiries@state.gov](mailto:belmopancommercialinquiries@state.gov)

**The U.S. Commercial Service – Your Global Business Partner**

With its network of offices across the United States and in more than 70 countries, the U.S. Commercial Service of the U.S. Department of Commerce utilizes its global presence and international marketing expertise to help U.S. companies sell their products and services worldwide. Locate the U.S. Commercial Service trade specialist in the U.S. nearest you by visiting <http://www.export.gov/eac>.

*Disclaimer: The information provided in this report is intended to be of assistance to U.S. exporters. While we make every effort to ensure its accuracy, neither the United States government nor any of its employees make any representation as to the accuracy or completeness of information in this or any other United States government document. Readers are advised to independently verify any information prior to reliance thereon. The information provided in this report does not constitute legal advice. The Commercial Service reference to or inclusion of material by a non-U.S. Government entity in this document is for informational purposes only and does not constitute an endorsement by the Commercial Service of the entity, its materials, or its products or services*

*International copyright, U.S. Department of Commerce, 2012. All rights reserved outside of the United States.*