

# 2025

## ZONAS FRANCAS

Av. Leopoldo Navarro #61,  
Edificio San Rafael, 5to. piso  
Miraflores, Santo Domingo, R.D.

809-686-8077

[WWW.CNZFE.GOB.DO](http://WWW.CNZFE.GOB.DO)

## INFORME ESTADÍSTICO SUBSECTOR CALL CENTERS / BPO'S



# I. VISION HISTORICA DE LAS ZONAS FRANCAS DEL SUBSECTOR CALL CENTERS /BPO

Cuadro No. 1

## Evolución principales variables del subsector call centers/BPO en zonas francas 2006-2025

| Años                             | Empresas    | Empleos     | Salario Prom. Semanal (RDS) |
|----------------------------------|-------------|-------------|-----------------------------|
|                                  |             |             | Técnicos                    |
| 2006                             | 26          | 5,432       | 3,809.47                    |
| 2007                             | 32          | 4,720       | 4,340.62                    |
| 2008                             | 36          | 5,694       | 4,051.39                    |
| 2009                             | 42          | 7,138       | 4,324.02                    |
| 2010                             | 45          | 8,428       | 4,678.01                    |
| 2011                             | 47          | 9,801       | 5,656.84                    |
| 2012                             | 56          | 12,578      | 5,223.37                    |
| 2013                             | 59          | 16,841      | 5,561.62                    |
| 2014                             | 54          | 16,005      | 5,503.74                    |
| 2015                             | 62          | 17,367      | 5,933.77                    |
| 2016                             | 67          | 18,049      | 5,714.94                    |
| 2017                             | 72          | 20,177      | 5,724.26                    |
| 2018                             | 70          | 22,731      | 6,326.48                    |
| 2019                             | 77          | 22,688      | 6,897.06                    |
| 2020                             | 77          | 24,382      | 6,901.86                    |
| 2021                             | 84          | 27,949      | 7,346.33                    |
| 2022                             | 97          | 33,114      | 8,172.45                    |
| 2023                             | 103         | 34,649      | 8,711.90                    |
| 2024                             | 107         | 36,043      | 9,918.40                    |
| 2025                             | 114         | 37,218      | 10,065.48                   |
| <b>Variación %<br/>2024-2025</b> | <b>10.7</b> | <b>7.41</b> | <b>15.5</b>                 |

## II. EMPRESAS DE ZONAS FRANCAS DEL SUBSECTOR CALL CENTERS

### Cuadro No. 2

#### Empresas del subsector call centers/BPO en zonas francas por parque y zonas francas especiales, 2025

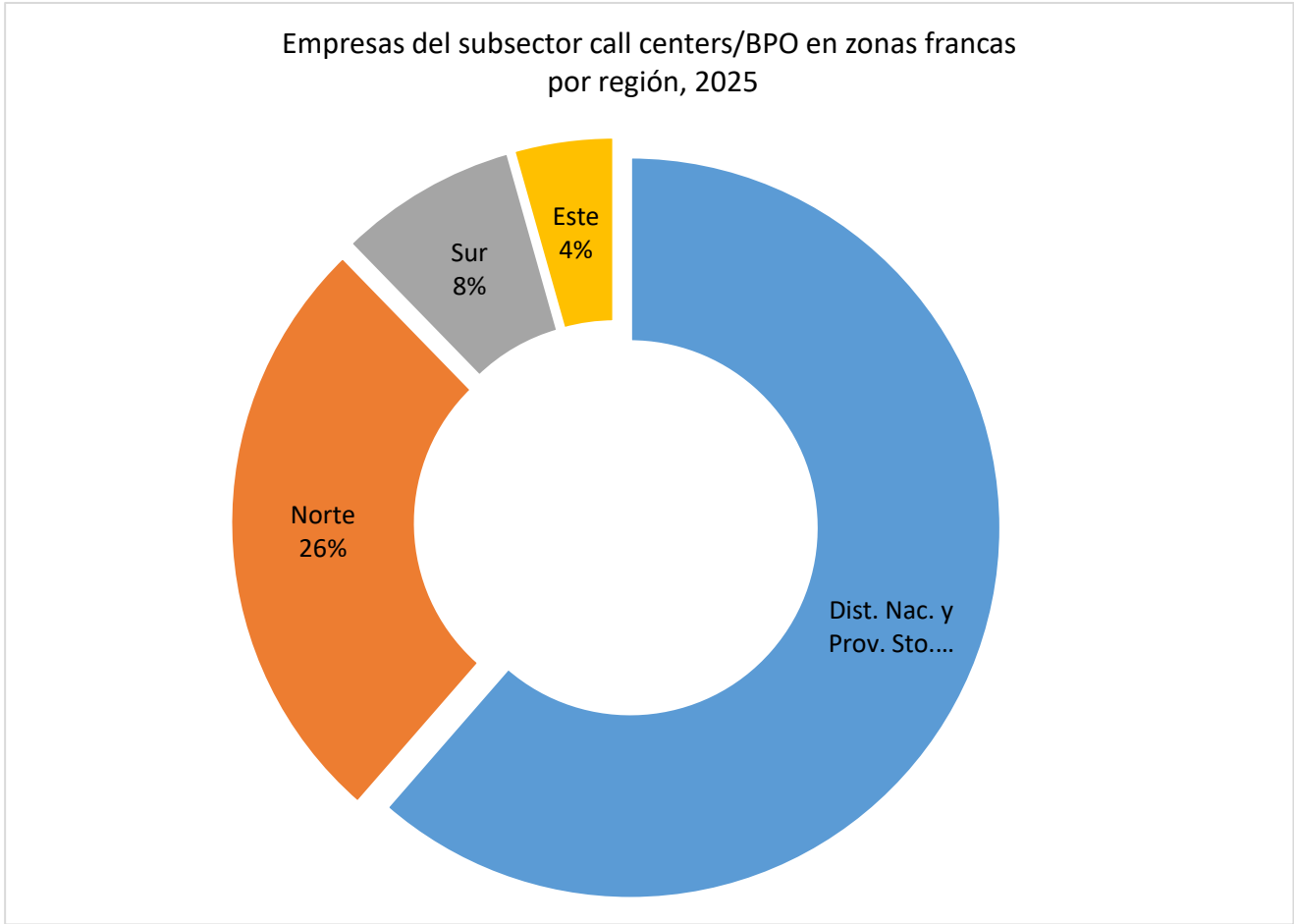
| Parques                            | Empresas   | Part. %      |
|------------------------------------|------------|--------------|
| Z.F.S. - Distrito Nacional         | 46         | 40.4         |
| Z.F.S. - Santiago                  | 21         | 18.4         |
| Z.F.E. - Distrito Nacional         | 14         | 12.3         |
| San Cristóbal (Itabo)              | 9          | 7.9          |
| Z.F.E. - Santiago                  | 6          | 5.3          |
| San Isidro                         | 3          | 2.6          |
| La Romana I                        | 3          | 2.6          |
| Z.F.S. - Santo Domingo             | 3          | 2.6          |
| Z.F.S. - La Altagracia             | 2          | 1.8          |
| Parque Z.F. Tecnológica de Herrera | 1          | 0.9          |
| Hainamosa                          | 1          | 0.9          |
| Gurabo                             | 1          | 0.9          |
| Las Americas                       | 1          | 0.9          |
| Puerto Plata                       | 1          | 0.9          |
| Z.F.E. - Santo Domingo             | 1          | 0.9          |
| Z.F.E. - Duarte                    | 1          | 0.9          |
| <b>Total</b>                       | <b>114</b> | <b>100.0</b> |

Cuadro No. 3

Empresas del subsector call centers/BPO en zonas francas  
por región, 2025

| Regiones                     | Empresas | Part. % |
|------------------------------|----------|---------|
| Dist. Nac. y Prov. Sto. Dgo. | 70       | 61.4    |
| Norte                        | 30       | 26.3    |
| Sur                          | 9        | 7.9     |
| Este                         | 5        | 4.4     |
| Totales                      | 114      | 100.0   |

Gráfico No. 1

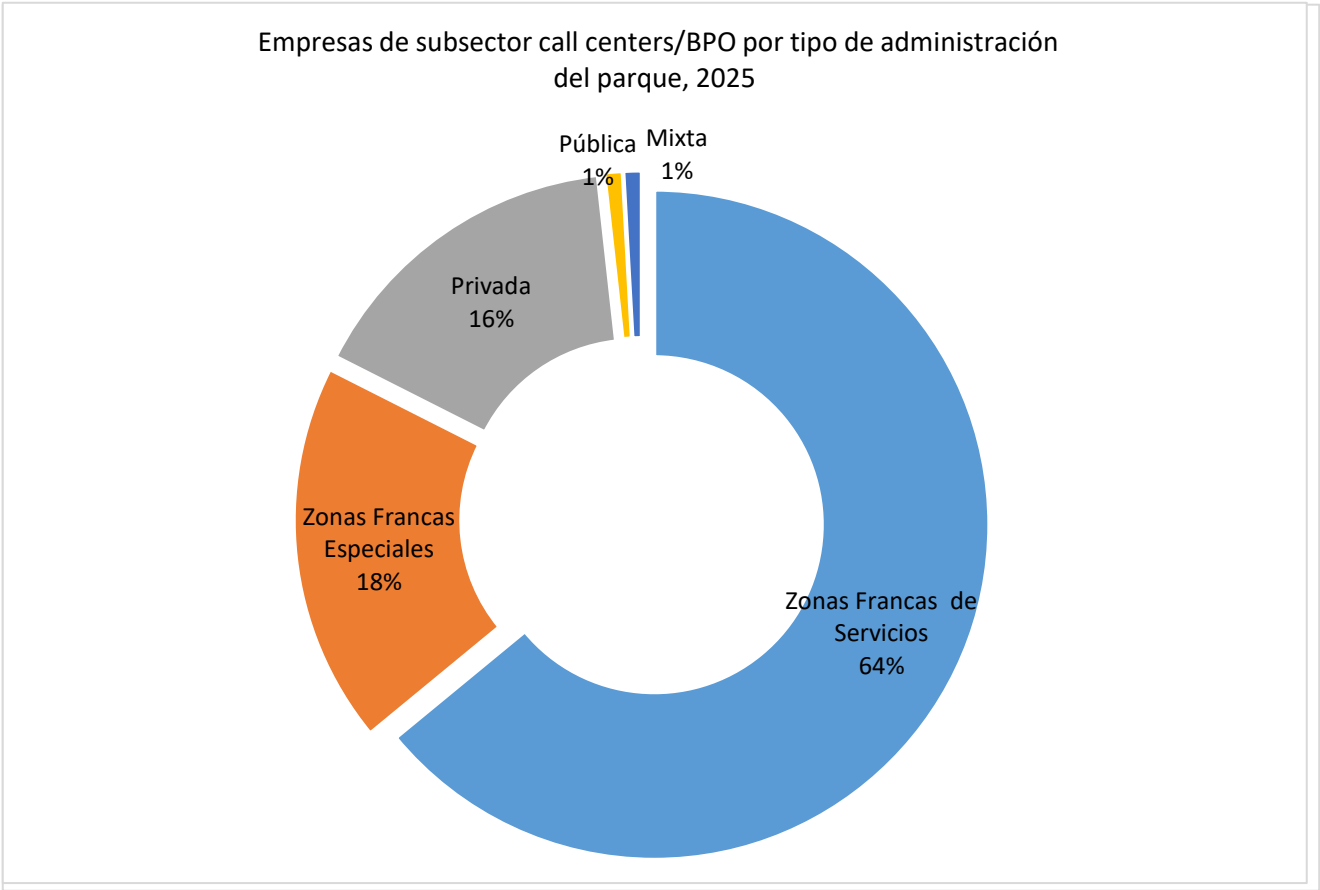


Cuadro No. 4

Empresas delsubsector call centers/BPO por tipo de administración  
del parque, 2025

| Tipos de Administración    | Empresas | Part. % |
|----------------------------|----------|---------|
| Zonas Francas de Servicios | 73       | 64.0    |
| Zonas Francas Especiales   | 21       | 18.4    |
| Privada                    | 18       | 15.8    |
| Pública                    | 1        | 0.9     |
| Mixta                      | 1        | 0.9     |
| Total                      | 114      | 100.0   |

Gráfico No. 2

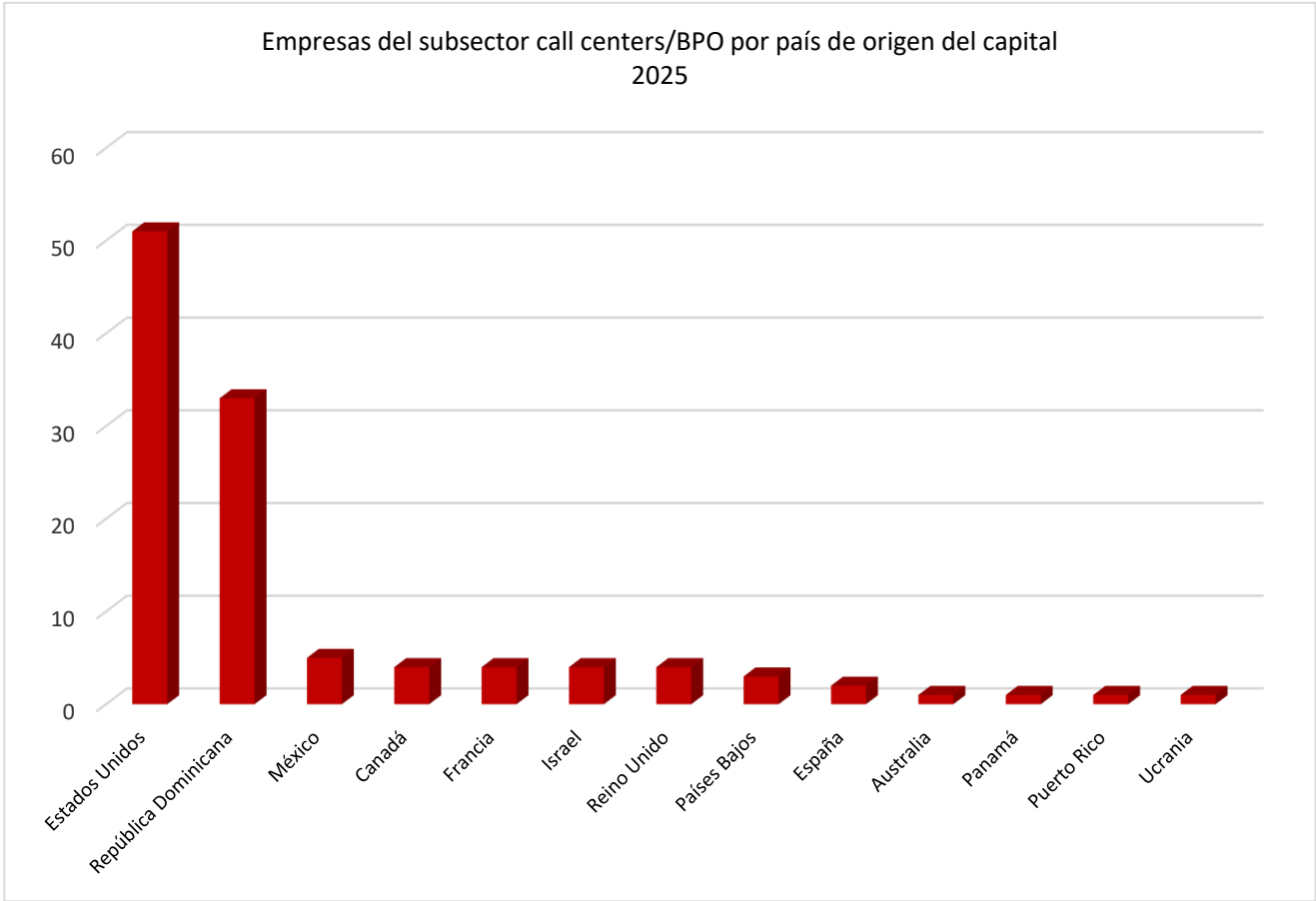


Cuadro No. 5

**Empresas del subsector call centers/BPO por país de origen del capital**  
**2025**

| Países               | Empresas   | Part. %      |
|----------------------|------------|--------------|
| Estados Unidos       | 51         | 44.7         |
| República Dominicana | 33         | 28.9         |
| México               | 5          | 4.4          |
| Canadá               | 4          | 3.5          |
| Francia              | 4          | 3.5          |
| Israel               | 4          | 3.5          |
| Reino Unido          | 4          | 3.5          |
| Países Bajos         | 3          | 2.6          |
| España               | 2          | 1.8          |
| Australia            | 1          | 0.9          |
| Panamá               | 1          | 0.9          |
| Puerto Rico          | 1          | 0.9          |
| Ucrania              | 1          | 0.9          |
| <b>Total</b>         | <b>114</b> | <b>100.0</b> |

Gráfico No. 3

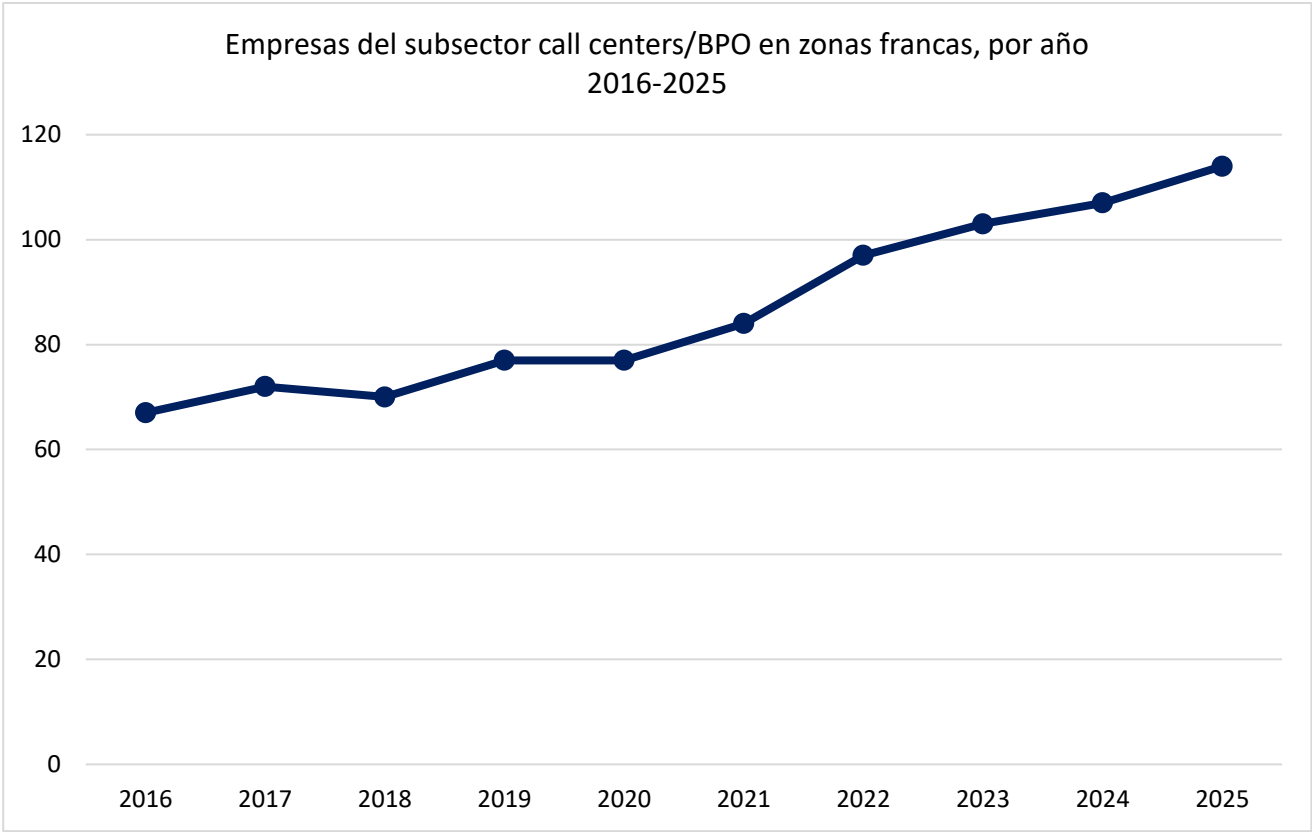


Cuadro No. 6

Empresas del subsector call centers/BPO en zonas francas, por año  
2006-2025

| Años | Empresas | Variación Relativa |
|------|----------|--------------------|
| 2006 | 26       | ---                |
| 2007 | 32       | 23.08              |
| 2008 | 36       | 12.50              |
| 2009 | 42       | 16.67              |
| 2010 | 45       | 7.14               |
| 2011 | 47       | 4.44               |
| 2012 | 56       | 19.15              |
| 2013 | 59       | 5.36               |
| 2014 | 54       | -8.47              |
| 2015 | 62       | 14.81              |
| 2016 | 67       | 8.06               |
| 2017 | 72       | 7.46               |
| 2018 | 70       | -2.78              |
| 2019 | 77       | 10.00              |
| 2020 | 77       | 0.00               |
| 2021 | 84       | 9.09               |
| 2022 | 97       | 15.48              |
| 2023 | 103      | 6.19               |
| 2024 | 107      | 3.88               |
| 2025 | 114      | 6.54               |

Gráfico No. 4

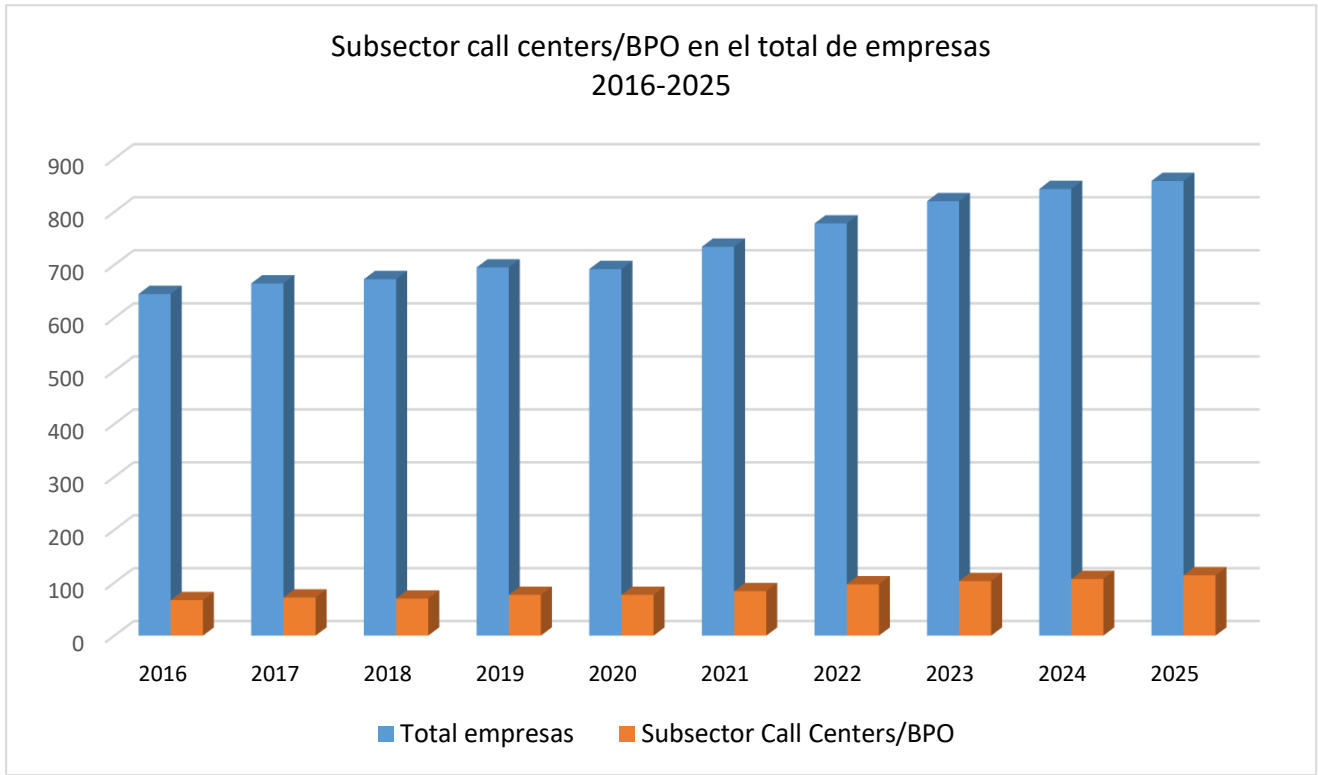


Cuadro No. 7

Subsector call centers/BPO en el total de empresas de zonas francas  
2006-2025

| Años | Total Empresas | Subsector Call Centers | Part % |
|------|----------------|------------------------|--------|
| 2006 | 555            | 26                     | 4.7    |
| 2007 | 526            | 32                     | 6.1    |
| 2008 | 525            | 36                     | 6.9    |
| 2009 | 553            | 42                     | 7.6    |
| 2010 | 555            | 45                     | 8.1    |
| 2011 | 578            | 47                     | 8.1    |
| 2012 | 584            | 56                     | 9.6    |
| 2013 | 602            | 59                     | 9.8    |
| 2014 | 614            | 54                     | 8.8    |
| 2015 | 630            | 62                     | 9.8    |
| 2016 | 645            | 67                     | 10.4   |
| 2017 | 665            | 72                     | 10.8   |
| 2018 | 673            | 70                     | 10.4   |
| 2019 | 695            | 77                     | 11.1   |
| 2020 | 692            | 77                     | 11.1   |
| 2021 | 734            | 84                     | 11.4   |
| 2022 | 778            | 97                     | 12.5   |
| 2023 | 820            | 103                    | 12.6   |
| 2024 | 843            | 107                    | 12.7   |
| 2025 | 858            | 114                    | 13.3   |

Gráfico No. 5



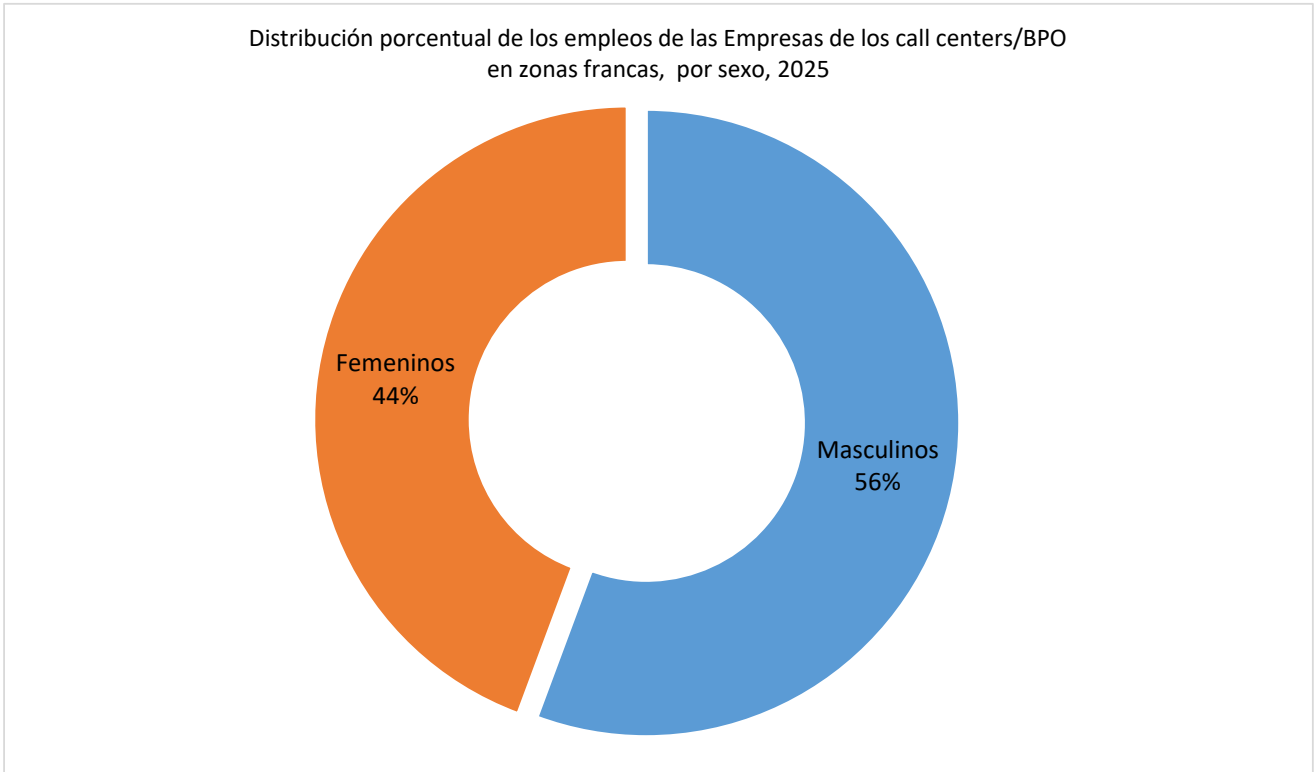
III. EMPLEOS Y SALARIOS

Cuadro No. 8

Empleos del subsector call centers/BPO en zonas francas, por parque y sexo  
2025

| Parques                            | Masculinos | Femeninos | Total  |
|------------------------------------|------------|-----------|--------|
| Las Americas                       | 1,110      | 964       | 2,074  |
| San Cristóbal (Itabo)              | 471        | 422       | 893    |
| Gurabo                             | 340        | 376       | 716    |
| San Isidro                         | 339        | 332       | 671    |
| La Romana I                        | 161        | 89        | 250    |
| Hainamosa                          | 5          | 7         | 12     |
| Parque Z.F. Tecnológica de Herrera | 4          | 5         | 9      |
| Puerto Plata                       | 3          | 4         | 7      |
| Z.F.S. - Distrito Nacional         | 5099       | 3391      | 8,490  |
| Z.F.E. - Santiago                  | 1294       | 1261      | 2,555  |
| Z.F.E. - Santo Domingo             | 594        | 865       | 1,459  |
| Z.F.S. - Distrito Nacional         | 8944       | 6853      | 15,797 |
| Z.F.S. - Duarte                    | 11         | 13        | 24     |
| Z.F.S. - La Altagracia             | 422        | 226       | 648    |
| Z.F.S. - Santiago                  | 1467       | 1446      | 2,913  |
| Z.F.S. - Santo Domingo             | 453        | 247       | 700    |
| Total                              | 20,717     | 16,501    | 37,218 |

Gráfico No. 6

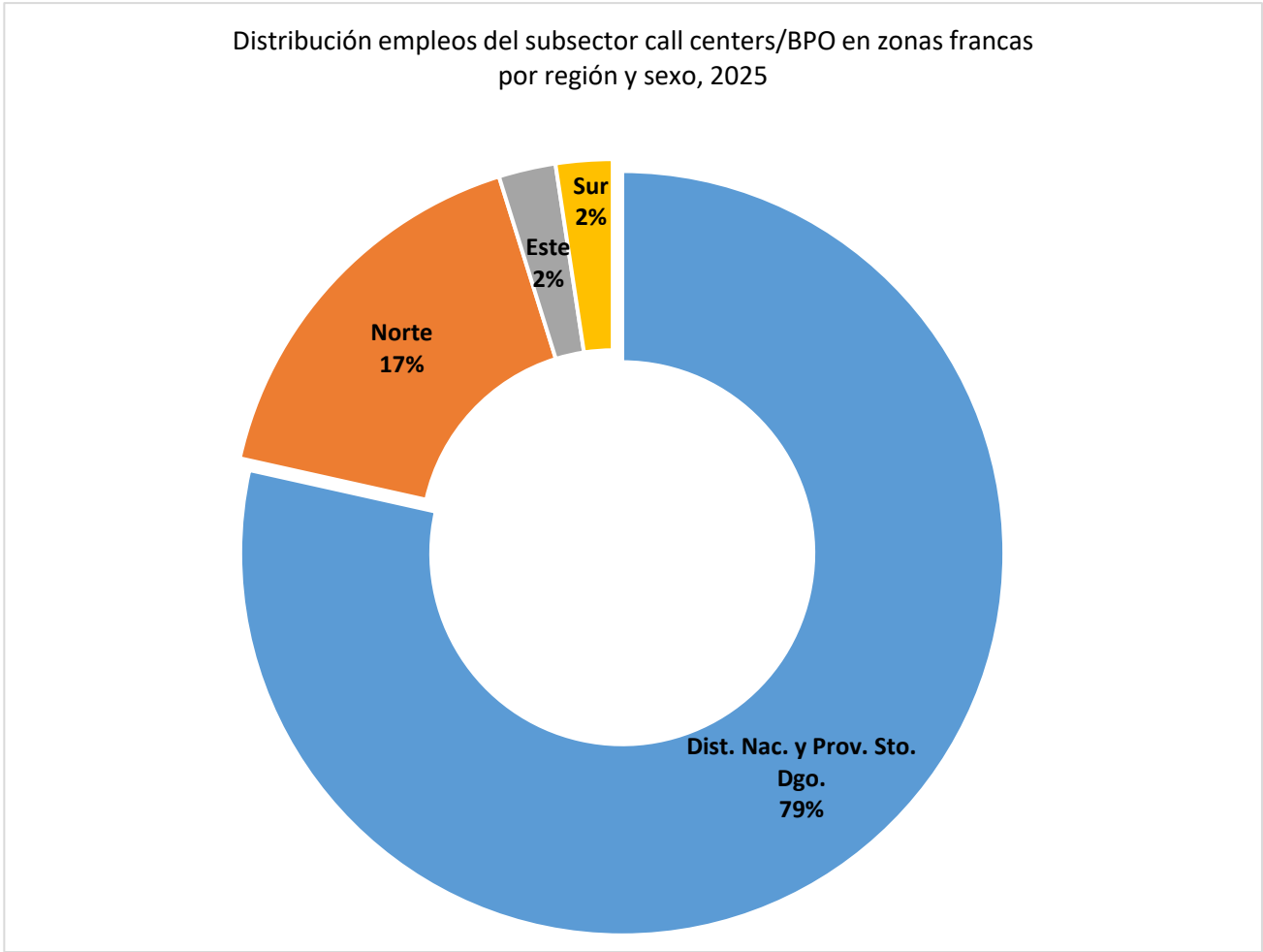


Cuadro No. 9

Empleos del subsector call centers/BPO en zonas francas, por región y sexo  
2025

| Regiones                     | Masculinos | Femeninos | Total  |
|------------------------------|------------|-----------|--------|
| Dist. Nac. y Prov. Sto. Dgo. | 16,548     | 12,664    | 29,212 |
| Norte                        | 3,115      | 3,100     | 6,215  |
| Este                         | 583        | 315       | 898    |
| Sur                          | 471        | 422       | 893    |
| Total                        | 20,717     | 16,501    | 37,218 |

Gráfico No. 7

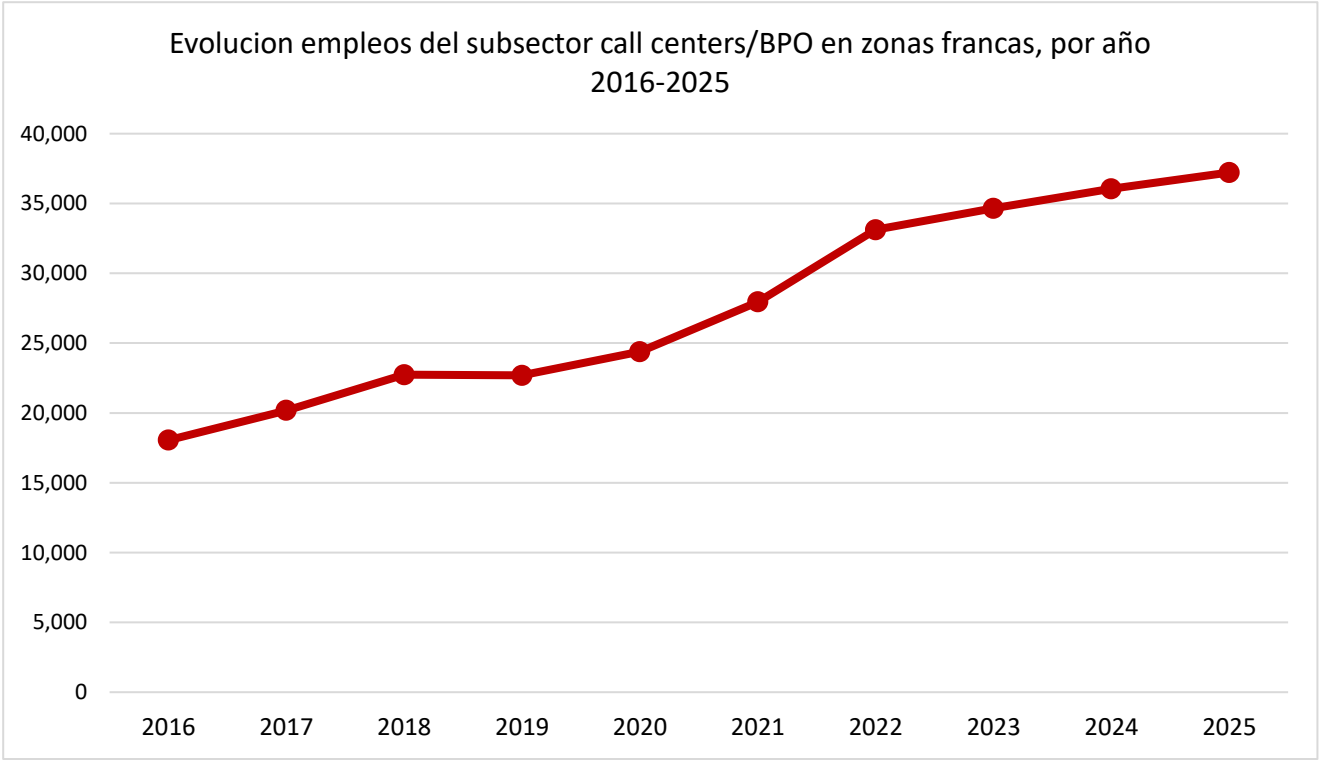


Cuadro No. 10

Empleos del subsector call centers/BPO en zonas francas, por año  
2006-2025

| Años | Empleos | Variación Relativa |
|------|---------|--------------------|
| 2006 | 5,432   | ---                |
| 2007 | 4,720   | -13.11             |
| 2008 | 5,694   | 20.64              |
| 2009 | 7,138   | 25.36              |
| 2010 | 8,428   | 18.07              |
| 2011 | 9,801   | 16.29              |
| 2012 | 12,578  | 28.33              |
| 2013 | 16,841  | 33.89              |
| 2014 | 16,005  | -4.96              |
| 2015 | 17,367  | 8.51               |
| 2016 | 18,049  | 3.93               |
| 2017 | 20,177  | 11.79              |
| 2018 | 22,731  | 12.66              |
| 2019 | 22,688  | -0.19              |
| 2020 | 24,385  | 7.48               |
| 2021 | 27,949  | 14.62              |
| 2022 | 33,114  | 18.48              |
| 2023 | 34,649  | 4.64               |
| 2024 | 36,043  | 4.02               |
| 2025 | 37,218  | 3.26               |

Gráfico No. 8

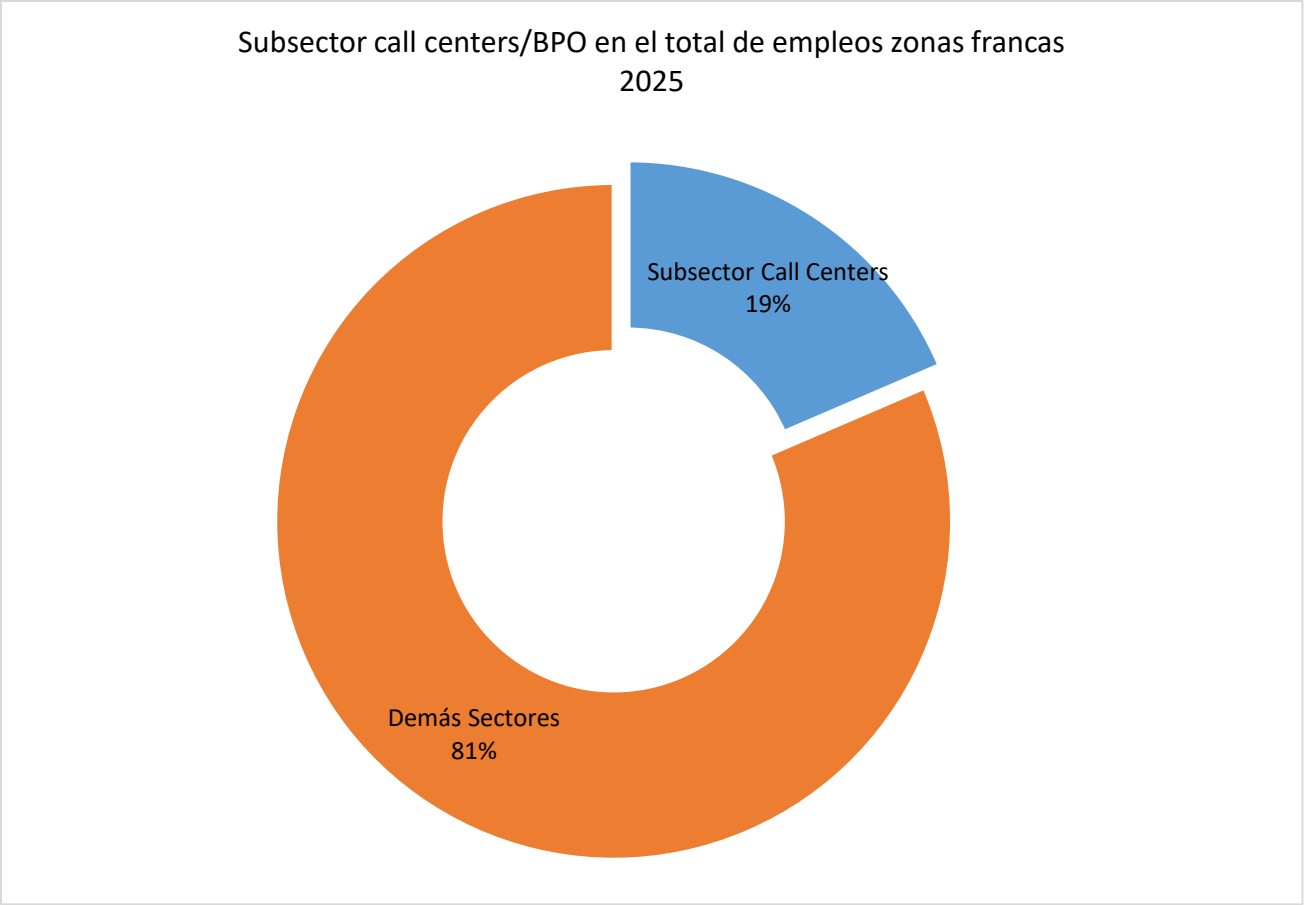


Cuadro No. 11

Subsector call centers/BPO en el total de empleos de zonas francas  
2025

| Subsector Call Centers | Demás Sectores | Total General | Par. % Subsector Call Centers |
|------------------------|----------------|---------------|-------------------------------|
| 37,128                 | 163,109        | 200,237       | 18.5                          |

Gráfico No. 9



**Cuadro No. 12**

**Salario promedio semanal pagado en el subsector call centers/BPO en zonas francas  
por parque, 2025**

| <b>Parques</b>                     | <b>Salario Promedio Semanal</b> |                 |
|------------------------------------|---------------------------------|-----------------|
|                                    | <b>Operarios</b>                | <b>Técnicos</b> |
| Z.F.E. - Distrito Nacional         | 6,249.48                        | 9,997.34        |
| Z.F.E. - Santiago                  | 5,701.99                        | 11,080.65       |
| Z.F.E. - Santo Domingo             | 4,630.00                        | 7,553.69        |
| Z.F.S. - Distrito Nacional         | 5,645.36                        | 10,589.39       |
| Z.F.S. - Duarte                    | 6,320.00                        | 12,363.02       |
| Z.F.S. - La Altagracia             | 5,969.50                        | 9,326.00        |
| Z.F.S. - Santiago                  | 5,565.67                        | 11,398.16       |
| Z.F.S. - Santo Domingo             | 5,583.33                        | 10,750.00       |
| Parque Z.F. Tecnológica de Herrera | 5,752.43                        | 8,770.45        |
| Gurabo                             | 5,989.79                        | 10,684.00       |
| Hainamosa                          | 4,689.00                        | 8,394.00        |
| La Romana I                        | 5,938.89                        | 10,155.56       |
| Las Americas                       | 0.00                            | 10,527.00       |
| San Cristóbal (Itabo)              | 4,852.64                        | 9,344.14        |
| San Isidro                         | 5,598.00                        | 11,439.00       |
| Puerto Plata                       | 0.00                            | 7,343.68        |

#### IV. INVERSION ACUMULADA

##### Cuadro No. 13

#### Inversión Acumulada en el subsector call centers/BPO, por parque y zonas francas especiales, 2025 (en US\$)

| Parques                            | Empresas              | Part %       |
|------------------------------------|-----------------------|--------------|
| Z.F.E. - Distrito Nacional         | 98,018,515.84         | 17.7         |
| Z.F.E. - Santiago                  | 40,326,866.06         | 7.3          |
| Z.F.E. - Santo Domingo             | 98,253,309.27         | 17.8         |
| Z.F.S. - Distrito Nacional         | 180,946,927.48        | 32.8         |
| Z.F.S. - Duarte                    | 408,761.56            | 0.1          |
| Z.F.S. - La Altagracia             | 15,143,451.54         | 2.7          |
| Z.F.S. - Santiago                  | 16,794,096.04         | 3.0          |
| Z.F.S. - Santo Domingo             | 50,012,571.33         | 9.1          |
| Parque Z.F. Tecnológica de Herrera | 105,104.56            | 0.0          |
| Gurabo                             | 8,082,939.99          | 1.5          |
| Hainamosa                          | 30,319.48             | 0.0          |
| La Romana I                        | 1,269,177.70          | 0.2          |
| Las Americas                       | 16,010,777.00         | 2.9          |
| San Cristóbal (Itabo)              | 15,075,624.76         | 2.7          |
| San Isidro                         | 11,592,826.75         | 2.1          |
| Puerto Plata                       | 211,805.51            | 0.0          |
| <b>Total</b>                       | <b>552,283,074.87</b> | <b>100.0</b> |

**Inversión acumulada en el subsector call centers/BPO, por país de origen del capital  
2025 (en US\$)**

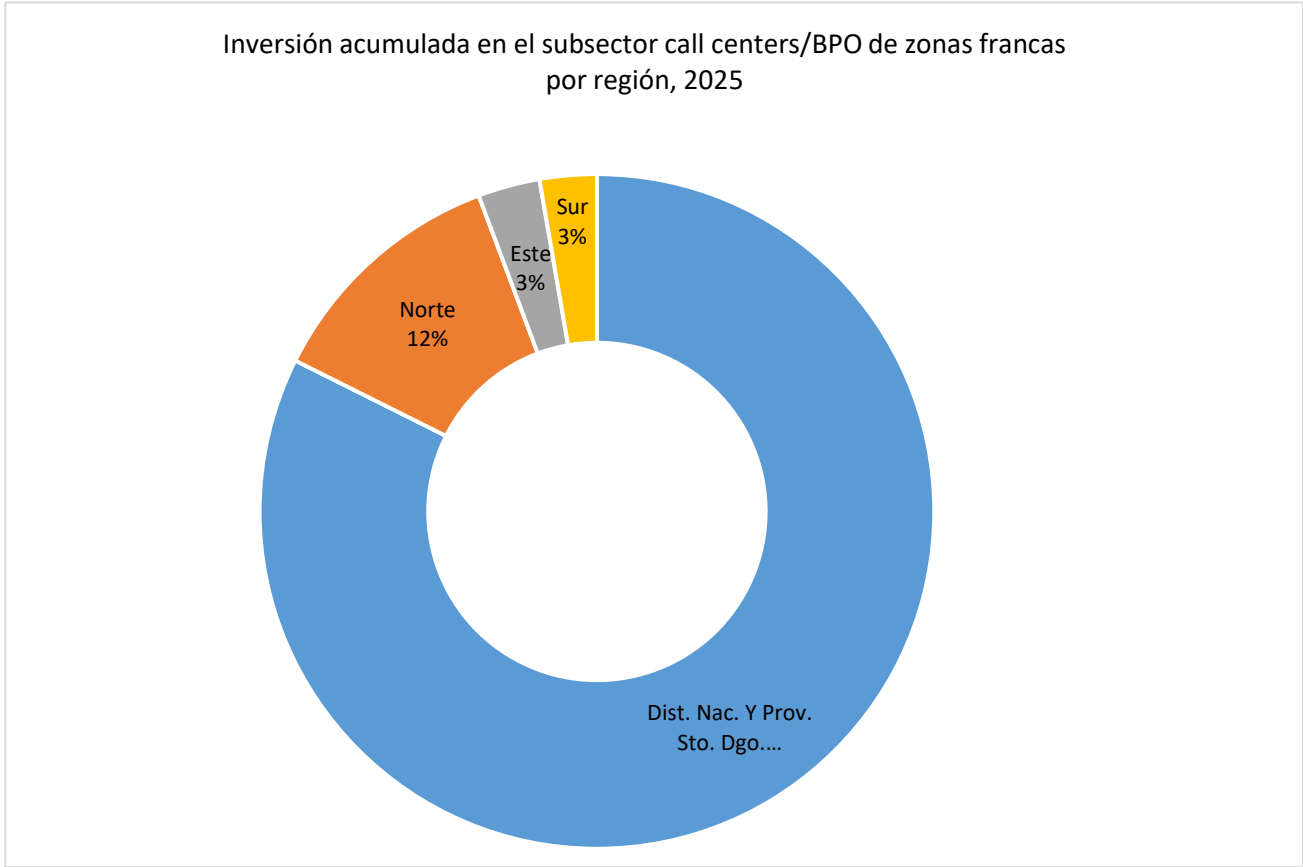
| <b>Países</b>        | <b>Inversión</b>      | <b>Part %</b> |
|----------------------|-----------------------|---------------|
| Estados Unidos       | 170,978,814.60        | 31.0          |
| República Dominicana | 119,373,612.25        | 21.6          |
| México               | 104,258,105.97        | 18.9          |
| Francia              | 76,652,462.09         | 13.9          |
| Canadá               | 40,219,825.35         | 7.3           |
| Reino Unido          | 17,405,769.61         | 3.2           |
| Países Bajos         | 10,510,484.19         | 1.9           |
| Israel               | 4,706,284.59          | 0.9           |
| España               | 4,219,272.51          | 0.8           |
| Australia            | 2,625,580.00          | 0.5           |
| Puerto Rico          | 766,378.70            | 0.1           |
| Ecuador              | 401,638.24            | 0.1           |
| Ucrania              | 143,451.54            | 0.0           |
| Panamá               | 17,343.42             | 0.0           |
| Líbano               | 4,051.80              | 0.0           |
| <b>Total</b>         | <b>552,283,074.87</b> | <b>100.0</b>  |

Cuadro No. 15

Inversión acumulada en el subsector call centers/BPO por región  
2025 (en US\$)

| Región                       | Inversión     | Part % |
|------------------------------|---------------|--------|
| Dist. Nac. Y Prov. Sto. Dgo. | 454,970,351.7 | 82.4   |
| Norte                        | 65,824,469.2  | 11.9   |
| Este                         | 16,412,629.2  | 3.0    |
| Sur                          | 15,075,624.8  | 2.7    |
| Total                        | 552,283,074.9 | 100.0  |

Gráfico No. 10

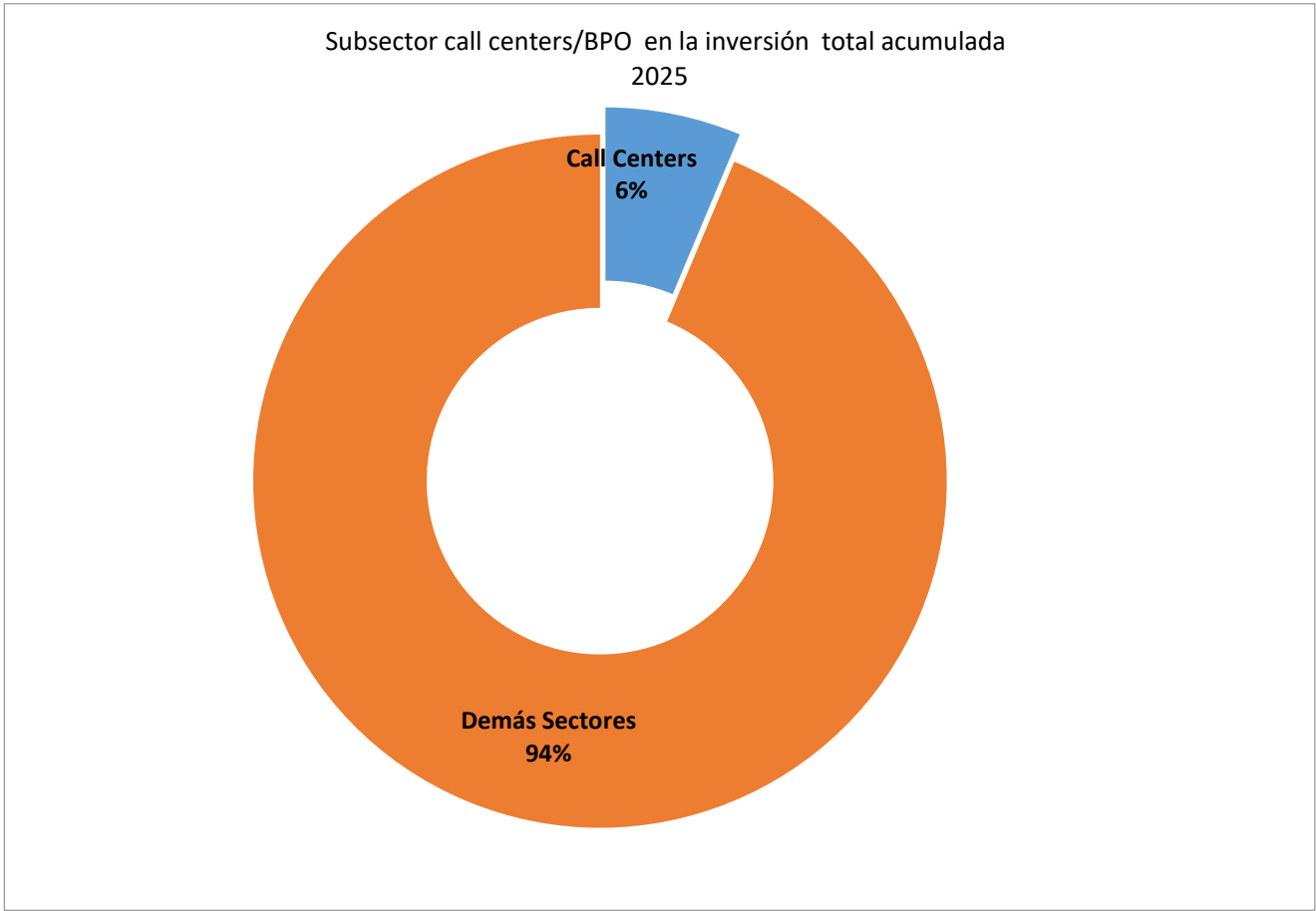


Cuadro No. 16

Subsector call centers/BPO en la inversión total acumulada  
2025 (En Millones US\$)

| Call Centers | Demás Sectores | Total Zona Franca | Part % |
|--------------|----------------|-------------------|--------|
| 552.3        | 8,169.8        | 7,735.7           | 7.1    |

Gráfico No. 11



## VI. PAGOS POR SERVICIOS

### Cuadro No. 17

**Pagos realizados por el subsector sall senters/BPO en zonas francas por concepto de Seguro social, energía eléctrica, INFOTEP, agua y telecomunicaciones por Parque, 2025 (En RD\$)**

| Parques                            | TSS                     | Energía Eléctrica     | Comunicación          | INFOTEP               | Agua                 |
|------------------------------------|-------------------------|-----------------------|-----------------------|-----------------------|----------------------|
| Z.F.E. - Distrito Nacional         | 871,204,828.29          | 165,330,803.19        | 148,358,519.53        | 26,726,998.31         | 3,506,394.74         |
| Z.F.E. - Santiago                  | 231,666,687.44          | 30,595,019.51         | 50,618,508.53         | 12,970,648.13         | 1,394,820.05         |
| Z.F.E. - Santo Domingo             | 107,742,770.15          | 19,006,645.58         | 17,478,676.07         | 4,147,485.21          | 618,478.00           |
| Z.F.S. - Distrito Nacional         | 1,501,971,211.05        | 161,942,260.28        | 285,921,826.01        | 73,290,772.74         | 3,341,523.57         |
| Z.F.S. - Duarte                    | 2,586,568.45            | 415,542.23            | 388,422.13            | 132,459.54            | 16,461.43            |
| Z.F.S. - La Altagracia             | 51,222,556.32           | 1,738,305.82          | 1,945,374.00          | 2,607,209.00          | 6,181.65             |
| Z.F.S. - Santiago                  | 292,005,567.31          | 32,630,896.90         | 32,332,841.45         | 10,915,719.27         | 562,015.53           |
| Z.F.S. - Santo Domingo             | 54,158,221.16           | 8,625,032.14          | 5,969,801.49          | 2,676,993.24          | 84,605.00            |
| Parque Z.F. Tecnológica de Herrera | 1,360,797.90            | 2,098,358.64          | 589,227.16            | 32,156.23             | 849,993.16           |
| Gurabo                             | 54,553,248.46           | 12,956,827.31         | 20,265,713.18         | 2,862,938.40          | 916,535.95           |
| Hainamosa                          | 721,168.55              | 0.00                  | 0.00                  | 2,400.00              | 0.00                 |
| La Romana I                        | 30,322,621.52           | 3,672,467.61          | 4,648,543.31          | 1,441,938.52          | 12,453.78            |
| Las Americas                       | 299,075,084.92          | 8,589,540.00          | 90,952,780.00         | 13,829,645.00         | 38,129.00            |
| San Cristóbal (Itabo)              | 33,509,623.04           | 2,456,418.87          | 12,380,562.34         | 3,133,300.89          | 204,434.19           |
| San Isidro                         | 184,801,700.09          | 20,313,803.36         | 24,787,912.53         | 942,015.00            | 319,627.30           |
| Puerto Plata                       | 848,270.28              | 208,283.31            | 228,290.35            | 22,757.00             | 3,959.00             |
| <b>Total</b>                       | <b>3,717,750,924.93</b> | <b>470,580,204.75</b> | <b>696,866,998.08</b> | <b>155,735,436.48</b> | <b>11,875,612.35</b> |

Cuadro No. 18

Subsector call centers/BPO en el total de pagos por Servicios en zonas francas  
2025 (millones de RD\$)

| Sectores          | TSS      | Energía | Comunicaciones | INFOTEP | Agua  |
|-------------------|----------|---------|----------------|---------|-------|
| Total Zona Franca | 16,241.3 | 7,259.6 | 1,359.3        | 714.8   | 230.8 |
| Call Centers      | 3,717.8  | 470.6   | 696.9          | 155.7   | 11.9  |
| Part %            | 22.9     | 6.5     | 51.3           | 21.8    | 5.2   |

Gráfico No. 12

