

Summer 2007

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# USA TRADE WORLD



## ILLINOIS



## Export Growth Benefits Illinois Companies

*2006 Illinois exports are up over previous year*

The U.S. Commercial Service has announced that Illinois exports have increased almost 17 percent in 2006 over the previous year, and 64 percent from 2002-2006, to \$42 billion.

“Ninety-five percent of the world’s consumers live outside the United States, and more Illinois companies are working to reach these buyers,” said Mary Joyce, Midwest Network Director. “Exporting helps companies increase their bottom line and those who think global have a competitive advantage in today’s marketplace.”

From 2002-2006, Illinois exports increased to many of the state’s top destinations, including Canada (51 percent), Mexico (62 percent), United Kingdom (42 percent), China (130 percent), and Australia (123 percent). Many other Illinois export destinations posted solid gains as well. Machinery manufactures, chemical manufactures, computers and electronic products, and transportation equipment ranked among Illinois’ leading exports.

“Not selling internationally is like leaving money on the table,” said Israel Hernandez, Assistant Secretary for Trade Promotion and Director General of the U.S. Commercial Service. “If you do business here in the United States, the most competitive market in the world, then you can certainly sell your product or service in other markets around the world.”

For information on the Commercial Service, call the Chicago U.S. Export Assistance Center at (312) 353-8040, or visit <http://www.export.gov>. ♦

## CS Chicago Staff News

### Trade Specialist Monica Toporkiewicz Receives Award

U.S. Commercial Service Chicago is pleased to announce that Trade Specialist Monica Toporkiewicz received the Quarterly Star Award in recognition of her above and beyond contribution in the first quarter of 2007. The Quarterly Star award is given to U.S. Department of Commerce employees who have demonstrated exceptional and sustained effort toward the accomplishment of the International Trade Administration’s (ITA) mission.

### New Trade Specialist Jeff Graber

U.S. Commercial Service Chicago is pleased to welcome new Senior Trade Specialist Jeff Graber to its staff. Jeff comes to the Chicago EAC from the firm Cummins-Allison, where, as International Sales Manager, he helped expand the firm’s distribution network to more than seventy countries with the assistance of U.S. Commercial Service programs.

Prior to Cummins, Mr. Graber worked as Marketing Manager for De La Rue and Videojet, and Export Promotion Manager for the state international trade offices of Missouri, North Carolina and Illinois. Mr. Graber has a masters degree in International Business from Webster University in St. Louis. ♦

## SBA Makes Over \$1 Billion in Export Loans in FY 2006

The Small Business Administration has announced that it made a record number of export loans in fiscal year 2006 and surpassed the \$1 billion mark for the first time in the history of the agency's Export Assistance Program. The SBA's Office of International Trade reported 3,302 loans to small business exporters totaling \$1.03 billion in FY 2006. According to the SBA, small businesses exported a record \$375 billion in 2006, more than \$1 billion a day, helping exports grow three times as fast as the overall economy.

Through its Export Assistance Program, the SBA not only set a record in export financing, it also: supported \$2.1 billion in export sales; counseled and trained close to 10,000 small businesses; trained 2,853 export lenders; initiated 30 Export Trade Assistance Partnership programs with 561 small business participants; and co-guaranteed with the Export-Import Bank 14 small business export loans of up to \$2 million.

In addition, through its Office of International Trade, the SBA has participated in numerous global efforts, including: initiating the SME Congress of the Americas; providing expertise to the USTR on small business issues regarding DR-CAFTA, the African Growth and Opportunity Act and the FTA with Thailand; providing trade linkages between U.S. and Mexican businesses under the Partnership for Prosperity; participating in U.S. diplomatic efforts with many different countries, e.g., Egypt, Nigeria and Russia, to help stimulate development and growth of their small business sectors; and signing letters of intent on small business trade and development with government agencies in China, Brazil, Mexico, Korea and India. ♦

## New *China Pulse* E-newsletter

*China Pulse* is Commercial Service China's new official e-newsletter, highlighting the latest business news, exciting export opportunities, and inside strategies to help you maximize your success in the China market.

The first issue includes articles on exciting export opportunities in the growing of medical device and dental equipment industries, China's new corporate income tax law, and recent developments in IPR protection. To view the complete newsletter and subscribe to future issues, visit <http://www.buyusa.gov/china/en/cp.html> ♦

## USDOC to Shift Resources to World's Emerging Markets

In response to the changing global marketplace, the U.S. Department of Commerce recently announced its Transformational Commercial Diplomacy Initiative, which would align the resources of the International Trade Administration's (ITA) U.S. Commercial Service to developing markets that are growing in importance for future U.S. business opportunities. To read the entire press release, please visit [http://trade.gov/press\\_releases/2007/cs\\_032807.asp](http://trade.gov/press_releases/2007/cs_032807.asp). ♦

## Access Foreign Tariff Rates

Tariffs are duties (or taxes) applied to goods transported from one country to another, or on imported products. Tariffs raise the prices of imported goods, thus making them less

competitive within the market of the importing country. Before you export to any country you should determine what the tariff rate is on your product(s). For a tutorial on this process and access to current rates, see [http://www.export.gov/logistics/exp\\_001015.asp](http://www.export.gov/logistics/exp_001015.asp). ♦

### Programs of the U.S. Commercial Service/ Export Assistance Center in Brief:

#### Gold Key Service \$700-\$1200 per country/region

Before you head overseas, we will set up appointments for you to meet with interested potential business partners. Just be sure to give us 4-6 weeks notice.

#### International Partner Search \$500-\$800 per country/region

We will find the distributors/strategic partners who are interested in YOUR product or service, and provide you with contact information and a description of their activities in the market.

#### International Company Profile \$500-\$800 per company

We can provide you with customized reports that evaluate potential or existing trading partners. Reports include background information, reputation, and credit-worthiness.

#### International Market Research Free! Just call us!

Give us a call to see what new reports have been sent to us by our Commercial Officers overseas. (See examples on page 3.)

## Featured Market: Saudi Arabia

The Saudi economy is growing rapidly. Saudi Arabia is the largest free market economy in the region and is expected to produce more than two-fifths of the GCC (Gulf Cooperation Council) GDPs in 2006. Saudi Arabia nominal GDP was expected at \$346.6 in 2006, 4.2 percent more than in 2005. Likewise, per capita GDP was expected at \$15,000 in 2006, up 15 percent from 2005. The current population of Saudi Arabia is 23 million people.

The Saudi government has announced large infrastructure projects entailing total investments of \$283 billion over the next 3 years. These projects will offer tremendous opportunities for U.S. companies to tap into this large market. Saudi Arabia remains the U.S. largest trading partner in the region and the 16th largest worldwide, while the U.S. tops other country investors in Saudi Arabia. Total bilateral trade between the U.S. and Saudi Arabia in 2006 was estimated at \$38.4 billion. American firms are expected to make significant inroads into the areas of education and training and financial services, which have been opened up to foreign companies. Desalination plant construction, power generation, public transportation, and mining represent other major growth areas for U.S. companies.

The Saudi Government has initiated several new policies and laws that have enhanced the business climate for American companies in the Kingdom. Transparency in public procurement has improved as bids for contracts and contract awards are publicized. Saudi Arabia continues to make progress in integrating international standards. Strengthening standards in Saudi Arabia will positively affect American firms in many sectors.

For more on the Saudi Arabia, see:  
[www.export.gov/articles/Saudi\\_MoM.asp](http://www.export.gov/articles/Saudi_MoM.asp) ♦

## New Market Research Available

*The following are summaries of reports recently generated by our U.S. Commercial Service overseas offices. If you find a particular report of interest, please call us at 312-353-8040 and we will be happy to send you the full text FREE OF CHARGE.*

To find out what else is new in your specific industry sector, please call the appropriate industry specialist listed on the back page of this newsletter.

### **Switzerland: Safety and Security Equipment Market – January 2007**

Switzerland has always been known as a very safe country, however in the last decade Switzerland's demographic profile has changed. In recent years there have been incidents which were previously unheard of, including violence, robberies, youth crimes, and burglaries. With growing immigration from elsewhere in Europe and around the world, Switzerland is experiencing societal change. Accompanying these changes is a growing security consciousness among the government and in the business community. There is an increasing demand for equipment used in access control, detection, surveillance and law enforcement. In 2007, investment at all government levels and in the private sector for security is forecasted at 5-7%. 2 pages

### **Russia: Opportunities for U.S. Companies in Power Generation Market – February 2007**

Currently, only 30% of Russia's power grids, transformers, and other electric power generating equipment meet the market standards. Power usage is growing 4% percent annually and despite aggressive refurbishment and building plans, power companies are not able to keep up with the rise in demand. The national electric company (RAO Unified Energy System) has begun a restructuring plan that will result in the privatization of the system, starting with 20 wholesale and territorial generating companies. The power sector is increasing its capital expenditures on technology development and refurbishment and estimates the investment through 2012 will be approximately \$190 billion. This reform has created the need for foreign investment, expertise and products. 3 pages

### **China: Chemical Industry – November 2006**

China's chemical industry accounts for over 10% of the nation's Gross Domestic Product (GDP). The Chinese government wants to expand production in order to meet growing domestic demand and to make this industry more globally competitive. The chemical industry is estimated to grow at a rate of 10% annually and by 2015 China is expected to increase its share of the world market from 8% to 13%. At this rate, China cannot hold the gap between supply and demand in fine and specialty chemicals, organic chemicals, and synthetic materials. This provides export opportunities for U.S. firms. 5 pages

### **Mexico: Auto Production – November 2006**

By 2011, it is predicted that Mexico will be ranked fifth in the world of automotive production. According to the annual study Global Automotive Financial Review, in the next few years, the largest growth is predicted to take place in the BRIC block (Brazil, Russia, India, and China). These economies will represent more than 40% of global increase forecasted for light vehicles assembly and 52% of the expansion of global capacity expected for this industry. This opens a new field for U.S. suppliers in automotive production. 2 pages

### **France: Building Products – January 2007**

The overall housing and construction market in France has steadily increased reaching a value of \$92.6 billion in 2005. Awareness of environmental and health concerns along with innovation are influencing the building products market. The "Do-it-Yourself" (DIY) sector is also seeing increase due to home renovation and repair. U.S. building products that are high quality and competitively priced can expect to gain in this ever-increasing market share. 12 pages

### **Belgium: Aerospace Market – November 2006**

The support of the Belgian government has helped companies in the aerospace industry to rebuild after years of decline. Both military and commercial aircraft are the drivers of this new growth. Although this sector is small, representing about 2% of the E.U.'s total market share, it covers all aerospace segments from airframes and engines to equipment and maintenance. U.S. exports have been ever increasing as this industry continues on an upward slope. 8 pages

# Upcoming International Trade Events and Missions

## ILLINOIS EVENTS

### September 14 – November 9, 2007: Illinois Certificate in International Business Course – Quincy, IL

This intensive, educational program helps current and future business leaders develop their international skills and advance their chances for success. Class meets every other Friday. This course also prepares participants for the NASBITE Certified Global Business Professional (CGBP) exam and is a SBA Export Training Assistance Program (ETAP). Visit <http://www.bradley.edu/turnercenter/cib> for more information and to register, or contact Shari Stout at 309- 671-7815 or [shari.stout@mail.doc.gov](mailto:shari.stout@mail.doc.gov).

## INTERNATIONAL SHOWS

### September 1-4,2007: Beauty Fair Show 2007 - Sao Paulo, Brazil

CS Brazil is organizing an official US Pavilion at the Beauty Fair Show in Sao Paulo, Brazil on September 1-4, 2007. The Brazilian cosmetic industry is the second largest market of consumption around the world and it has been growing every year. This event is renowned as the largest beauty showcase in South America. Participating US Companies exhibiting at the show will receive special assistance from the US Commercial Service, including interpreter services, meeting space, and all the support necessary for a successful debut at the show. For more information please contact: Thelma Young at 312/353-5097 or [thelma.young@mail.doc.gov](mailto:thelma.young@mail.doc.gov)

### September - November 2007: U.S. Catalog Show & Exhibit - Philippines

Organized by the U.S. Commercial Service Manila (CS Manila). Widely publicized as "American Trade Days," the centerpiece will be a special three-month display of catalogs and products of American companies seeking to expand sales in the Philippines. U.S. products will be given individualized promotion through CS Manila's network of trade associations, Philippine agents, distributors, and local Chambers of Commerce. This is a great time to expand into the Philippines, given its strong economic growth rates and the popularity of U.S. brands. Under the U.S. Embassy's promotional umbrella, products of participating U.S. companies will reach the attention of business decision-makers in the capital city of Manila, as well as the business districts of Cebu, Davao, and Cagayan de Oro, three important and growing provincial cities. Cost: \$300. For info & registration, see <http://www.buyusa.gov/philippines/en/uscatalogshowphils.html>

## MISSIONS

### September 20 – 28, 2007: Study USA Education Mission to Mexico

Mexico is the 7<sup>th</sup> largest sender of international students to the U.S. Mexican students prefer to study in the U.S. because of its geographical location, commercial ties, and the quality of its educational programs. This mission targets bilingual and bicultural schools in four of Mexico's most dynamic cities (Mexico City, Monterrey, Guadalajara, & Cancun). Participating U.S. schools will have the opportunity to talk to Mexican students interested in, and most importantly, *able* to study in the United States. For more information, please contact Debra Rogers at 312-353-6988 or [debra.rogers@mail.doc.gov](mailto:debra.rogers@mail.doc.gov).

### October 24-November 1, 2007: Healthcare Technologies Trade Mission to Turkey, Jordan and Egypt

Did you know that Egypt is the second largest medical equipment market in the Middle East? Or that Jordan's modern medical system is attracting patients from surrounding Arab countries? Or that the Turkish market for medical devices is estimated to be worth US\$850 million, with the U.S. holding 25% of the import market share? Collectively, these three countries are spending over a billion dollars each year to provide increased healthcare to their citizens through modernization and upgrading of national and private medical systems. As these countries improve services, they need to meet increasing demand for medical devices through imports. To help you take advantage of countries you otherwise may not have considered, this fall we are offering a three-stop trade mission to Turkey, Jordan and Egypt from October 24 to November 1, 2007. For further information on how your company can participate, please contact Thelma Young of the U.S. Commercial Service in Chicago at 312/353-5097 or [thelma.young@mail.doc.gov](mailto:thelma.young@mail.doc.gov), or visit the following web site: [http://www.buyusa.gov/healthcare/me\\_trademission.html](http://www.buyusa.gov/healthcare/me_trademission.html)

## Harmonized Tariff Schedule Update

Although the Harmonized Tariff Schedule of the United States is updated every five years, recent changes were implemented, in part, to bring the U.S. in line with the World Customs Organization recommendations. The changes will affect product reclassifications for both importer and exporters, especially those companies in the information technology sector whose products fall into Chapter heading 83 through 97. The changes will affect certain Customs and Census Bureau reporting obligations. Exporters are urged to seek guidance from their customs brokers and/or freight forwarders to determine the impact of the change. To view the official 2007 Harmonized Tariff Schedule of the United States, go to: <http://www.usitc.gov/tata/hts/bychapter/index.htm> ♦

## New Trade Finance Guide for Exporters

A Quick Reference for U.S. Exporters has been written to help U.S. companies, especially small and medium-sized enterprises (SMEs), learn the fundamentals of trade finance to turn their export opportunities into actual sales and to achieve the ultimate goal: to get paid for their export sales. Eleven concise, two-page chapters offer the basics of numerous financing techniques, from open accounts, to forfaiting, to government assisted foreign buyer financing.

“The *Trade Finance Guide* is a first-of-its-kind finance resource for America’s small businesses,” said Franklin L. Lavin, under secretary of commerce for international trade. “By taking advantage of this cost-effective, easy-to-obtain tool, U.S. exporters can enhance their competitiveness in today’s global marketplace and easily learn how to turn

overseas opportunities into actual sales and profits.”

The guide was published in early April 2007 by the Commerce Department’s International Trade Administration’s (ITA) Office of Finance. To view the complete guide, see [http://trade.gov/media/publications/abstract/trade\\_finance\\_guide2007desc.html](http://trade.gov/media/publications/abstract/trade_finance_guide2007desc.html)

## U.S. & China Export-Import Banks Agreement

Export-Import Bank of the U.S. Chairman and President James H. Lambright recently announced an agreement with his Chinese counterpart that will lead to increased U.S. exports to China. The completion of the negotiations between the Export-Import Bank of the U.S. and the Export-Import Bank of China will lead to increased sales of U.S. exports financed by loans for \$20 million or less.

“The cooperation in sovereign-guarantee financing will help boost exports of advanced technology and equipment from the U.S. to China, strengthen economic and trade ties between the two countries, and will definitely breathe new life into the two economies,” China Exim Bank’s Mr. Li said in a statement released in connection with the agreement.

Additional information is available by calling Midwest Regional Office of the Export-Import Bank of the U.S. at 312-353-8081. ♦

## U.S.-Korea Free Trade Agreement

The United States and the Republic of Korea concluded an historic free trade agreement (FTA). This FTA, known as

the KORUS FTA, will eliminate tariffs and other barriers to trade in goods and services, promote economic growth, and strengthen economic ties between the U.S. and Korea. The KORUS FTA still needs to be cleared through both countries’ legislatures prior to entering into force. U.S. Trade Representative Susan Schwab recently stated that she remains hopeful that the KORUS FTA and other pending FTAs will pass Congress with broad bipartisan support. Currently, there is no expected date of implementation.

The KORUS FTA is the most commercially significant FTA for the United States since NAFTA. Korea is a \$1 trillion economy and the seventh largest U.S. trading partner. Within the first three years of implementation, 95 percent of consumer and industrial products will become duty-free. The remaining tariffs will be eliminated within 10 years. Additionally, the Agreement has a broad range of focused provisions designed to open Korea’s auto market to U.S. automakers and provisions to benefit U.S. textile and apparel manufacturers.

## International Trade Internships Available

The U.S. Commercial Service Chicago office offers internships that allow students to gain real world international trade experience that can provide an essential edge for entering today’s job market. Participants learn to answer inquiries from exporters regarding trade regulations and documentation; to contact exporters regarding export opportunities and events; and to utilize federal government databases, trade journals and internet-based market research. Applicants should be self-starters with excellent written and oral communication skills. They must be U.S. citizens currently enrolled at a college or university, preferably in a business-related curriculum. Please see [www.buyusa.gov/midwest/180.html](http://www.buyusa.gov/midwest/180.html) for more information, or contact our intern coordinator, Connie Green at [Connie.Green@mail.doc.gov](mailto:Connie.Green@mail.doc.gov) ♦

# Commercial News USA Offers Free Advertising in Spanish, Chinese, and Arabic

Commercial News USA, the official export promotion magazine of the U.S. Department of Commerce, has announced that exporters advertising in the English-language edition of Commercial News USA can have their ads translated into Spanish, Chinese, or Arabic at no extra charge.

The September/October issue of Commercial News USA will be translated into Spanish and Chinese. The Spanish edition will be distributed to importers and potential business prospects in Mexico, Central America, and South America, and the Chinese edition will be distributed to additional business prospects throughout China.

U.S. exporters who advertise in the November/December issue of Commercial News USA will receive a free advertisement in the January 2008 issue -- and a bonus distribution to 10,000 Arabic speaking prospects in the Middle East, including free translation into Arabic.

This is a great opportunity to reach the magazine's 400,000 regular readers in 176 countries as well as additional new prospects in three of the world's major trading areas. The deadline for space reservation is Friday, July 13 and materials must be received no later than Friday, July 20. Take advantage of this opportunity to advertise your company's products and services in English plus three of the world's most widely spoken languages.

For more information or a copy of a past issue, please call the Chicago Export Assistance Center at 312-353-8040. You may also e-mail Commercial News USA directly at [advertise@thinkglobal.us](mailto:advertise@thinkglobal.us) or view the Commercial News USA website and see sample issues at <http://www.export.gov/cnusa/> ♦

## Facilitating Business Travel to the United States

The success of the U.S. business community is a priority for the U.S. Department of State. They are committed to improving the transparency, efficiency and predictability of the U.S. visa process for foreign employees, customers and potential clients of U.S. companies requiring travel to the United States, while continuing to maintain the highest standards for national security. A number of new procedures are now in place to facilitate the business visa process. Go to <http://www.buyusa.gov/southcarolina/currenttradeissues2.html> to download a copy of the document outlining these changes. ♦

## EU Chemicals Regulation Effective June 1

A new European chemicals regulation, REACH - Registration, Evaluation, Authorization and Restriction of Chemicals, was adopted in December 2006 and became effective June 1, 2007. The regulation will require companies that manufacture or import more than one ton of a particular chemical per year to register the chemical data in a central database administered by the new EU Chemicals Agency. REACH will also require the

registration of over 30,000 chemical substances over a period of 11 years. The registrants must also identify appropriate risk management measures and communicate them to the users. While REACH aims to improve the protection of human health and the environment while maintaining competitiveness, as well as provide safety information, implementation of the regulation will impact US manufacturers significantly. For further guidance on how to comply, see <http://www.buyusa.gov/europeanunion/reach.html>. ♦

## Expand Presence in EU with *Quicktake*

Is your company ready to export to Europe but doesn't know where to start? Consider the Commercial Service "Quicktake" service.

For \$750, up to 28 U.S. Commercial Service market specialists monitoring priority industry sectors across Europe will review your product's export potential in their respective markets and, in ten business days, give you a concise report covering current demand, future demand, competition, next steps and more.

For details, see <https://www.buyusa.gov/quicktake/index.html> ♦

***We hope you have enjoyed this edition of our newsletter!***

The U.S. Government does not endorse any product, service, or company herein and assumes no responsibility for the accuracy of this data or for the outcome of any business transaction resulting from this publication.

If you would like to see a particular subject on international business covered in this publication, please contact Debra Rogers at 312-353-6988, or fax 312-353-8120, or email [debra.rogers@mail.doc.gov](mailto:debra.rogers@mail.doc.gov)



# Success Begins at the USEAC

*Below are examples of how we at the Chicago U.S. Export Assistance Center (the USEAC includes the U.S. Department of Commerce Commercial Service, the Export-Import Bank, and the Small Business Administration.) work together with our colleagues and partners to assist Illinois companies and organizations in maximizing their export potential. Call us today!*

## Chicago Author Finds Canadian Book Distribution

**AllergyFree Passport® LLC of Chicago** is a health education company dedicated to facilitating the public's awareness and acceptance of food allergies, intolerances, autoimmune diseases, and specifically celiac disease on a worldwide basis. Kim Koeller, President of AllergyFree Passport®, with her co-author and Executive Vice-President Robert La France, created and published the award-winning book series, *Let's Eat Out! Your Passport to Living Gluten and Allergy Free*. This first of its kind book series empowers individuals to eat out, travel and explore the world while managing specialized diets.

AllergyFree Passport® began working with the Chicago Commercial Service in September 2005. In November 2005, Trade Specialist Monica Toporkiewicz contacted publishing industry commercial specialist Gina Barile in Montreal regarding the market for the firm's book series in Canada. Ms. Barile provided a market brief on the publishing industry in both French- and English-speaking Canada, indicating good market potential. In August 2006, Ms. Koeller further discussed the Canadian market with Commercial Specialists Connie Irrera and Pierre Richer from CS Montreal during CS Chicago's Canada Day Event.

Commercial Specialists Barile, Richer, & Irrera advised that AllergyFree Passport undertake the Gold Key Service (GKS) in Canada,

ideally in conjunction with the upcoming book fair in Quebec (Salon du Livre de Montreal), where Ms. Koeller would have the opportunity to meet Quebec publishers and other contacts interested in discussing potential business relationships.

Ms. Koeller followed their advice and contracted for GKS appointments in Montreal to take place on November 16, 2006. A month and a half before the book fair, key potential contacts were called and sent the pioneering book series for their review. Among the appointments that were arranged for Allergy Free Passport was one with Ulysses Travel Guides in Canada.

Ms. Koeller confirmed in December 2006, "based upon all of your hard work, dedication and commitment to top quality customer service we signed an exclusive agreement with Ulysses Travel Guides in Canada." She stated that they will be distributing her English language book series throughout Canada and are thrilled. The distributor also indicated very strong interest in translating her book series into French in the near future. The value of this distribution contract is estimated at \$100,000 per annum. ♦

## Illinois VOIP Firm Receives Export Recognition

Go2Call Software of Evanston, Illinois was the recipient of an Export Achievement Certificate on June 20, 2007 for its extensive accomplishments in the global

marketplace. Director General of the U.S. Commercial Service (CS), Mr. Israel Hernandez, presented John Nix, CEO of Go2Call Software, with the award at the NXTcomm show in Chicago, Illinois. Also present were Muna Farkouh of CS Amman, Ahmed Al-Khayyat of CS Riyadh and Julie Carducci of CS Chicago.

Addressing attendees at NXTComm's International Business Development Panel, Mr. Nix said "the Commercial Service is the best use of my tax dollars, and it has helped us enter countries that would have been difficult for us to enter on our own." Since 2002, Go2Call has been a frequent user of CS services, reporting successes using the Gold Key Matching Service in Saudi Arabia, Brazil, South Africa, Turkey, the Philippines and the UAE. Commercial Service value-added support had a direct role in supporting Go2Call's exports to Jordan, India, Japan, Thailand and Singapore.

Go2Call Software delivers a complete suite of hosted international VoIP solutions to providers worldwide. Go2Call Software's back-office solutions enable wireless carriers, broadband service providers, and licensed operators to sell differentiated VoIP services. Its customers both build brand equity in their own offerings, while dramatically reducing their time-to-market and capital expenditure. Customers have successfully used the platform to deliver more than a billion minutes over the past 8 years, and the company has built a reputation as a global leader in the development and delivery of these low cost, high quality, hosted VoIP solutions. ♦

**EXPORT ASSISTANCE PERSONNEL**

<b>TRADE SPECIALIST/AGENCY</b>	<b>SPECIALIZATION</b>	<b>TEL. NO.</b>
<b>Julie Carducci – Office Director</b> <i>julie.carducci@mail.doc.gov</i>	Telecommunication Equipment and Services	312-353-8490
<b>Artina Davis</b> <i>artina.davis@mail.doc.gov</i>	Aviation, Materials Handling, Machine Tools, & Metalworking Equipment, General Industrial Goods Plastics & Rubber Machinery & Materials, Chemicals	312-353-4453
<b>Jeffrey Graber</b> <i>jeffrey.graber@mail.doc.gov</i>	Construction & Hardware, Food Processing and Packaging Equipment	312-353-7711
<b>Patrick Hope</b> <i>patrick.hope@mail.doc.gov</i>	All industries in northwestern Illinois <i>(McHenry County to the Quad Cities, north of I-80)</i>	815-316-2380
<b>Robin Mugford</b> <i>robin.mugford@mail.doc.gov</i>	Environmental Products/Technology/Services Automotive Parts & Accessories, Scientific Instruments,	847-327-9082
<b>Debra Rogers</b> <i>debra.rogers@mail.doc.gov</i>	Tourism, Architectural & Engineering Services, Education & Training Services, Franchising, Energy	312-353-6988
<b>Shari Stout</b> <i>shari.stout@mail.doc.gov</i>	All industries in downstate Illinois (south of I-80)	309-671-7815
<b>Vicki Tolefree</b> <i>vicki.tolefree@mail.doc.gov</i>	Iron, Steel & Non-Ferrous Metals; Printing & Graphic Arts	312-353-3748
<b>Monica Toporkiewicz</b> <i>monica.toporkiewicz@mail.doc.gov</i>	Information Technology (hardware & software), Railroad Equipment, Electronics, Safety & Security Equipment	312-353-8059
<b>Thelma Young</b> <i>thelma.young@mail.doc.gov</i>	Medical and Dental Equipment & Supplies Pharmaceuticals and Drugs, Cosmetics, Consumer Goods	312-353-5097
<b>U.S. Export-Import Bank</b>	Export Credit Insurance, Trade Finance Solutions	312-353-8081
<b>Small Business Administration</b>	Export Working Capital, Export Express Loans	312-353-8065
<b>Midwest Network Director</b>	Mary N. Joyce	312-353-8040

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