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Sommario/riassunto	This book examines the impact of outsourcing on workers and their employment conditions in the new economy. To do so, the call centre industry in Mexico City is analysed through a large number of in-depth interviews with workers and managers, available statistics and visits to leading firms in the sector. The case of call centres is paradigmatic as it is often seen as a flag-ship industry of the new economy, rapidly growing and subject to high pressures for costs reduction. The Mexican experi...