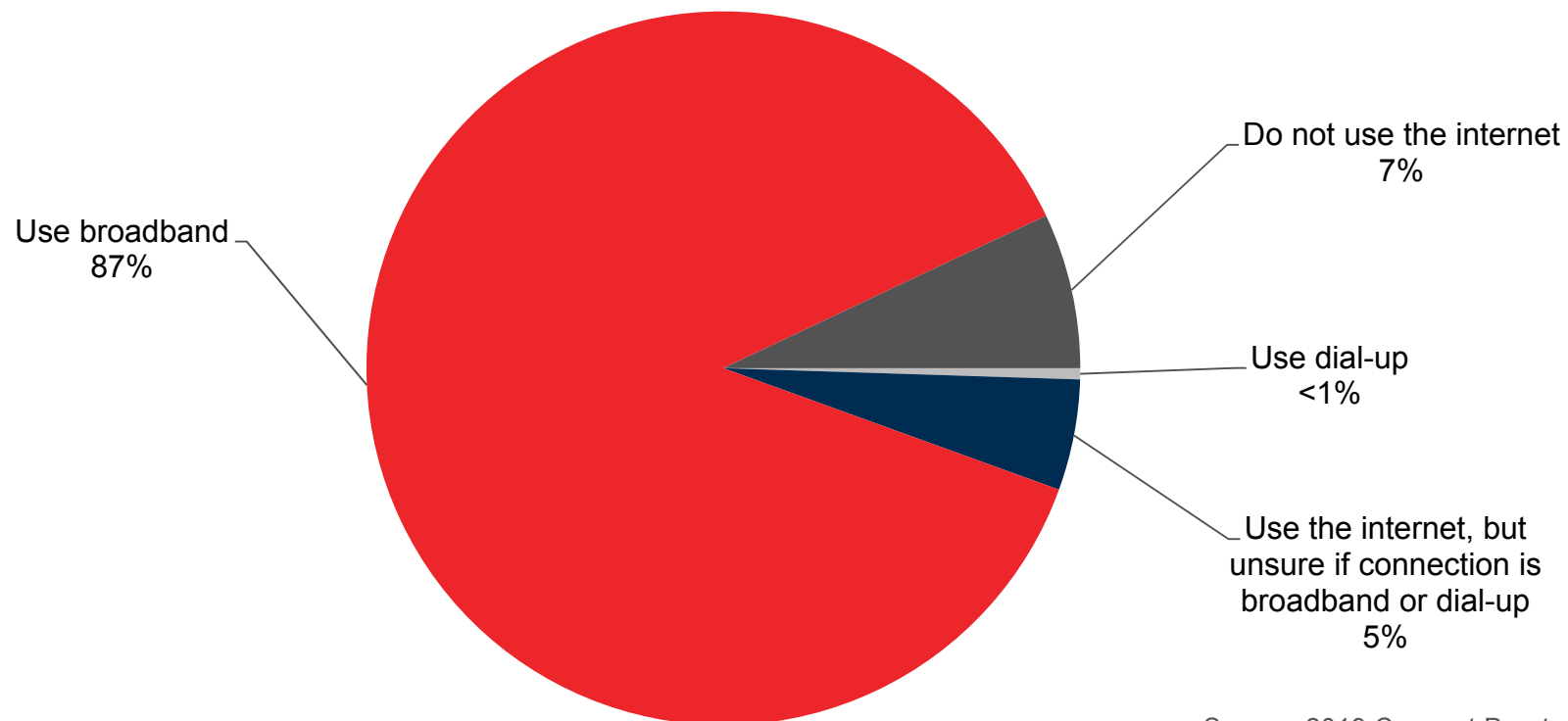


Technology Adoption Among Puerto Rico Businesses

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NATION™



Among All Puerto Rico Businesses



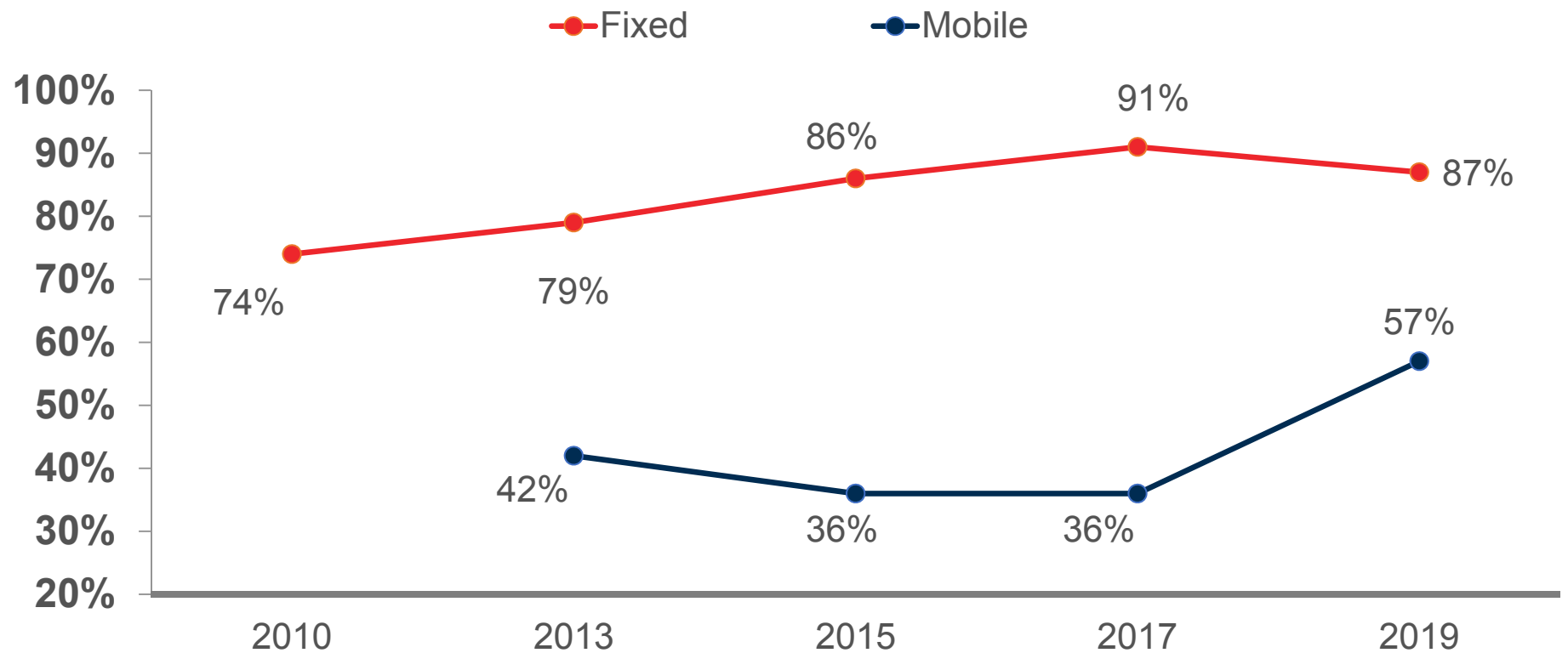
Source: 2019 Connect Puerto Rico
Business Technology Assessment

Trends in Broadband Adoption In Puerto Rico

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Percent of Puerto Rico businesses that subscribe to broadband service

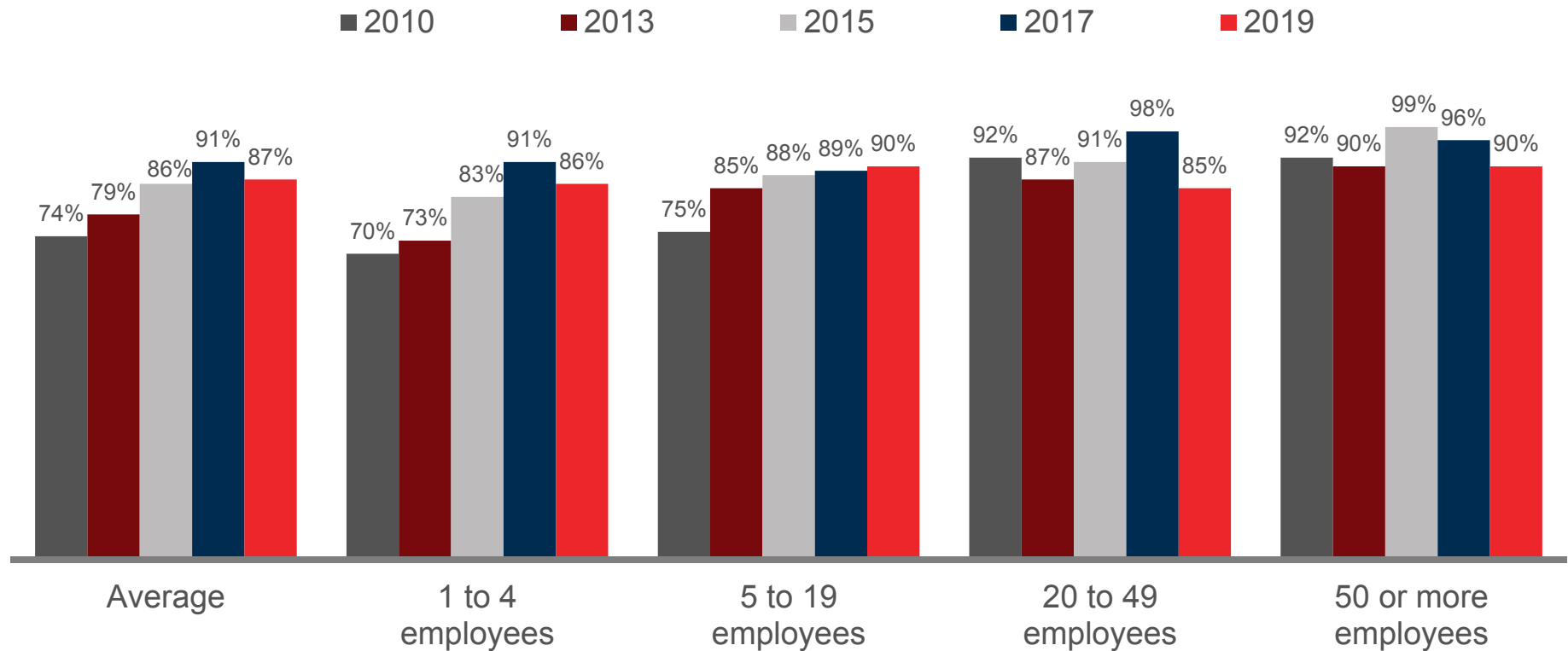


Source: 2010, 2013, 2015, 2017, and 2019 Connect Puerto Rico
Business Technology Assessments

Trends in Broadband Adoption By Business Size



Percent of Puerto Rico businesses that subscribe to broadband service



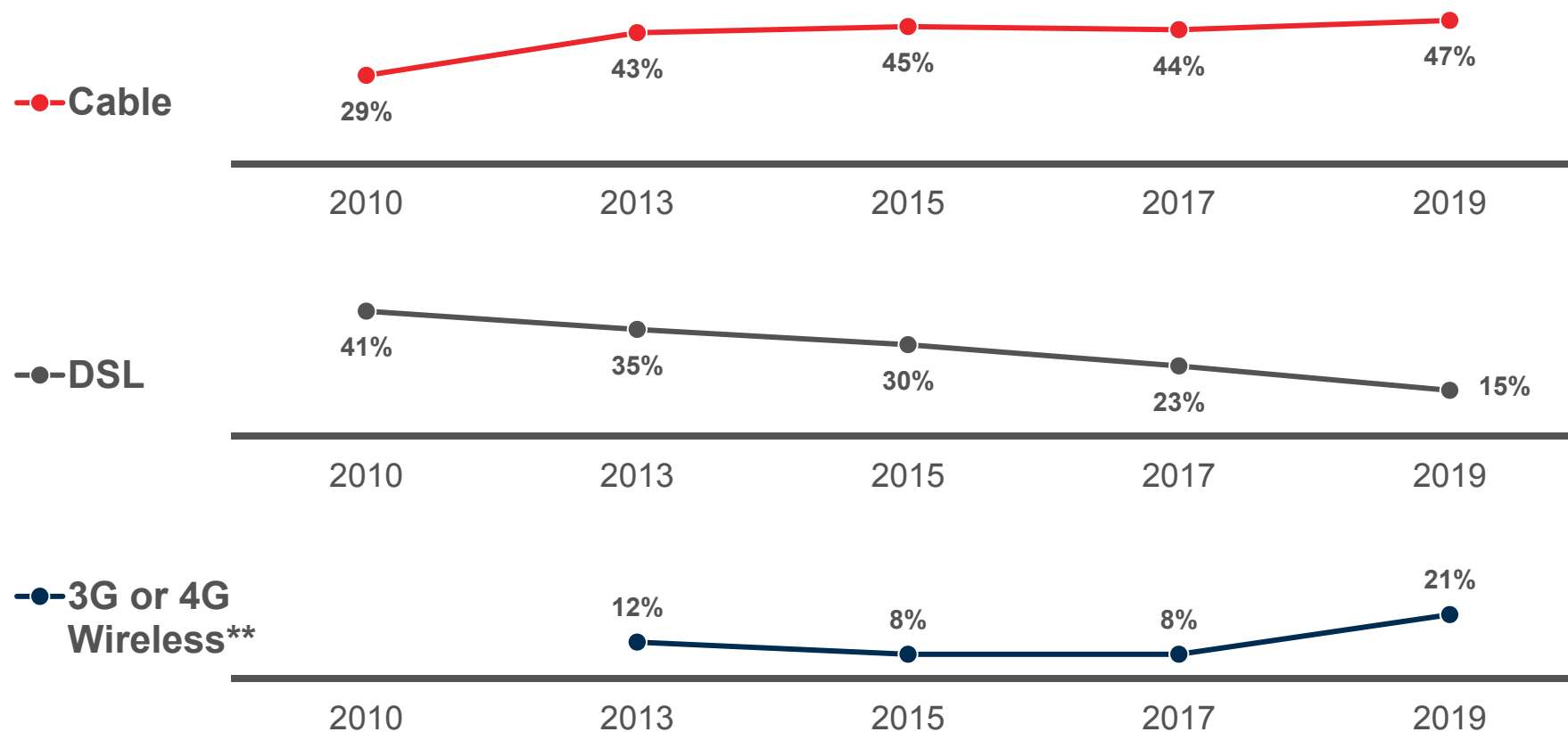
Source: 2010, 2013, 2015, 2017, and 2019 Connect Puerto Rico
Business Technology Assessments

Trends in Broadband Services Used by Businesses in Puerto Rico

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Among Puerto Rico businesses that subscribe to broadband*



Source: 2010, 2013, 2015, 2017, and 2019 Connect Puerto Rico
Business Technology Assessments

*Percentages may not add up to 100% because participants could give multiple responses

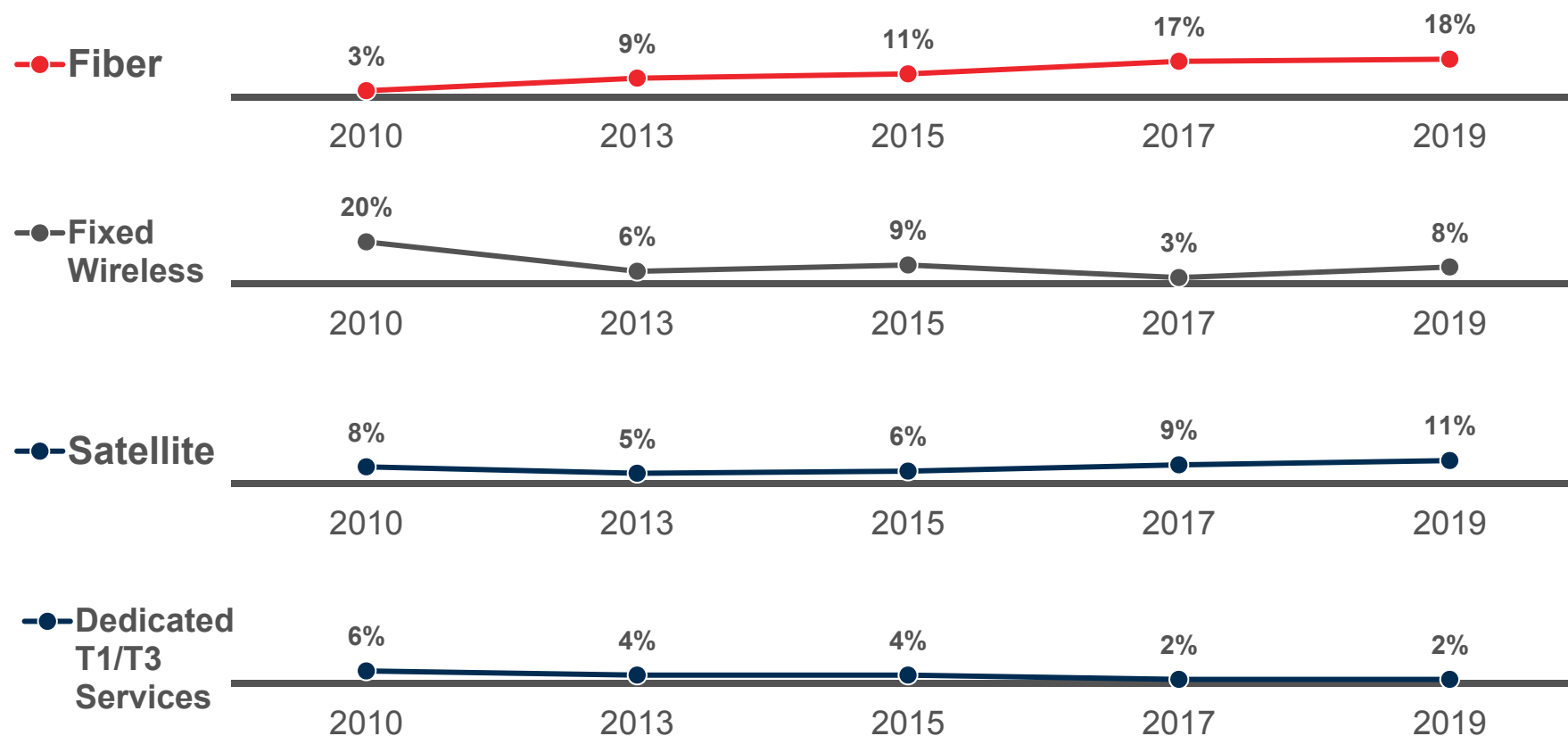
**Option not measured in all years

Trends in Broadband Services Used by Businesses in Puerto Rico Continued

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Among Puerto Rico businesses that subscribe to broadband*



Source: 2010, 2013, 2015, 2017, and 2019 Connect Puerto Rico
Business Technology Assessments

*Percentages may not add up to 100% because participants could give multiple responses

Trends in Internet Usage



Online Activities Conducted by Internet-Connected Businesses	2013	2015	2017	2019
Accepting job applications	21%	22%	18%	40%
Accepting real-time payments such as credit card and debit payments	38%	42%	39%	62%
Advertising current job openings	21%	20%	17%	39%
Bidding on contracts	35%	33%	29%	43%
Billing or bill payment	67%	69%	68%	73%
Communicating with current customers	63%	71%	75%	76%
Conducting business with local, state, or federal government offices	54%	55%	44%	59%
Conferencing or other online meeting applications	29%	31%	26%	35%
Marketing and advertising products and services	50%	53%	54%	59%
Providing customer support for products or services	52%	51%	42%	59%
Purchasing or placing orders for products or services	65%	60%	56%	71%
Researching ways to make the business more efficient	49%	50%	33%	55%
Selling or accepting orders for products or services	58%	48%	31%	61%

Source: 2013, 2015, 2017, and 2019 Connect Puerto Rico
Business Technology Assessments

Methodology Overview



- Eight hundred (80) businesses in Puerto Rico were contacted by telephone between March 12 and May 20, 2019. Data were collected by Estudios Tecnicos in San Juan, PR, (www.estudios tecnicos.com).
- The error interval or sample tolerance for the survey is $\pm 4.74\%$ at the 95% confidence level. This sample error accounts for sample weighting, using the effective sample size.
- Sample quotas were established by company size (5 brackets) and industry sector (8 sectors). Within these 40 cells, a randomly drawn sample of businesses from the Puerto Rico Corporate Registry's Quarterly Census of Employment and Wages was contacted.
- This approach gathers enough interviews within size and industry subsectors to analyze with confidence.
- Weighting of the survey data enables the total sample to also be representative of all employer business establishments in Puerto Rico, according to the U.S. Census Bureau *County Business Patterns* (CBP) data. Weighting and research consultation were provided by Lucidity Research LLC, www.lucidityresearch.com.

Puerto Rico Business Universe



- The federal government classifies and tabulates the number, size and type of businesses in two ways:
 - Business establishments with paid employees
 - Non-employer business establishments
- A business establishment is defined as “a single physical location at which business is conducted or services or industrial operations are performed.”
- Businesses with paid employees are reported in the County Business Patterns data from the U.S. Census Bureau based on payroll tax information. This is the most comprehensive and consistent year-to-year measurement of private employer businesses. For this reason, many state agencies rely on these data for economic development and planning purposes.
- In 2016, there were 43,325 private business establishments in Puerto Rico, according to the United States Census County Business Patterns. The 2019 survey is projected to this total.
- Non-employer establishment counts are derived from business income tax returns filed by non-employer businesses. Generally, these businesses have at least \$1,000 in sales receipts, but most of these are very small and often are not a primary source of income for the owner(s). The United States Census does not track the number of non-employer establishments in Puerto Rico.