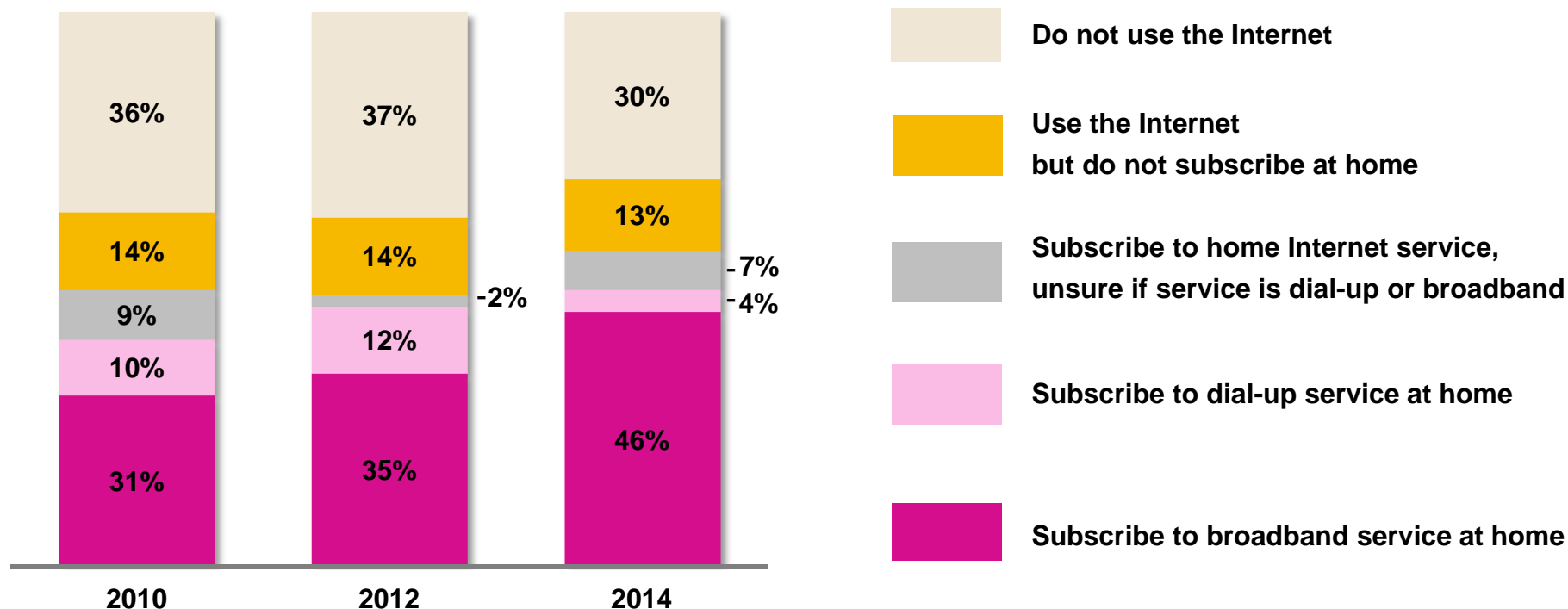




Broadband Adoption and Usage in Puerto Rico

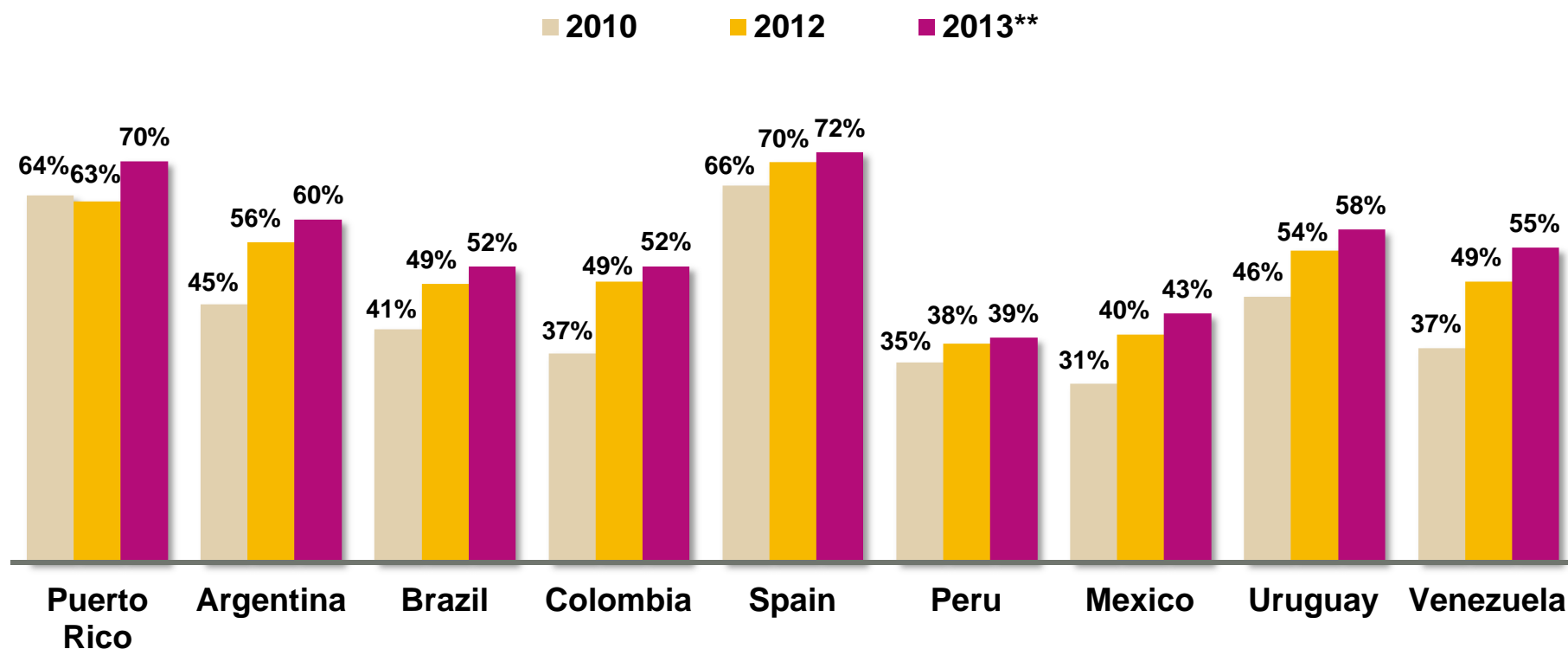
Across Puerto Rico, 46% of adults subscribe to home broadband service, up from 31% in 2010.



Source: Connect Puerto Rico 2010, 2012, and 2014 Residential Technology Assessments

International Trends in Internet Use

Percent of individuals who use the Internet*



*Different countries use different methods to measure Internet use and may reflect Internet usage among individuals of different age groups.

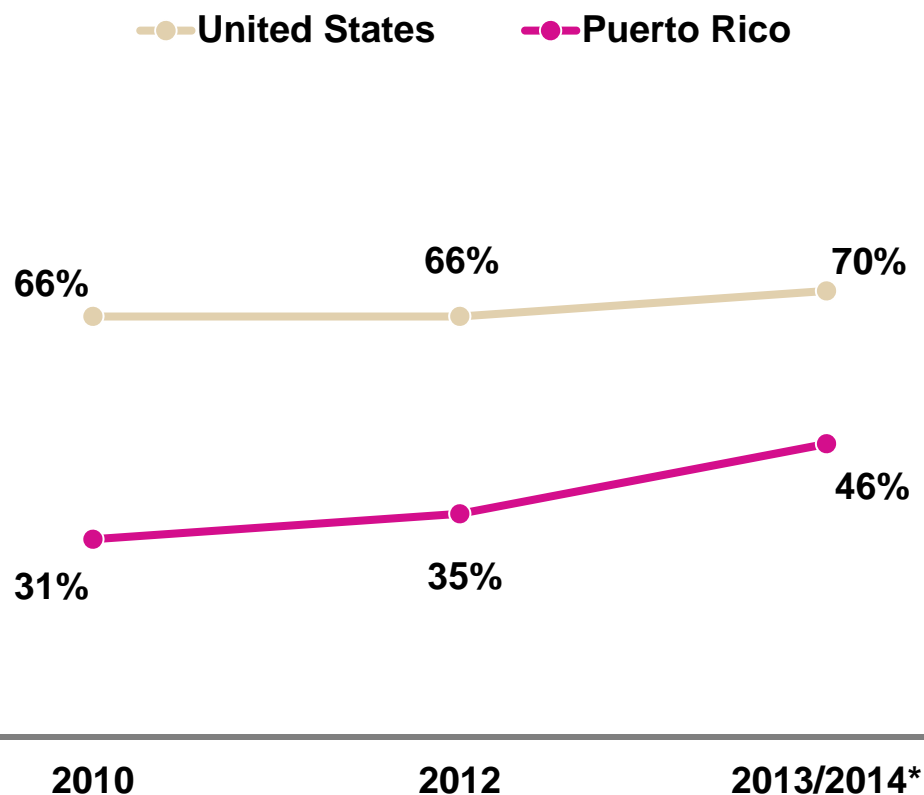
**Puerto Rico data reflect Internet users for 2014.

Puerto Rico Source: Connect Puerto Rico
2010, 2012, and 2014 Residential Technology Assessments
Source for other data: International Telecommunication Union
(<http://www.itu.int/en/ITU-D/Statistics/Pages/stat/default.aspx>)



Home Broadband Adoption Trends

Percent of adults
who subscribe to home broadband service



Between 2010 and 2014, home broadband adoption in Puerto Rico grew by 15 percentage points.

By comparison, broadband adoption grew by 4 percentage points on the United States mainland between 2010 and 2013.

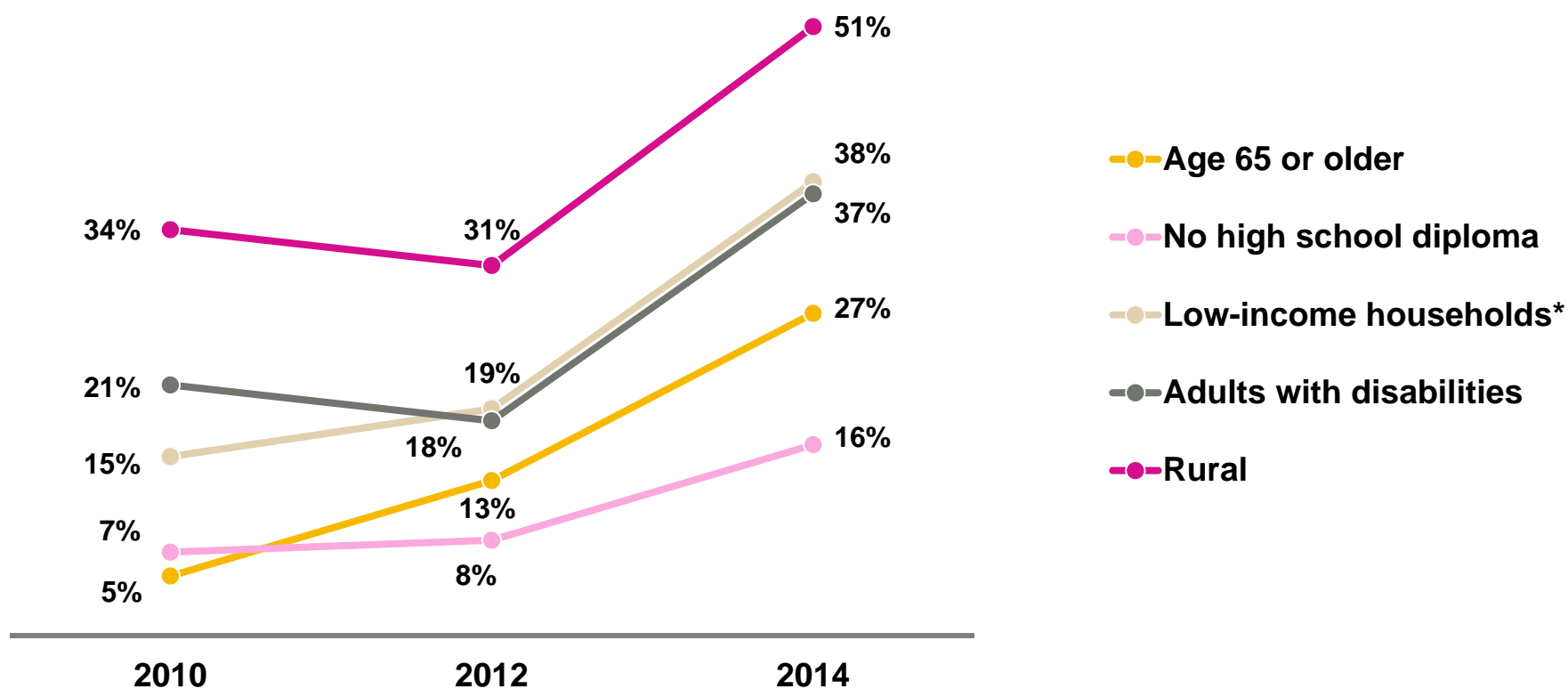
*US data only available from 2013. Data for Puerto Rico reflects 2014 survey findings.

Puerto Rico Source: Connect Puerto Rico
2010, 2012, and 2014 Residential Technology Assessments
US Source: Pew Internet Research Center
(<http://www.pewinternet.org/2013/08/26/home-broadband-2013/>)



Broadband Adoption Trends in Puerto Rico by Demographic

Percent of adults in each demographic group who subscribe to home broadband service



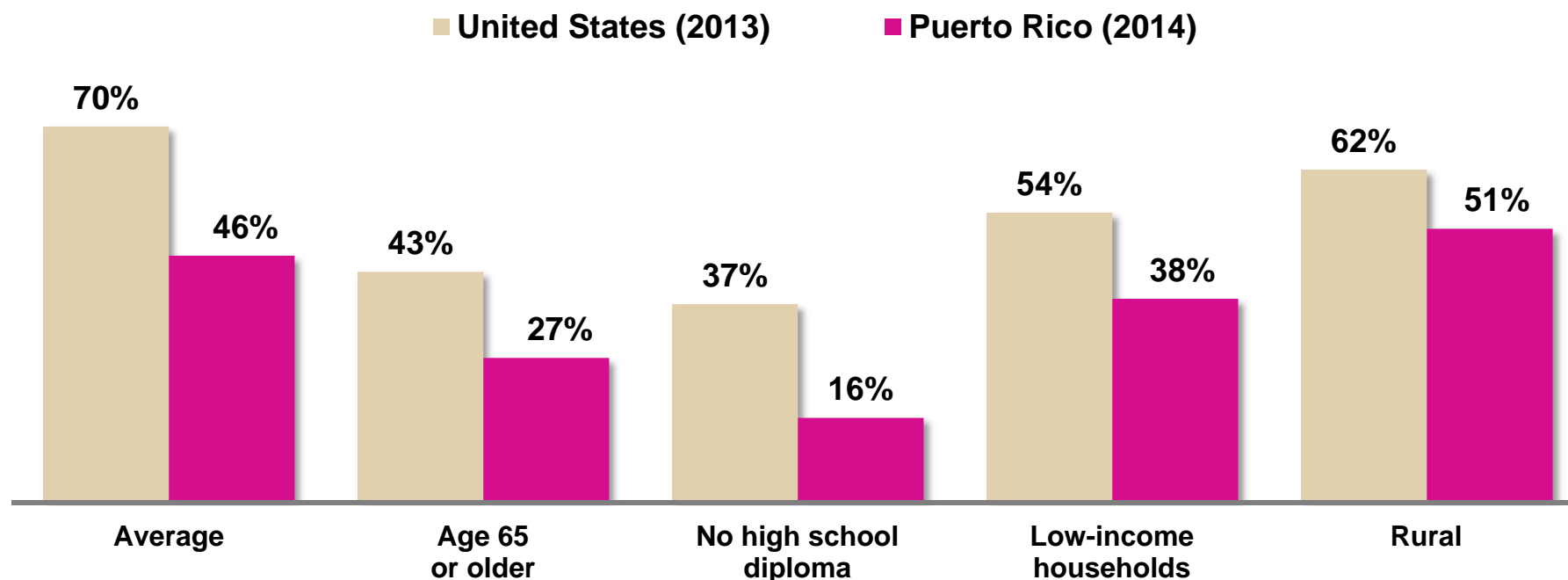
*Low-income households defined as those that report annual household incomes less than \$15,000.

Source: Connect Puerto Rico 2010, 2012, and 2014 Residential Technology Assessments



Broadband Adoption by Demographic

Percent of adults in each demographic group who subscribe to home broadband service



Adults in Puerto Rico trail behind their peers on the United States mainland.

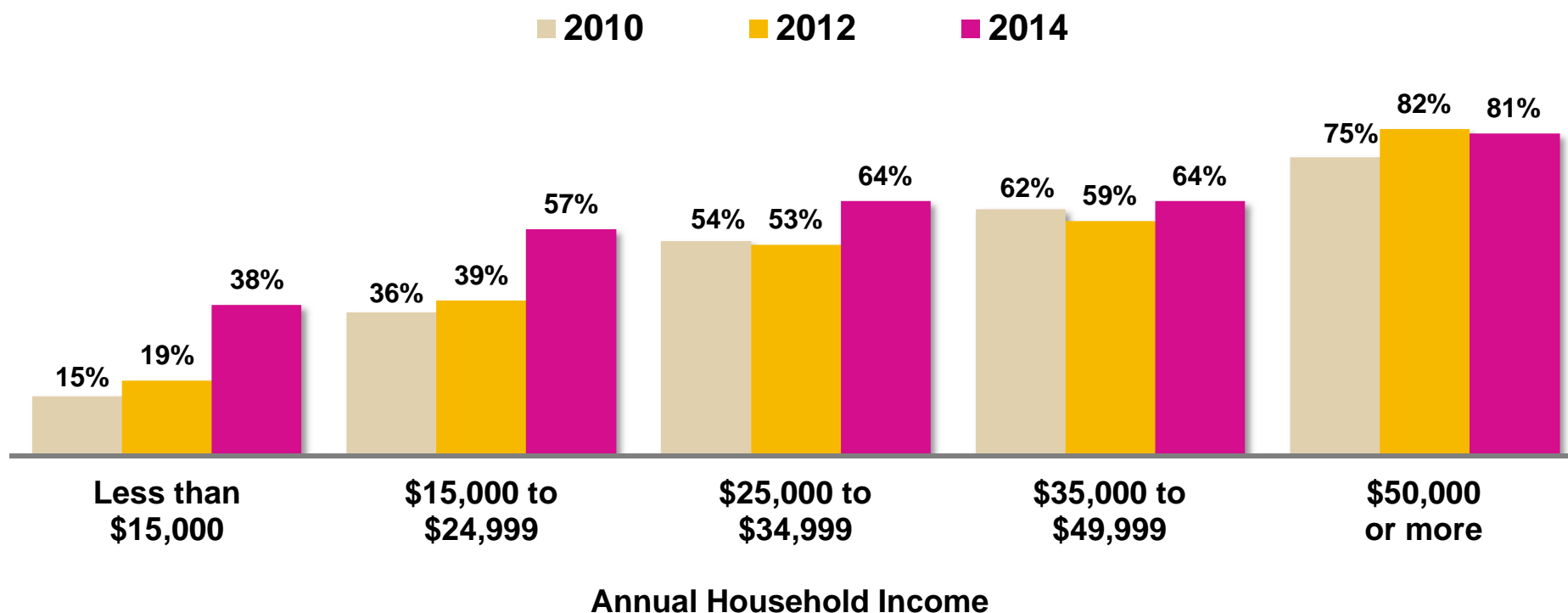
*Low-income households defined in Puerto Rico as those that report annual household incomes less than \$15,000; in the United States, low-income households are defined as having annual household incomes less than \$25,000.

Puerto Rico Source: Connect Puerto Rico
2014 Residential Technology Assessment
US Source: Pew Internet Research Center
(<http://www.pewinternet.org/2013/08/26/home-broadband-2013/>)



Broadband Adoption Trends in Puerto Rico by Annual Household Income

Percent of adults in each economic group who subscribe to home broadband service



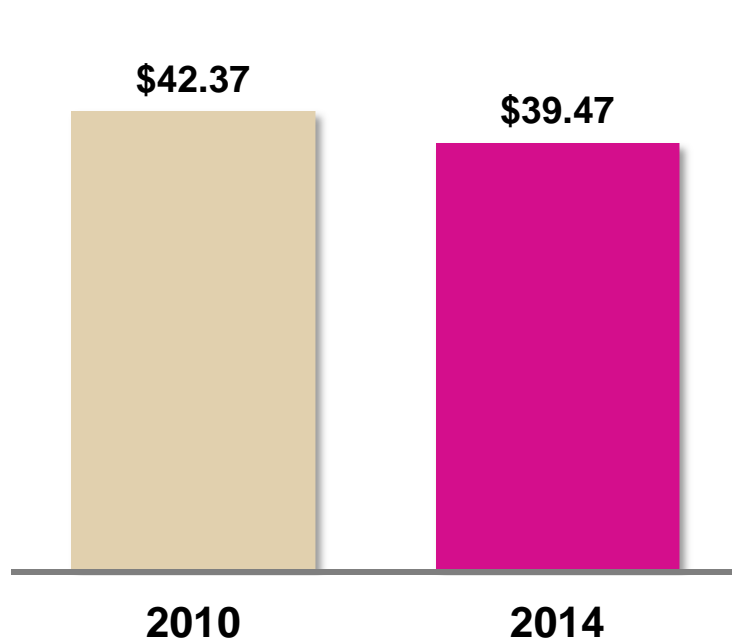
Since 2010, the greatest growth in home broadband adoption has been among lower-income households.

Source: Connect Puerto Rico 2010, 2012, and 2014
Residential Technology Assessments

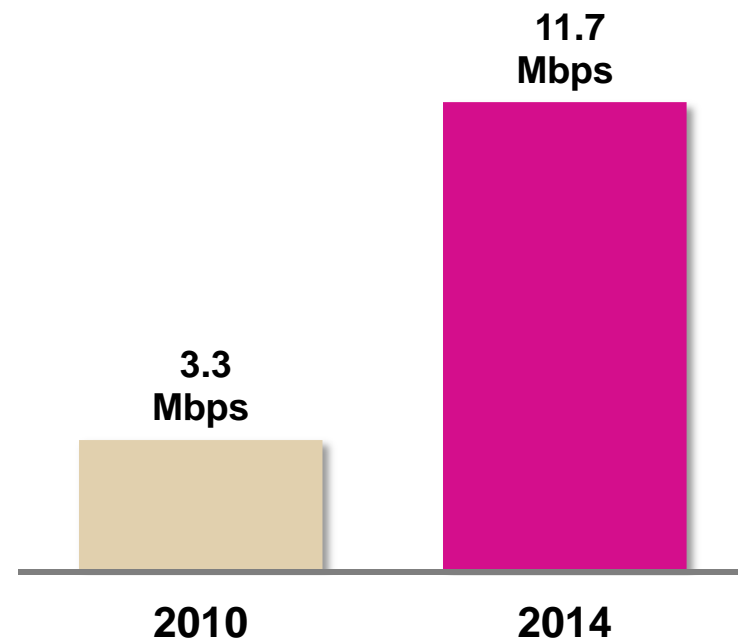


Broadband Speeds and Prices in Puerto Rico

Average price paid
for home broadband service



Average advertised download speed
reported by home broadband adopters

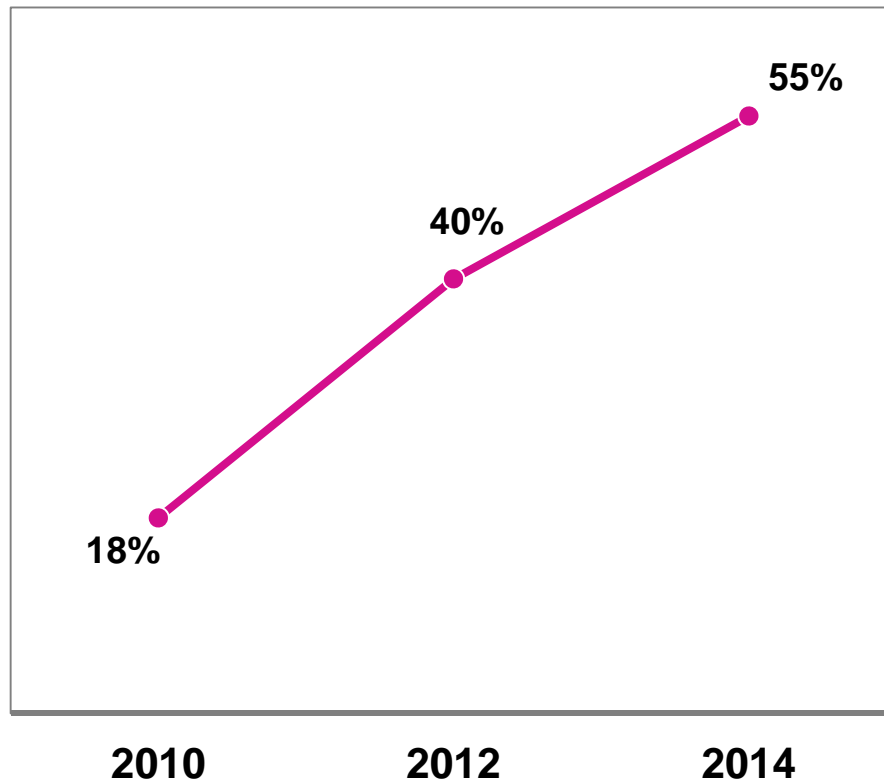


Puerto Rican broadband subscribers report paying less on average, but they report that their advertised download speeds have more than tripled since 2010.

Source: Connect Puerto Rico 2010 and 2014 Residential Technology Assessments. Speed and price data were self-reported as part of these residential surveys.

Mobile Broadband Trends in Puerto Rico

Percent of adults in Puerto Rico
who use mobile broadband service



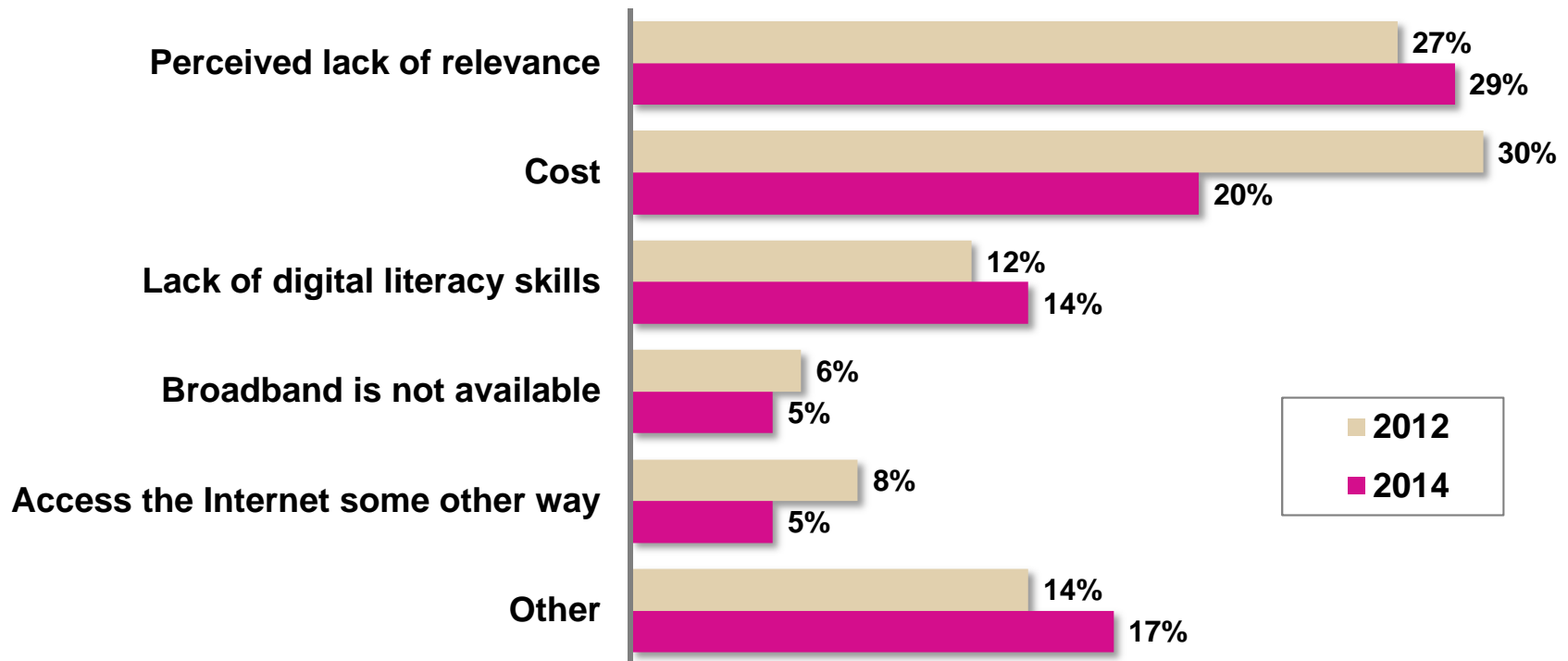
Between 2010 and 2014, mobile broadband usage in Puerto Rico has grown by more than 300%.

This growth parallels a significant increase in laptop and tablet computer ownership on the Island.

Source: Connect Puerto Rico 2010, 2012, and 2014
Residential Technology Assessments

Barriers to Home Broadband Adoption

Main barrier to home broadband adoption among adults who do not subscribe



Across Puerto Rico, more than 1.5 million adults do not subscribe to home broadband service.

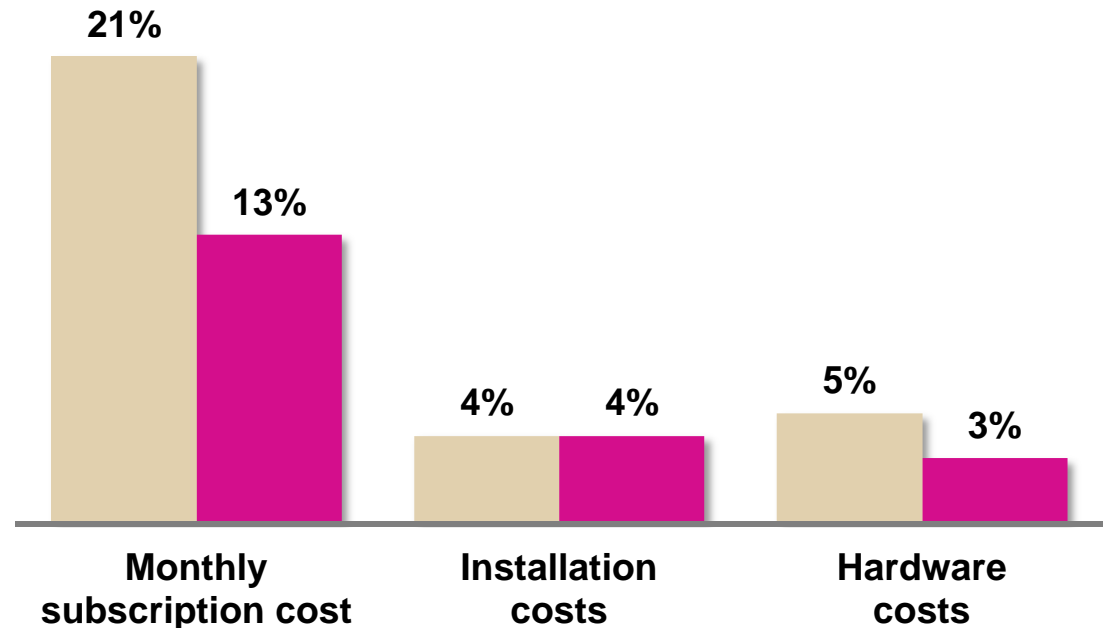
Source: Connect Puerto Rico 2012 and 2014
Residential Technology Assessments

Cost as a Barrier to Home Broadband Adoption

Non-adopters who cite the following costs
as their main barriers to home broadband adoption

■ 2012 ■ 2014

Between 2012 and 2014, the share of non-adopters who say that the monthly cost of broadband service is their main barrier to adoption has dropped significantly.



Source: Connect Puerto Rico 2012 and 2014
Residential Technology Assessments