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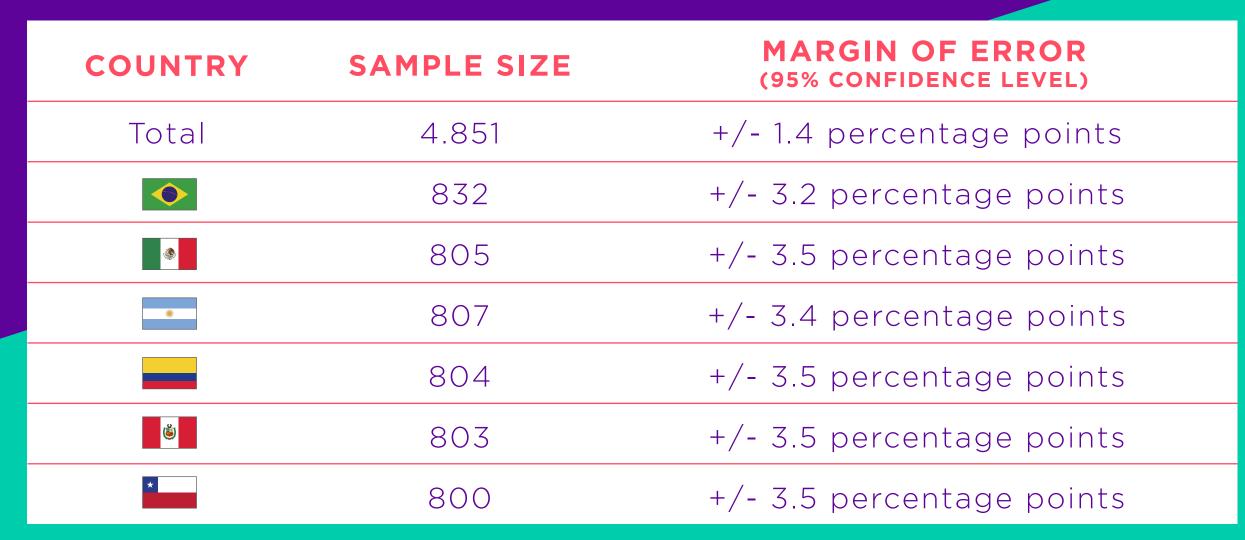






RESEARCH METHODOLOGY

SAMPLE SIZES





Online survey panelists in six countries were contacted via email to complete a 10 minute survey about device ownership, app usage, and behaviors.

SAMPLE REQUIRMENTS

Participants were smartphone and tablet owners who use mobile apps.

TIMING

The survey fieldwork was conducted September 2nd - 9th, 2016



RESPONDENT PROFILE

GENDER	00	FEMALE 49%	ô	MALE 51%
AGE		15-24		29%
	4	25-34		29%
	-	35-44		21%
	۷	45-54		12%
		55+		9%

EMPLOYMENT STATUS

Full-time	44%
Part-time	11%
Self-employed	16%
Not currently employed	9%
Homemaker	3%
Retired	3%
Student	12%
Other	2%

58% OF THE RESPONDENTS HAVE LESS THAN 35 YEARS AND +70% ARE EMPLOYED





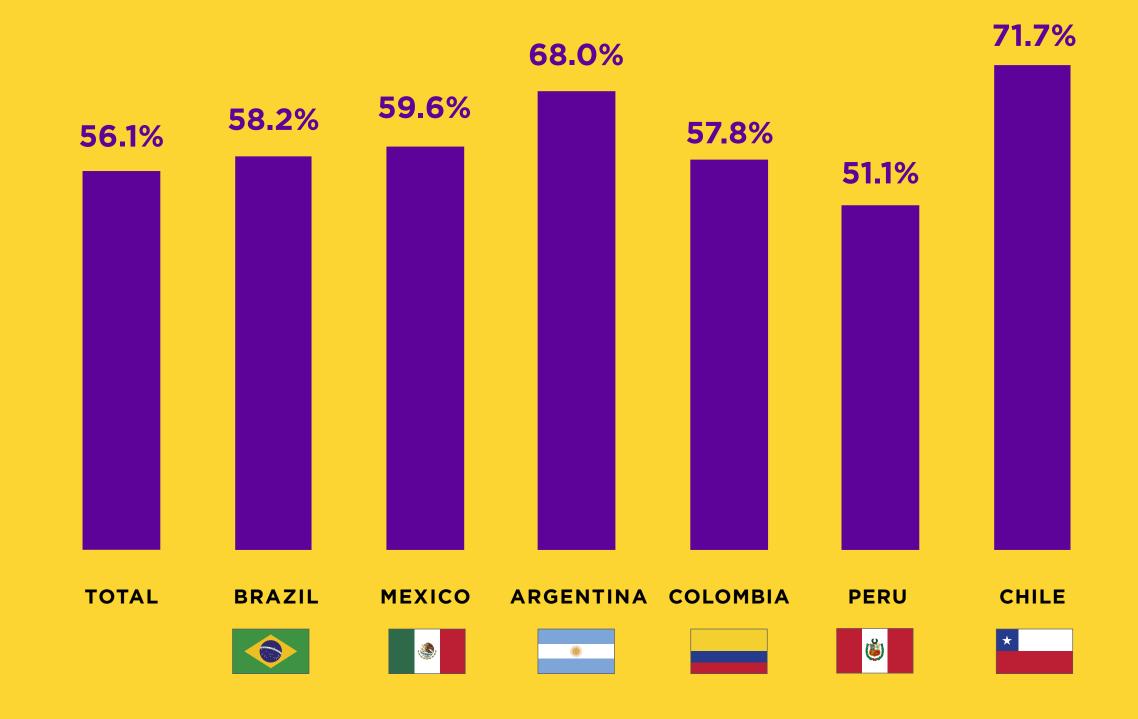




56.1%

OF LATAM POPULATION IS ALREADY CONNECTED

Digital is already a large reach builder in Latin America. At least half of the population in each of the countries surveyed is already connected -in some cases already above 70%.



INTERNET USER PENETRATION IN LATIN AMERICA | BY COUNTRY | 2016 | % OF POPULATION

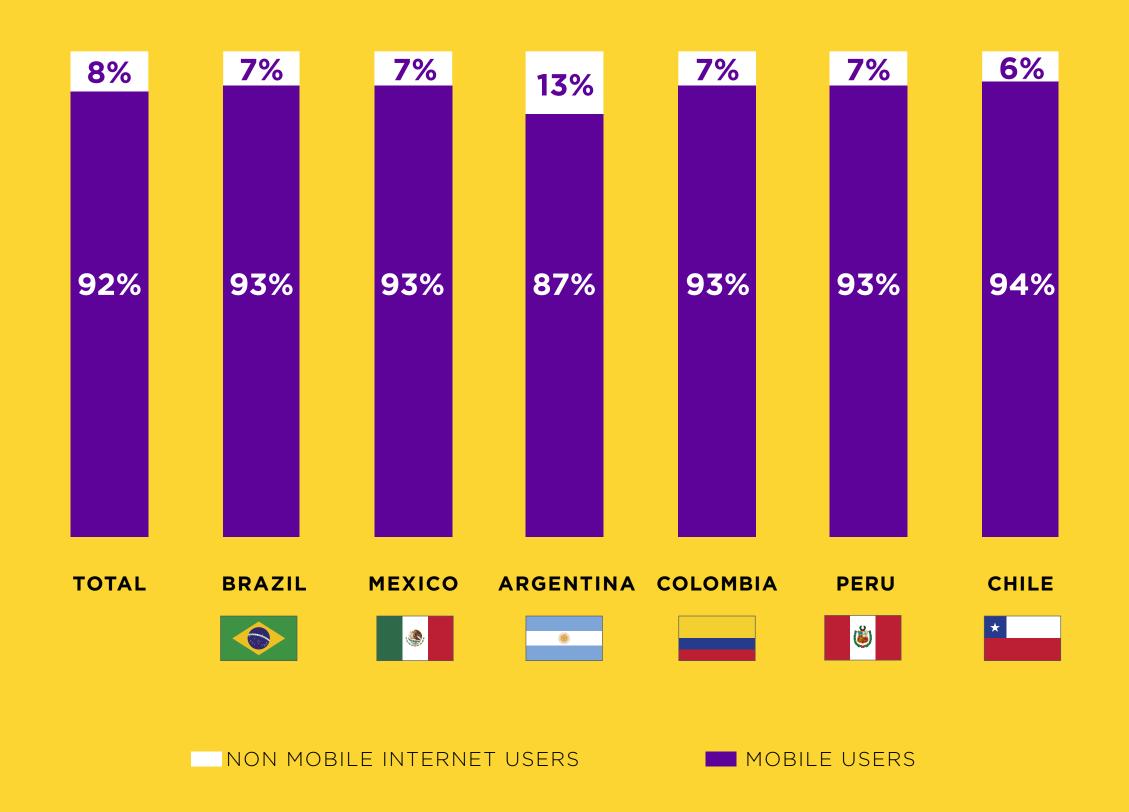








Mobile usage is nearly equivalent to total online usage; over nine in ten online users connect to the internet on a mobile device at least once a week. Most of this mobile connections are smartphone-based. Only 1 to 5% of internet users are tablet-only mobile users.



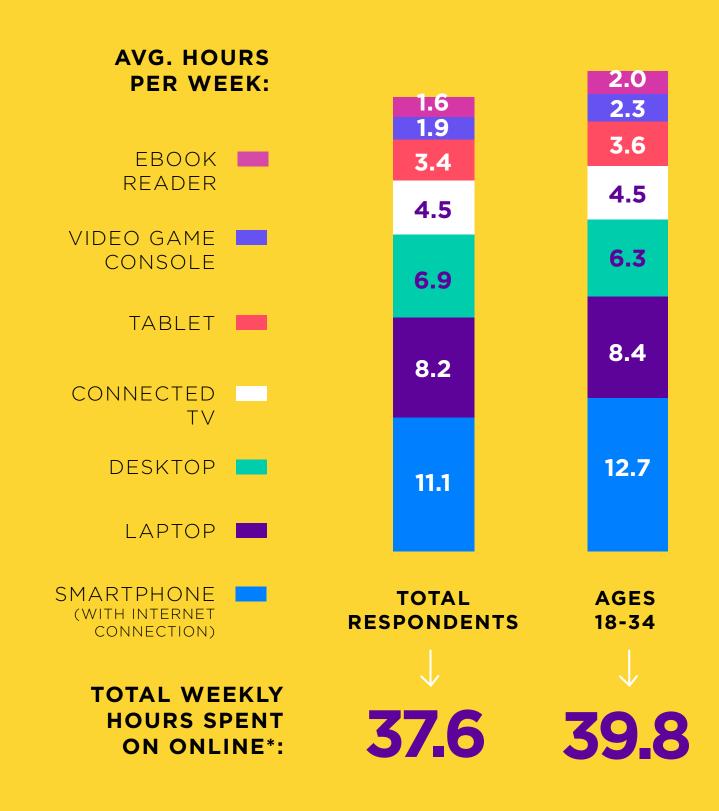




MORE THAN

5HS
A DAY ONLINE

LatAm mobile users spend more than 37hs a week online – increasing to almost 40hs among Millennials. This group is already spending more time with mobile connections than with computer-based internet.



TOTAL MOBILE (SMARTPHONE + TABLET)

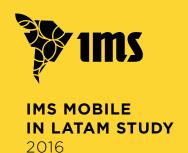
14.5
TOTAL
RESPONDENTS

16.3MILLENNIALS (AGES 18-34)

TOTAL COMPUTERS
(DESKTOP + LAPTOP)

15.1
TOTAL
RESPONDENTS

14.7
MILLENNIALS
(AGES 18-34)



ONLY

30%

OF MEDIA TIME IS
SPENT ON OFFLINE
MEDIA

-AND ONLY HALF OF IT ON TV

PER WEEK:

AVG. HOURS

MAGAZINE

NEWSPAPER ____

RADIO ___

TV ___

TOTAL WEEKLY
HOURS SPENT
ON OFFLINE*:

2.2 2.2 4.2 7.6

VS ONLINE

37.6

TOTAL

 \downarrow

RESPONDERS

16.2 14.4

VS ONLINE 39.8 2.2 2.1 3.5 6.6

AGES 18-34

, ,

CONNECTIVITY

TIME SPENT ONLINE

IS 2 TO ALMOST

3X

HIGHER THAN
THE TIME SPENT
WITH ANY
OFFLINE MEDIA.

MILLENNIALS
FOR EXAMPLE
SPEND

6X

MORE HOURS
ONLINE THAN
WATCHING TV ON
A WEEKLYBASIS.







HOURS PER WEEK ONLINE

BY DEVICE AND COUNTRY

									*			
	BRAZIL		MEXICO		ARGENTINA		COLOMBIA		PERU		CHILE	
	TOTAL (N=832)	A18-34 (N=433)	TOTAL (N=805)	A18-34 (N=400)	TOTAL (N=807)	A18-34 (N=292)	TOTAL (N=804)	A18-34 (N=468)	TOTAL (N=803)	A18-34 (N=597)	TOTAL (N=800)	A18-34 (N=375)
SMARTPHONE (WITH INTERNET CONNECTION)	11.8	13.4	10.1	11.6	9.8	11.5	12.2	14.0	9.2	10.2	11.6	13.2
LAPTOP COMPUTER	9.0	9.2	7.4	7.5	6.3	6.3	7.7	8.2	7.3	7.8	8.9	9.7
DESKTOP COMPUTER	7.2	6.9	6.5	5.8	6.7	5.3	6.5	6.0	7.8	7.3	5.4	4.6
CONNECTED TV	4.2	4.3	4.7	4.8	4.2	4.4	5.0	4.6	5.3	5.3	5.2	4.8
TABLET	3.5	3.9	3.4	3.3	2.7	2.8	3.6	3.8	4.2	4.8	3.0	3.1
VIDEO GAME CONSOLE	2.2	2.5	2.1	2.5	1.2	1.6	1.3	1.4	2.1	2.6	1.5	1.8
EBOOK READER	1.8	2.3	1.6	1.9	0.9	1.1	1.6	1.7	2.5	2.9	1.2	1.3
TOTAL WEEKLY HOURS SPENT ONLINE	39.7	42.5	35.8	37.4	31.8	33.0	37.9	39.7	38.4	40.9	36.8	38.5







2016



HOURS PER WEEK OFFLINE

BY DEVICE AND COUNTRY

			- J	3						5	*	
	BRAZIL		MEXICO		ARGENTINA		COLOMBIA		PERU		CHILE	
	TOTAL (N=832)	A18-34 (N=433)	TOTAL (N=805)	A18-34 (N=400)	TOTAL (N=807)	A18-34 (N=292)	TOTAL (N=804)	A18-34 (N=468)	TOTAL (N=803)	A18-34 (N=597)	TOTAL (N=800)	A18-34 (N=375)
TV	8.1	7.0	6.6	5.7	7.7	6.8	7.3	6.5	6.7	6.3	7.7	7.2
RADIO	3.7	3.0	3.9	3.4	5.1	4.2	5.4	4.8	5.2	5.1	5.3	4.2
NEWSPAPER	2.4	2.3	1.9	1.7	1.9	1.6	2.6	2.4	2.6	2.6	2.0	1.8
MAGAZINE	2.4	2.4	2.0	1.9	1.7	1.8	2.1	2.1	2.5	2.7	1.7	1.6
TOTAL WEEKLY HOURS SPENT OFFLINE	16.6	14.7	14.4	12.7	16.4	14.4	17.4	15.8	17.0	16.7	16.7	14.8
TOTAL WEEKLY HOURS SPENT ONLINE	39.7	42.5	35.8	37.4	31.8	33.0	37.9	39.7	38.4	40.9	36.8	38.5







SMARTPHONE USAGE

IMS MOBILE IN LATAM STUDY
2ND EDITION

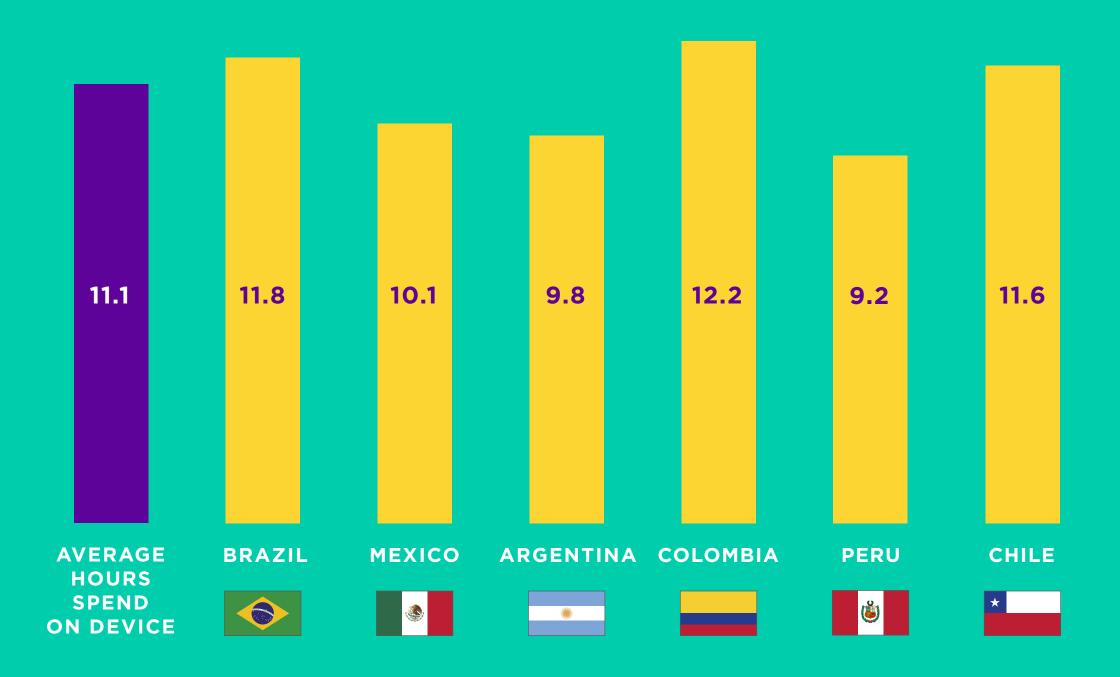




490

MINUTES PER DAY CONNECTED WITH **SMARTPHONES...**

Brazil, Colombia and Chile are the leaders for smartphone usage, with users averaging over ten hours a week online with their smartphone. Across LatAm, this time spent online only on smartphones is already higher than the time spent on TV.



AVERAGE HOURS SPEND ON DEVICE



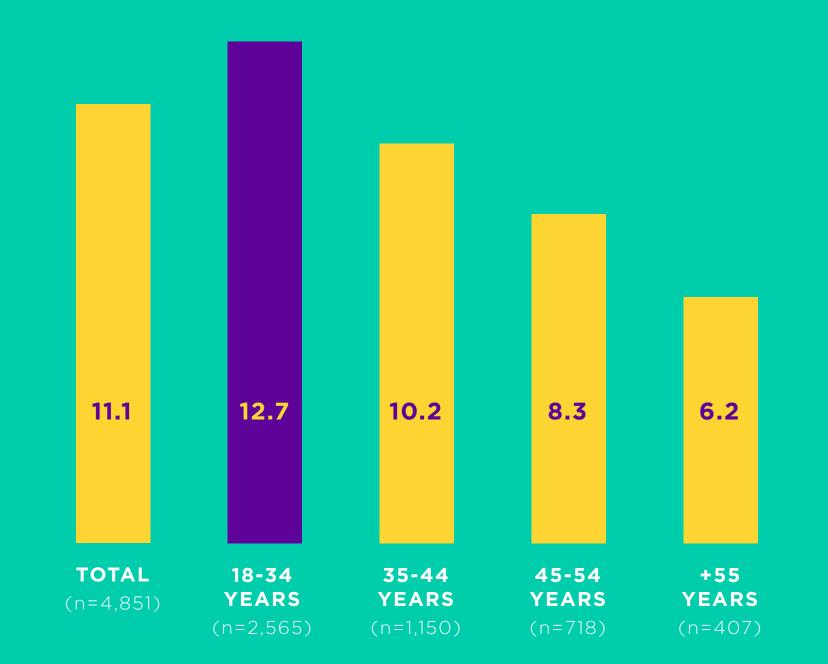




... BUT MILLENNIALS ARE ALREADY AT

110 **MINUTES A DAY**

Smartphone usage is highest amongst Millennials, who spend more time online on their phones than any other age group.



AVERAGE HOURS SPEND ON DEVICE



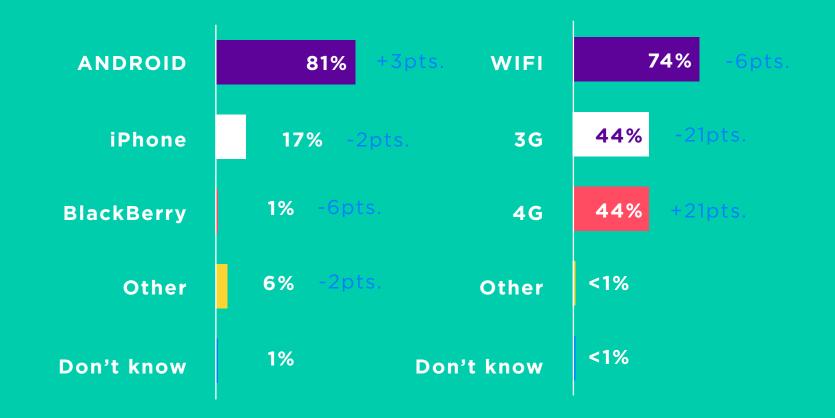


ANDROID

IS THE LEADING
SMARTPHONE OS
IN THE REGION



iOS has only a minor footprint with 17% penetration.





VARIATION VS IMS MOBILE IN LATAM 2015

THOUGH

IS THE MOST COMMON TYPE OF INTERNET ACCESS,

4G
CONNECTIONS HAVE
ALREADY GOT AS
MASSIVE AS

WITH ALMOST HALF SMARTPHONE USER PENETRATION.

Higher connection speeds increase the potential of both apps and advertising formats.



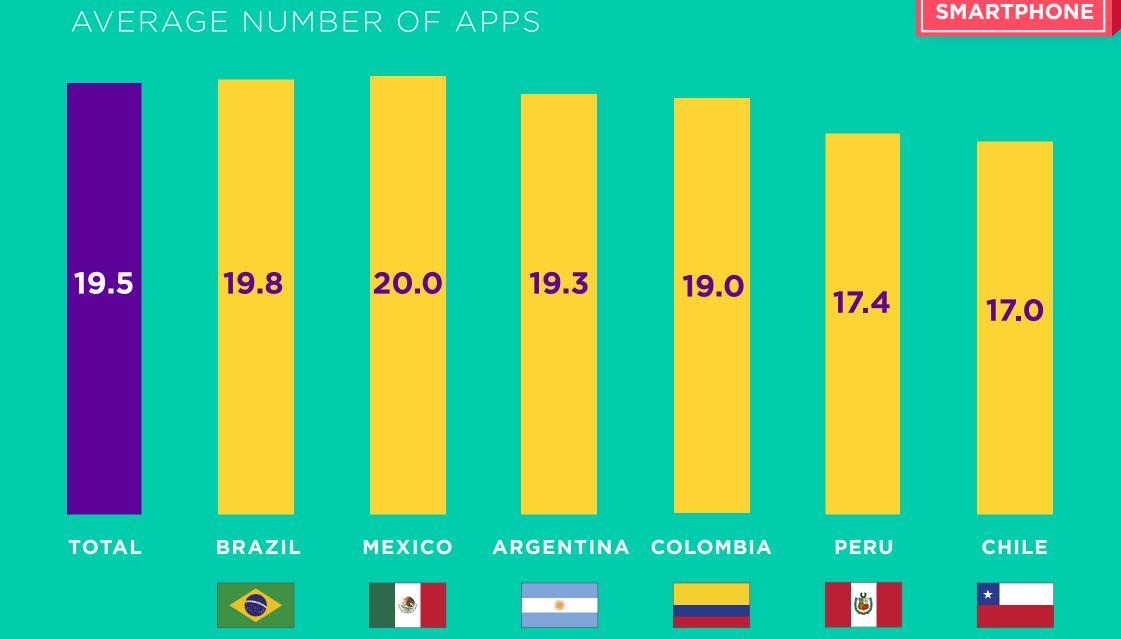


ALMOST

20

APPS INSTALLED ON SMARTPHONES

Apps are becoming more relevant among smartphone users, who have downloaded on average about 8% more apps than last year.





NUMBER OF APPS ON SMARTPHONE 1ST EDITION

18

AVERAGE

VS.

19.5

2ND EDITION

AVERAGE





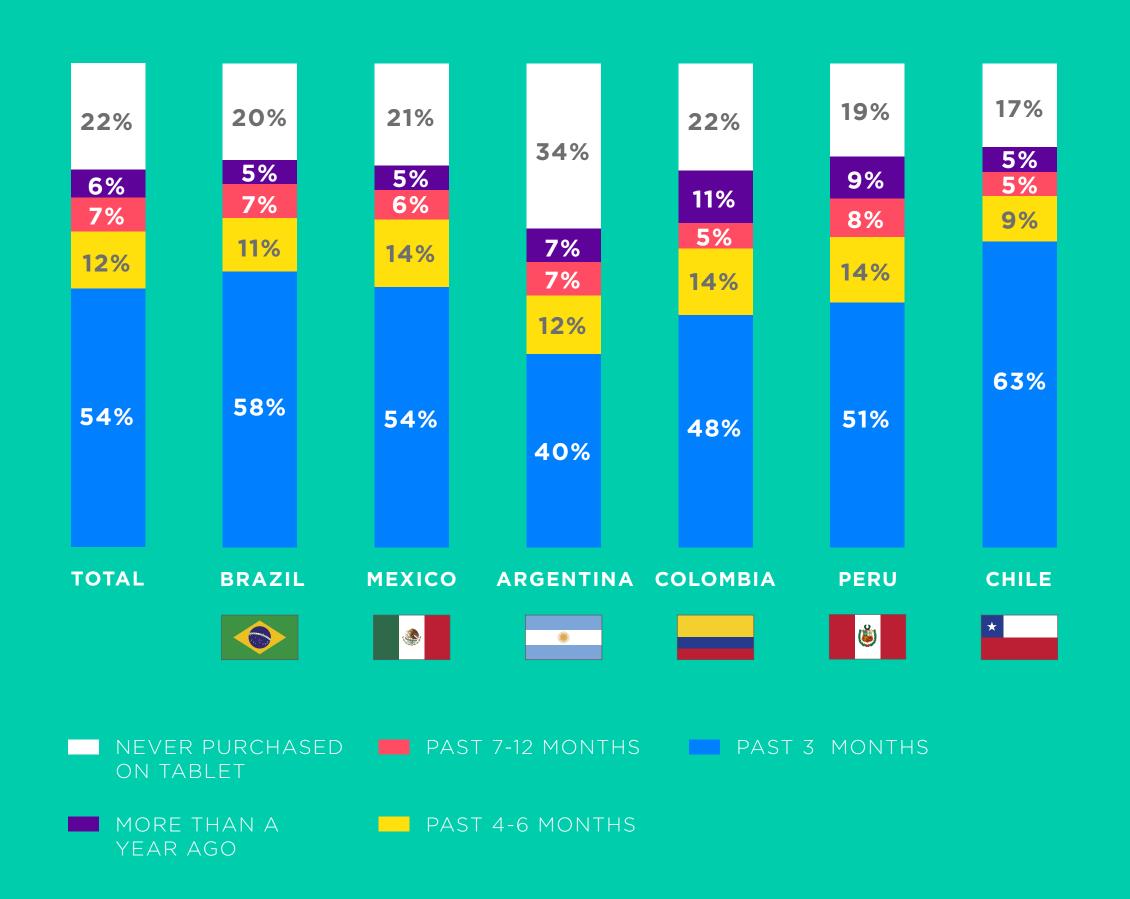
THE MAJORITY OF SMARTPHONE OWNERS HAVE MADE A

PURCHASE ON THEIR SMARTPHONE

IN THE PAST 6 MONTHS



Mobile commerce is already here.
Only 1 in 5 users has never purchased anything on a smartphone.





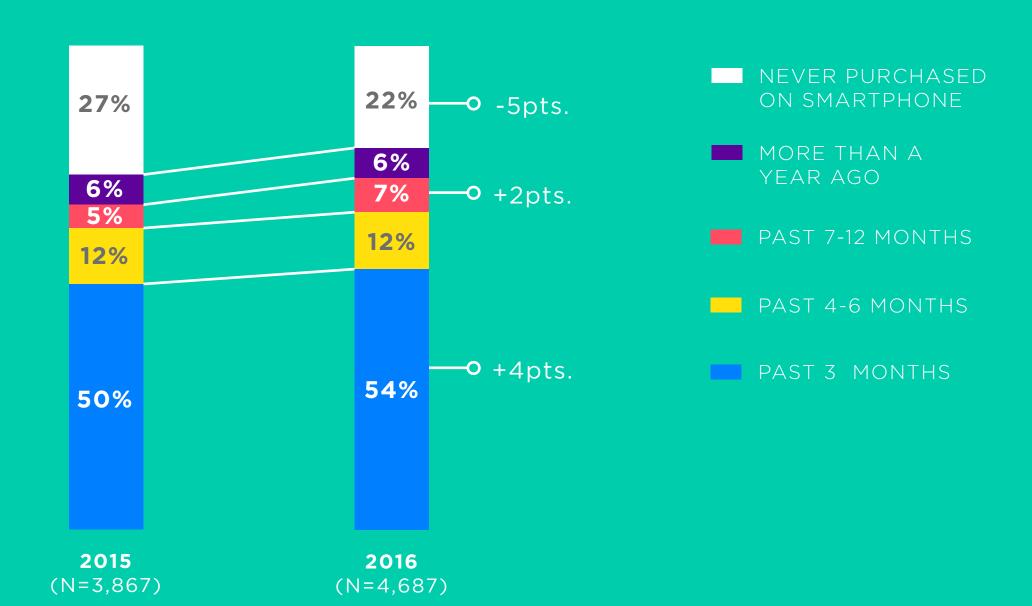


AND THERE IS A

POSITIVE TREND

WHEN COMPARING WITH LAST YEAR'S RESULTS

mCommerce appears to be on the rise in Latin America, with more respondents claiming to make online purchases, and doing so more often than last year.







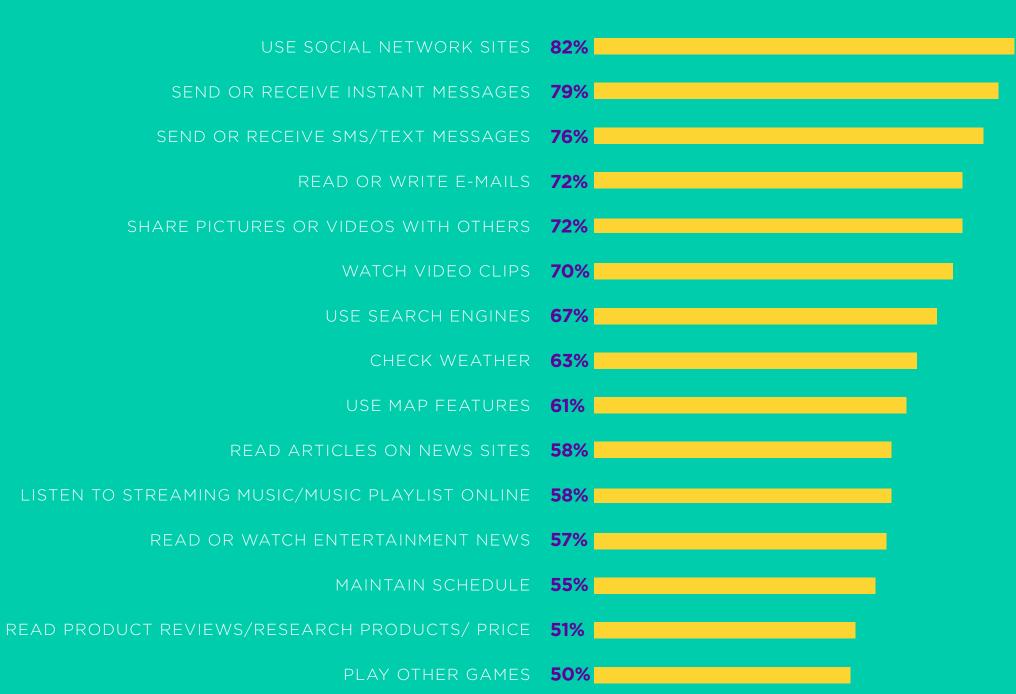


SOCIAL, MESSAGING AND PICTURES/ VIDEOS VIEWING AND SHARING

ARE THE MAIN ACTIVITIES ON SMARTPHONES



ACTIVITIES (N:4.687)







IMS MOBILE
IN LATAM STUDY
2016

ACTIVITIES (N:4.687)

SMARTPHONE

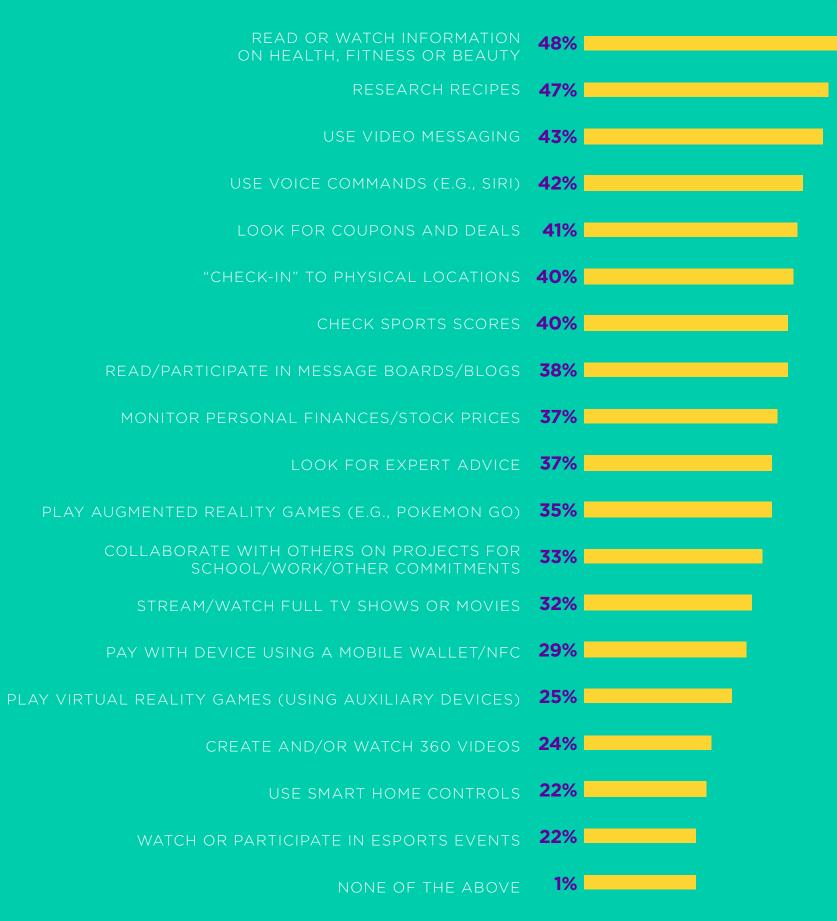


Yet smartphones are powerful tools and their multiple uses were captured in our study.

Entertainment, information, research, purchases, training, working...there is hardly an activity that cannot be carried out without the help of one of these devices.

SPECIALIZED APPS

The increase in the number of downloaded appscombined with this wide variety of activities indicates a desire to have the best app for the job rather than a one-size-fits-all solution.

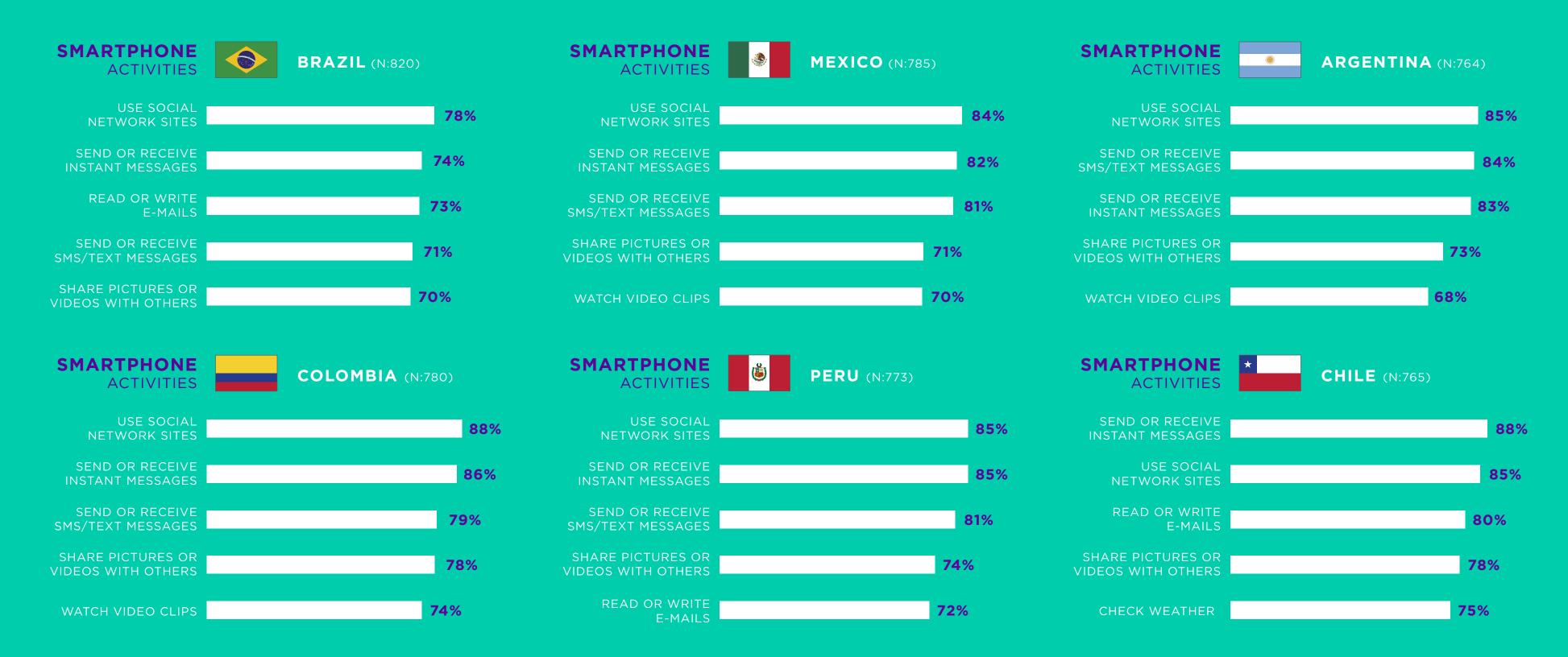






THE PATTERN IS VERY CONSISTENT ON A COUNTRY LEVEL, WITH MINOR LOCAL VARIATIONS ON THE TOP 5 ACTIVITIES











WITH LESS PENETRATION
THAN SMARTPHONES,
THE AVERAGE TIME
CONNECTED ON TABLETS
DROPS TO ALMOST

300 MINUTES PER DAY

Tablet usage is still developing in Latin America, with Peru being the leader.



AVERAGE HOURS SPEND ON DEVICE





UNLIKE SMARTPHONES, TABLET USAGE IS FAIRLY EVEN AMONGST ALL AGE GROUPS



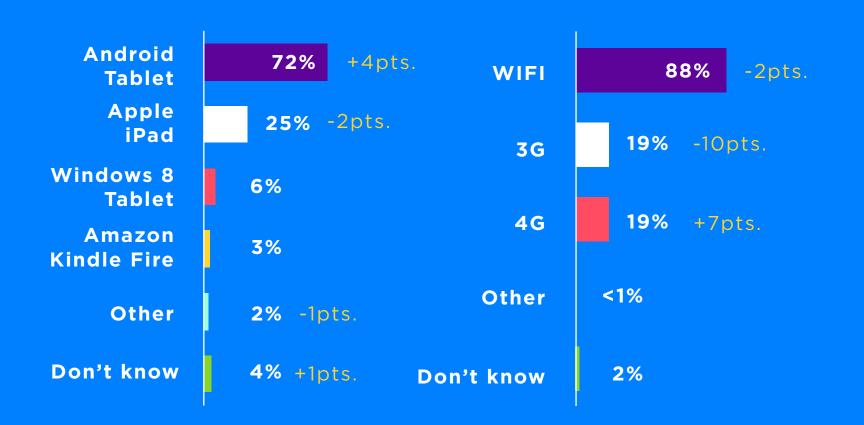
AVERAGE HOURS SPEND ON DEVICE







ANDROID ALSO RULES ON TABLETS





YET **GETS A HIGHER** SHARE THAN ON SMARTPHONES WITH 25% PENETRATION. THE MAIN TYPE OF CONNECTION FOR THESE DEVICES.

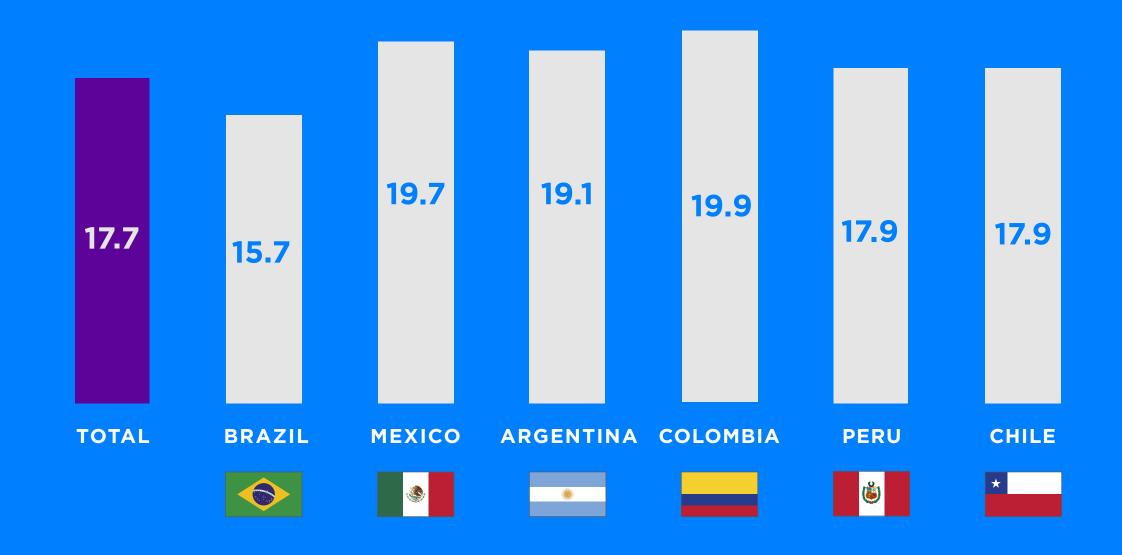
VARIATION VS IMS MOBILE IN LATAM 2015





REDUCED THE NUMBER OF DOWNLOADED APPS

On tablets, the number of apps has reduced 7% in the last year. As we will see later, users a limiting the scope of these devices specially when compared to smartphones.





NUMBER OF APPS ON TABLETS



VS.

2ND EDITION

17.7

AVERAGE

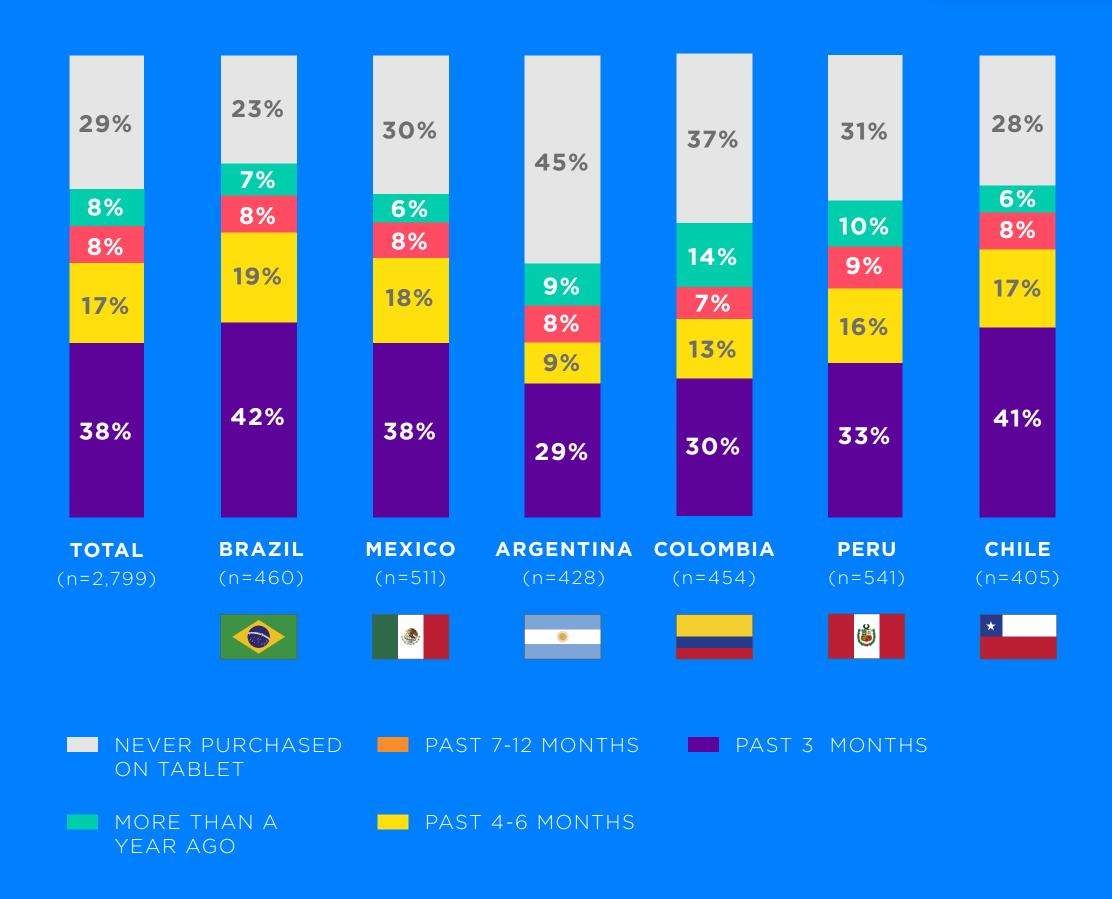




TABLET PURCHASES

ARE ALSO RELEVANT IN MOST COUNTRIES

Online purchases made on tablet varies by country, with Brazil and Chile being the leaders. But overall, at least half of tablet users have purchased using their tablets







TABLETS HAVE A STRONGER ENTERTAINMET PROFILE

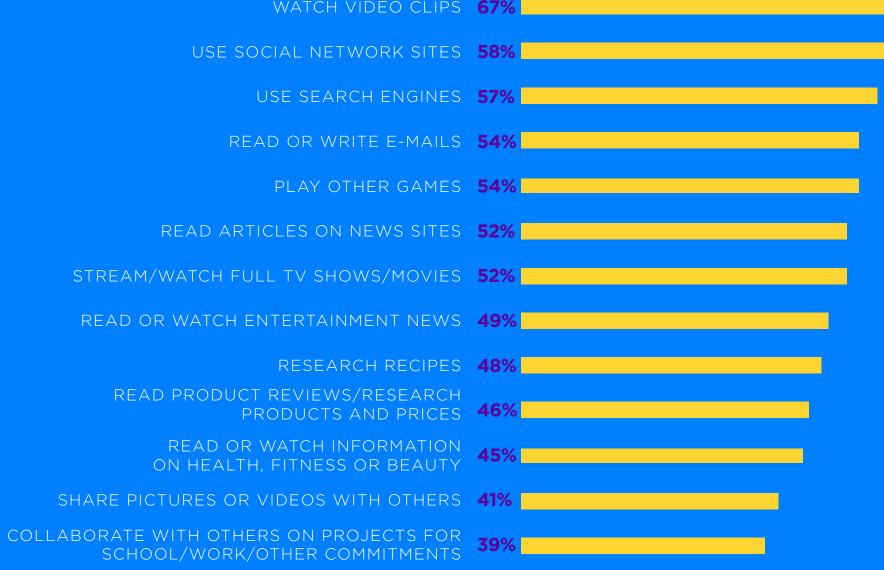
Gaming and watching audiovisual content are definitely more relevant on tablets. Social and search are also at the top of the chart, as the screen size can improve the experience on these devices.

ACTIVITIES (N:2.799) WATCH VIDEO CLIPS 67%

LISTEN TO STREAMING MUSIC OR A 39%

MUSIC PLAYLIST ONLINE

LOOK FOR COUPONS AND DEALS 38%









TABLETS HAVE A STRONGER ENTERTAINMET PROFILE

Gaming and watching audiovisual content are definitely more relevant on tablets. Social and search are also at the top of the chart, as the screen size can improve the experience on these devices.

PLAY VIRTUAL REALITY GAMES (USING AUXILIARY DEVICES) 38% LOOK FOR EXPERT ADVICE 37% READ/PARTICIPATE IN MESSAGE BOARDS/BLOGS 36% USE MAP FEATURES 34% CREATE AND/OR WATCH 360 VIDEOS 33% MONITOR PERSONAL FINANCES/CHECK STOCK PRICES 33% CHECK SPORTS SCORES 33% CHECK WEATHER 33% SEND OR RECEIVE INSTANT MESSAGES 31% USE VIDEO MESSAGING 31% WATCH OR PARTICIPATE IN ESPORTS EVENTS 30% MAINTAIN SCHEDULE 29% USE VOICE COMMANDS (E.G., SIRI) 26% PLAY AUGMENTED REALITY GAMES (E.G., POKEMON GO) 23% USE SMART HOME CONTROLS 21% PAY WITH DEVICE USING A MOBILE WALLET/NFC 19% "CHECK-IN" TO PHYSICAL LOCATIONS 18% SEND OR RECEIVE SMS/TEXT MESSAGES 17% NONE OF THE ABOVE 4%

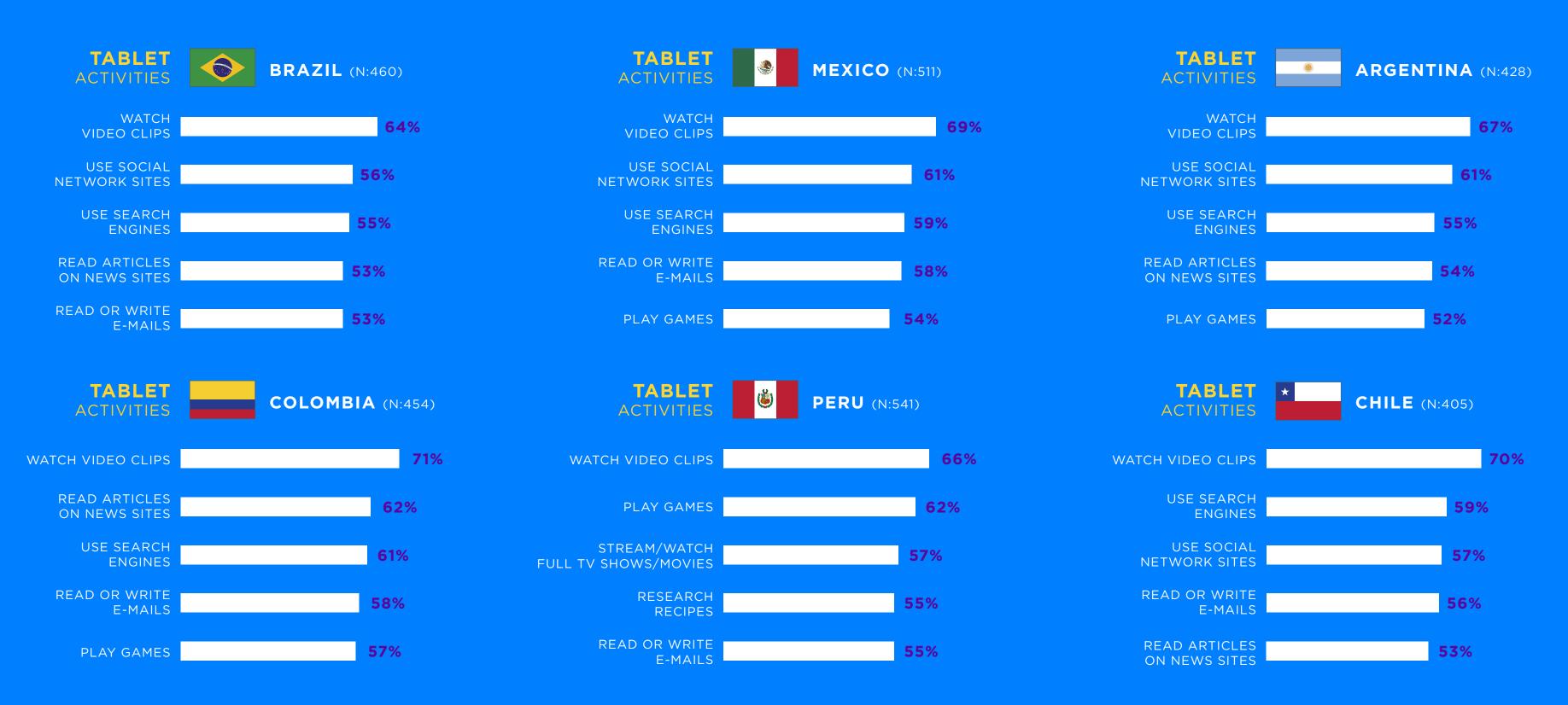
ACTIVITIES (N:2.799)







THERE IS ONCE AGAIN MANY SIMILARITIES ACROSS COUNTRIES















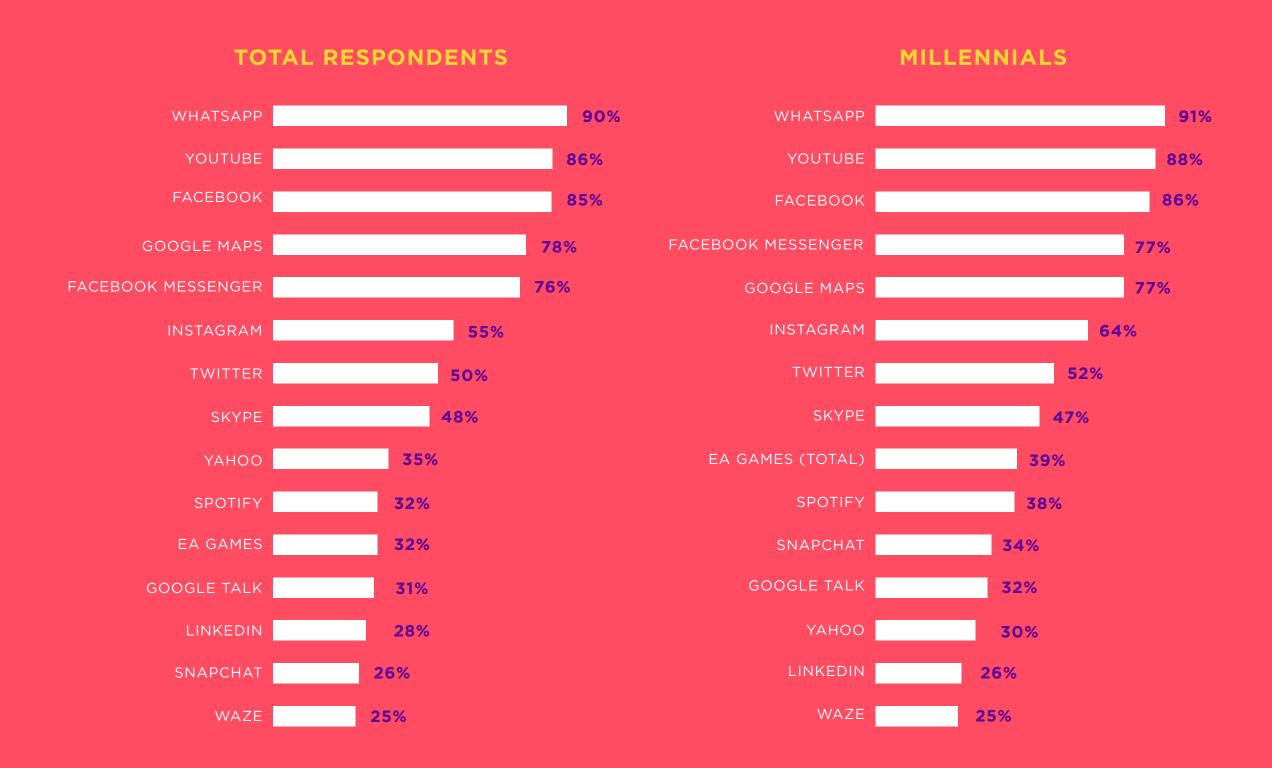






TOP 15 APPS - REACH

WHATSAPP HAS BECOME THE LEADING APP IN LATAM FOLLOWED BY YOUTUBE AND FACEBOOK.
APPS LIKE SPOTIFY, SNAPCHAT (RANKED 11TH IN THIS TARGET) AND GAMES HAVE A STRONGER PRESENCE AMONG MILLENNIALS



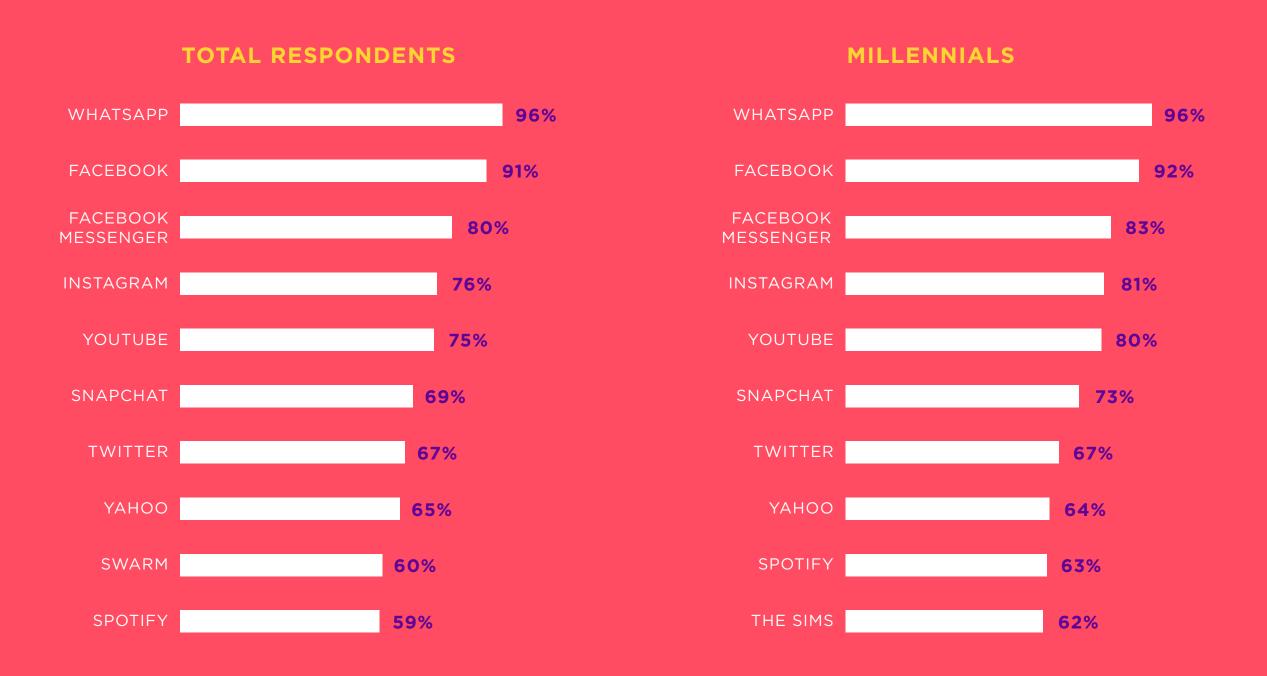






TOP 10 APPS - DAILY SMARTPHONE USAGE

SOME APPS WITH LESS REACH HAVE HIGHER DAILY USAGE, INCREASING THE ENGAGEMENT AND FREQUENCY POTENTIAL.



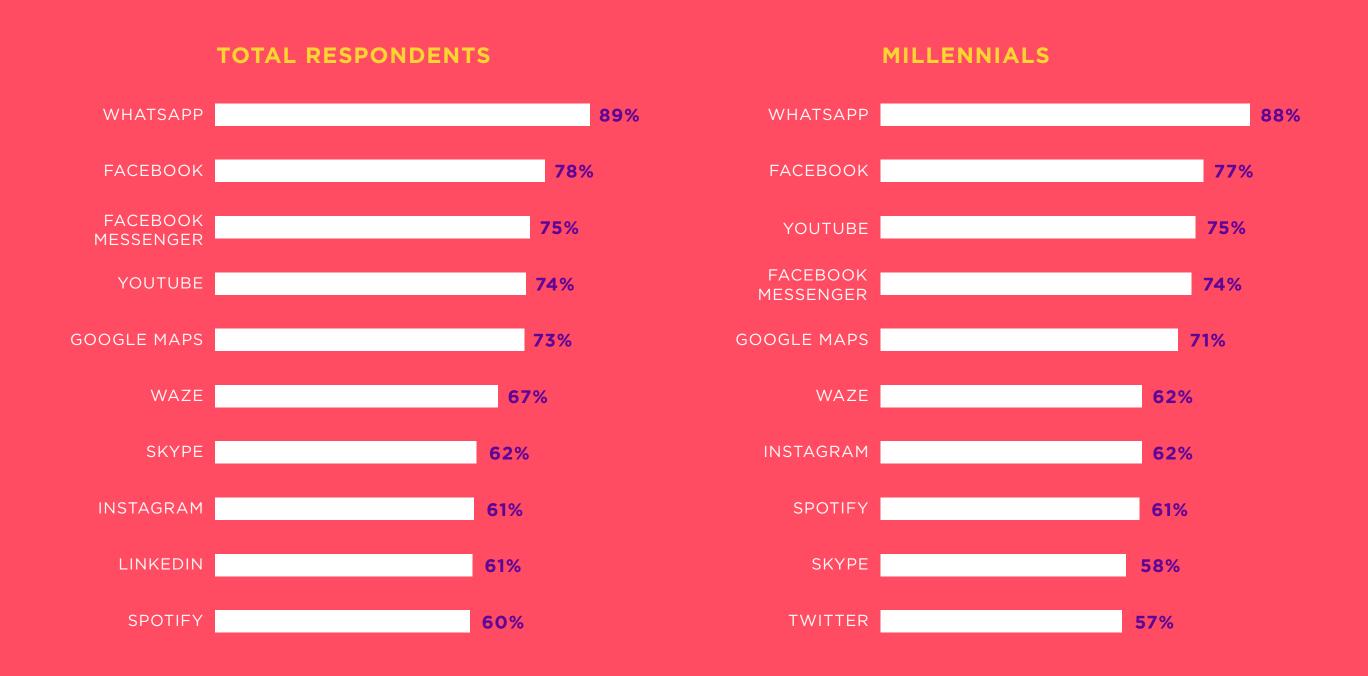






TOP 10 APPS - IMPORTANCE

WHEN ASKED ABOUT THE OVERALL IMPORTANCE OF EACH APP, WE STILL GET **WHATSAPP** AND **FACEBOOK** ON TOP, BUT THERE IS A DIFFERENT SET OF APPS FOLLOWING - SHOWING THAT THERE ARE SPECIFIC NEEDS THAT ONLY A FEW APPS CAN SATISFY.







LEISURE MOMENTS AT HOME, COMMUTING AND WHEN AT WORK OR SCHOOL ARE THE MOMENTS WITH HIGHEST APP ENGAGEMENT

APPS

SITUATIONS WITH HIGHEST APP USAGE









DURING **BREAKFAST**



WHEN COMMUTING



AT WORK/ SCHOOL



DURING LUNCH



WHEN **SHOPPING**



WHEN WATCHING TV LEISURE



OTHER **MOMENTS** AT HOME



IN A BAR/ **RESTAURANT**



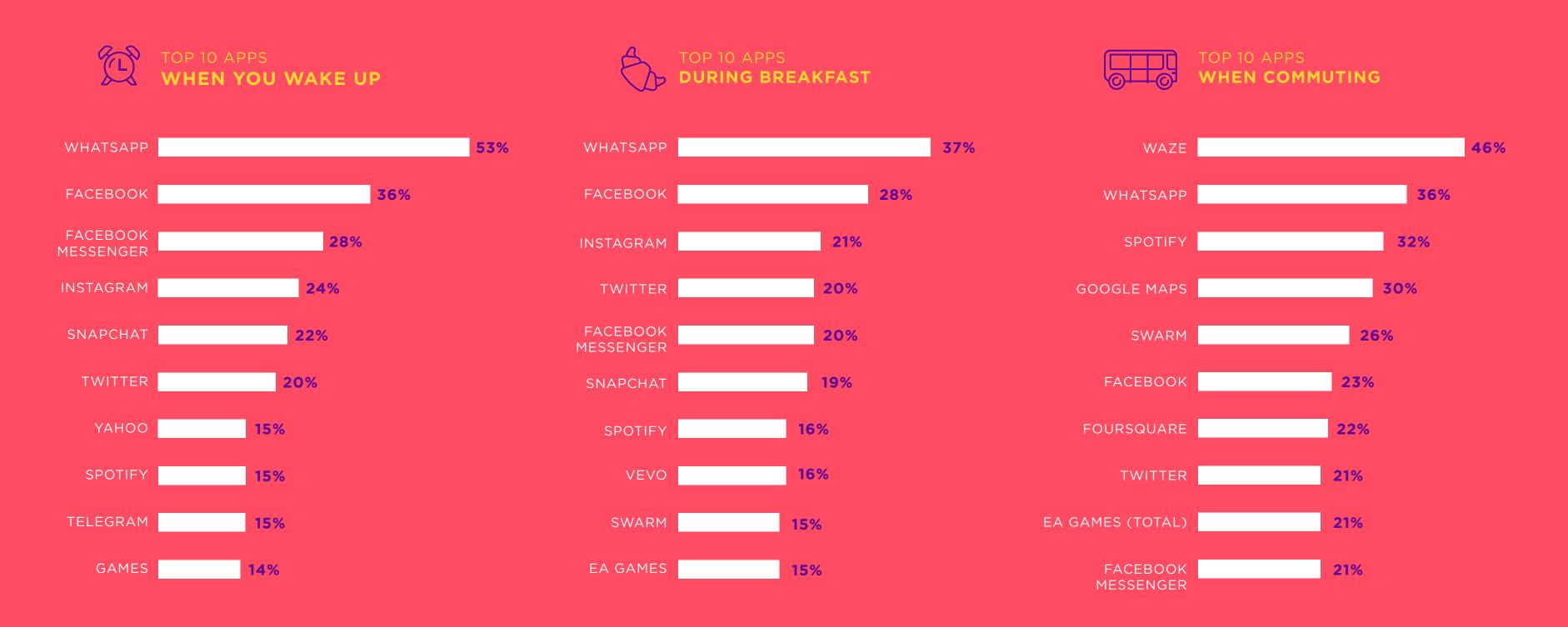
IN BED, **BEFORE** GOING TO BED







THERE ARE SITUATIONS WHERE SPECIFIC APPS BECOME PARTICULARLY RELEVANT

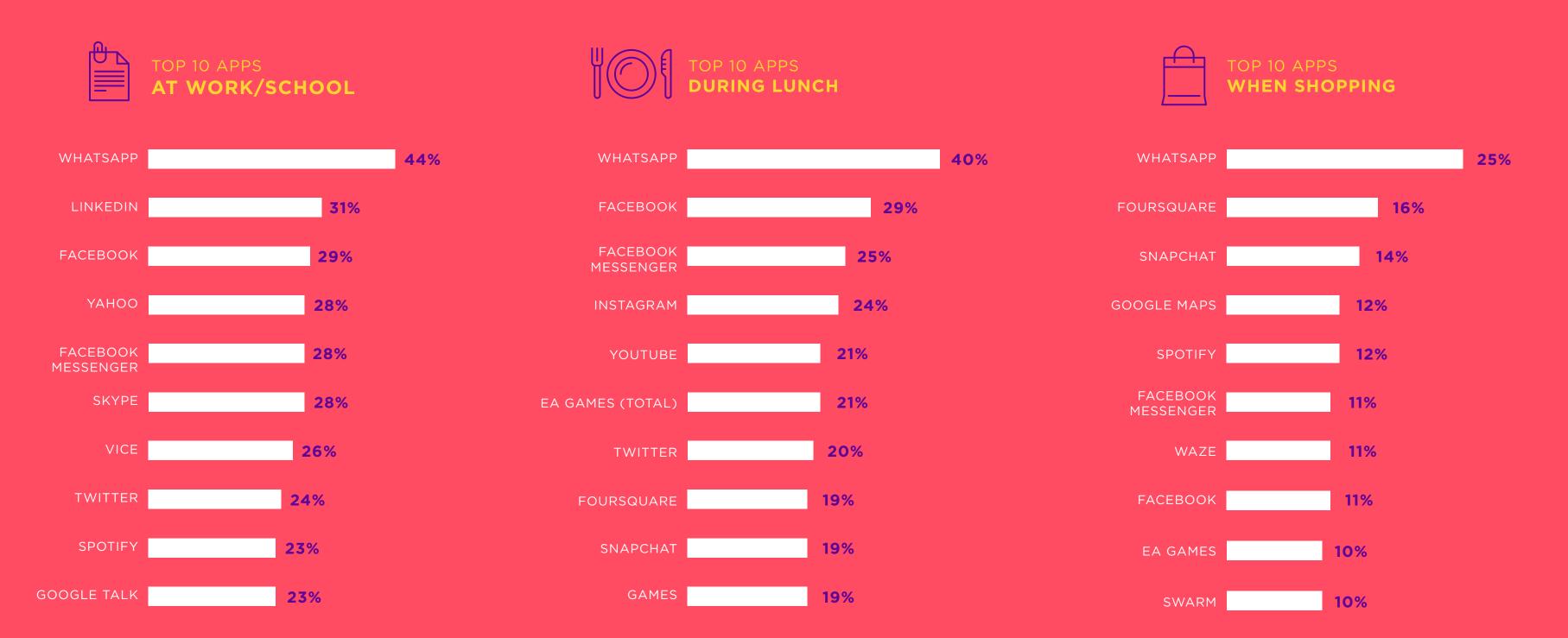








THERE ARE SITUATIONS WHERE SPECIFIC APPS BECOME PARTICULARLY RELEVANT

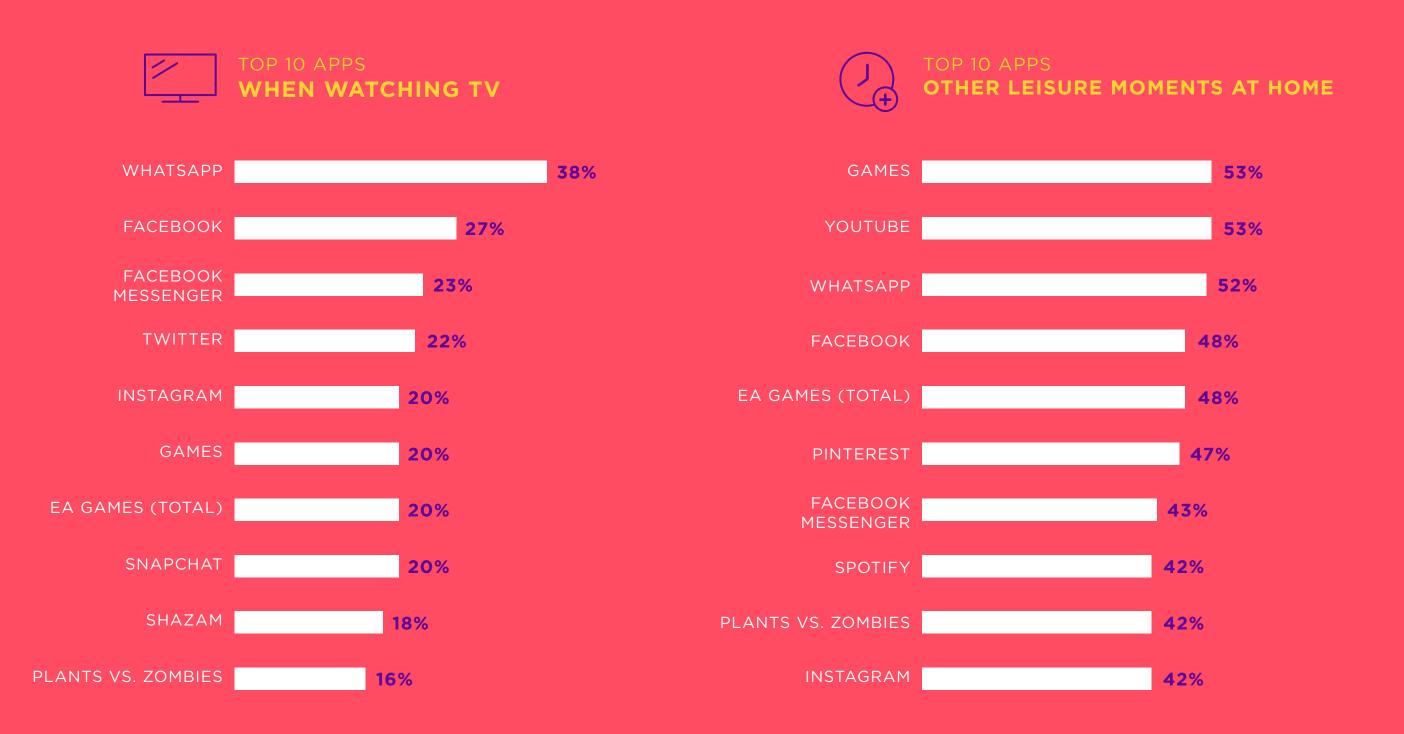








THERE ARE SITUATIONS WHERE SPECIFIC APPS BECOME PARTICULARLY RELEVANT

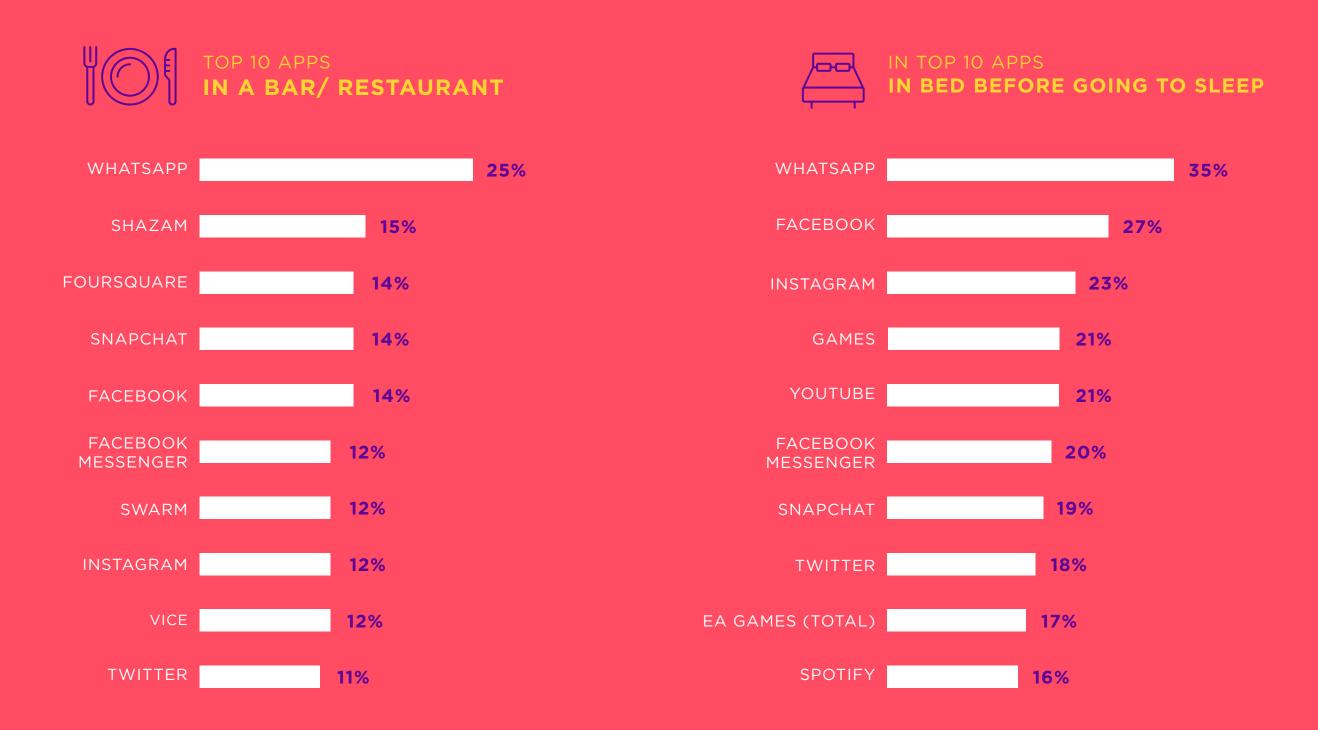








THERE ARE SITUATIONS WHERE SPECIFIC APPS BECOME PARTICULARLY RELEVANT



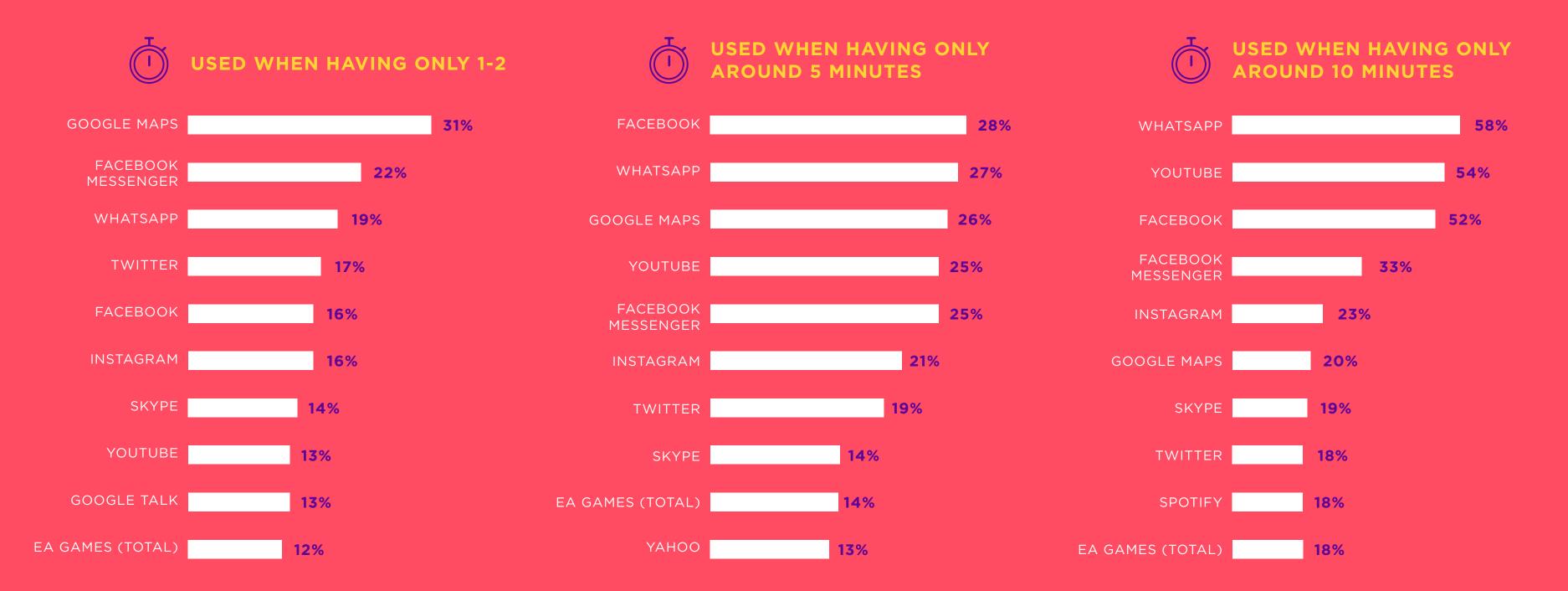






THE MORE TIME USERS HAVE, THE WIDER THE SCOPE OF APPS USED

CHATTING AND VIDEO PLATFORMS ARE SOMEWHAT LESS RELEVANT IF THERE ARE ONLY A COUPLE OF MINUTES AVAILABLE. WHILE SOCIAL PLATFORMS AND GAMES ARE RELEVANT NO MATTER THE TIME.









IMS REACH

IMS MOBILE IN LATAM STUDY
2ND EDITION

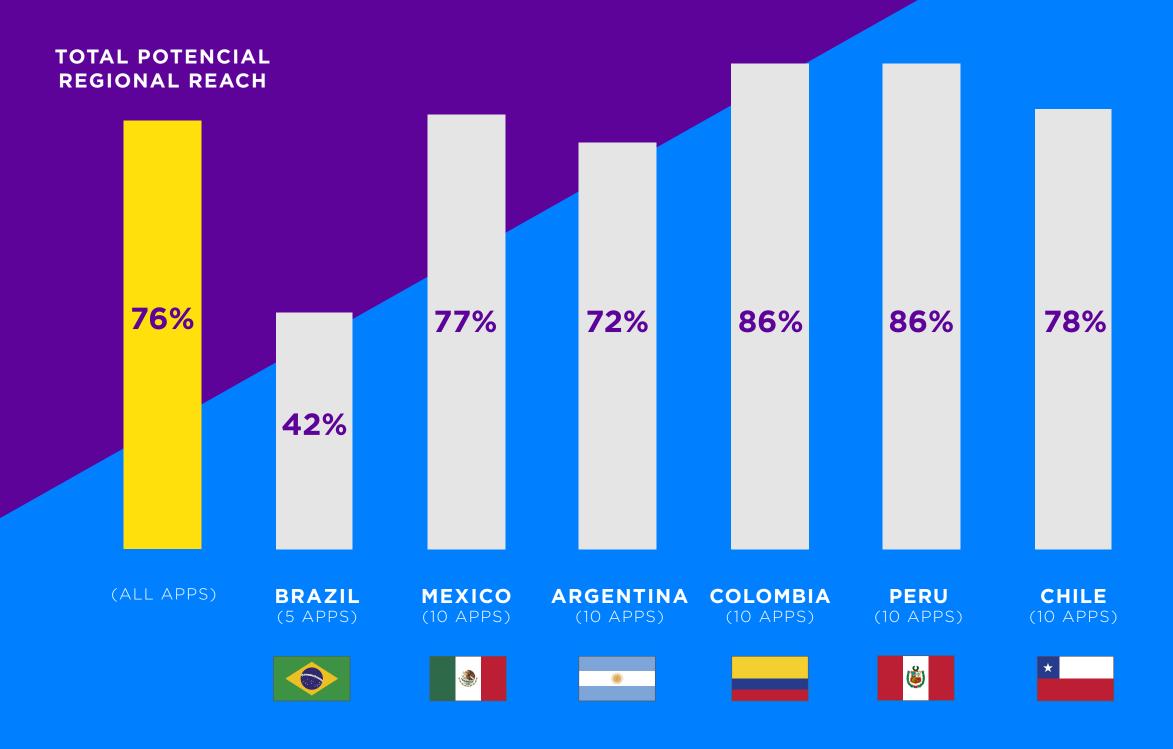




IMS HAS A
POTENTIAL REGIONAL
REACH OF

76%

COMBINING THE STRENGTH OF ITS 11 PARTNERS







WITH ITS 76% REACH, IMS IS THE

3RD LARGEST ADVERTISING PLAYER -

BASED ON AUDIENCE SIZE

NET REACH

IM

76%

SPOTIFY, WAZE, LINKEDIN, TWITTER, YAHOO, EA, TWITCH, SNAPCHAT, FOURSQUARE, SWARM AND VEVO

GOOGLE

92%

YOUTUBE, GOOGLE MAPS AND GOOGLE TALK

FACEBOOK

96%

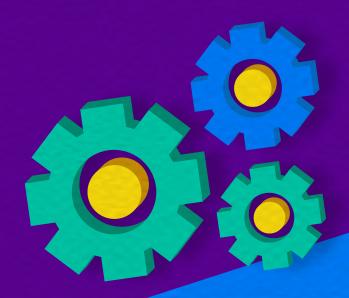
FACEBOOK, FACEBOOK MESSENGER, WHATSAPP AND INSTAGRAM











HIGHLIGHTS

IMS MOBILE IN LATAM STUDY
2ND EDITION







WITH

56.1%

REGIONAL PENETRATION

Internet is already a relevant reach builder - and having a 90% share of this audience, smartphones area powerful tool to engagewith consumers

AMONG

MILLENNIALS

TIME SPENT ONLINE

is slightly **higher**, and **mobile** connections are already morerelevant than computers.

INTERNET USERS
ARE SPENDING

which is more than twice the time they spend on traditional media, and almost 5 times the time spent on TV.

437

HOURS PER WEEK
CONNECTED

with their smartphones, with Millennials already at 110 daily

t **110** daily minutes.

LATIN AMERICANS
SPEND

490

MINUTES PER DAY
CONNECTED







THOUGH LATIN AMERICANS STILL PREFER

WIFI

connections whenever available, our study indicates that **4G connections have the same penetration than 3G** -boosting opportunities for apps and video usage.

ON AVERAGE THERE ARE

per smartphone, an 8% increase vs last year. Users still prefer to have specialized apps instead of multiple use apps.

1955
DOWNLOADED
APPS

MOBILE COMMERCE IS A REALITY.

78%

OF SMARTPHONES
USERS

and **71% of tablet users** have already made **purchases** on each of these devices.

THEIR MAIN USES ARE RELATED WITH SOCIAL

messaging and pictures and videos sharing and watching, but smartphone purposesdiversify every day -there is hardly an activity than cannot be made with the aid of asmartphone. Tablets on the contrary are being used mainly as a source of entertainment.







WHATSAPP

is currently the app with highest penetration in the region, followed by YouTube and Facebook.

RELEVANCE

Apps are used the most during leisure moments at home, but are also highly relevant when commuting and at work or school.

In each situation the relevance of different apps can vary.

FREQUENCY

of use and perceived importance varies greatly for the highest-reaching apps, suggesting a weak connection between reach and engagement for theses apps.

COMBINING
THE STRENGTH
OF ITS
11 PARTNERS
ACROSS
THE REGION

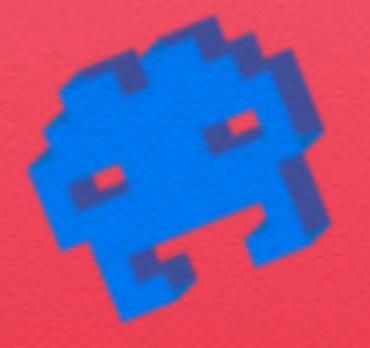
76%
OF POTENTIAL REACH

among mobile users, being the third largest advertising player behind Google and Facebook.











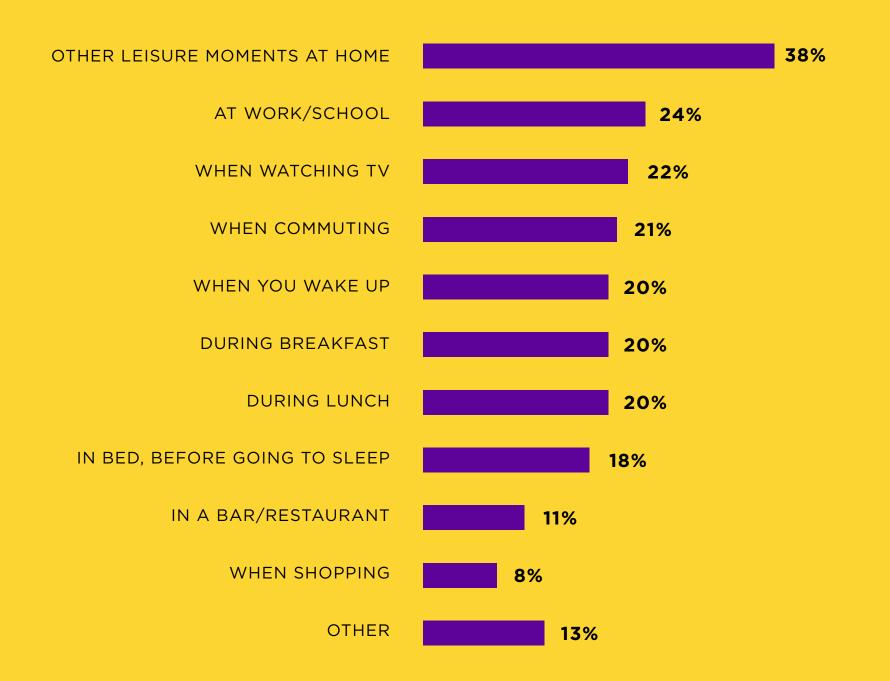




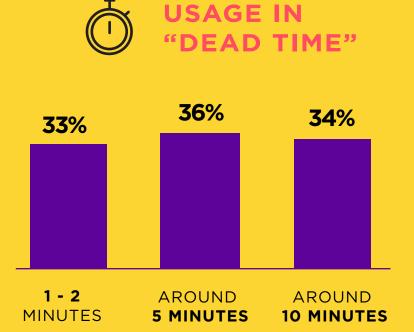


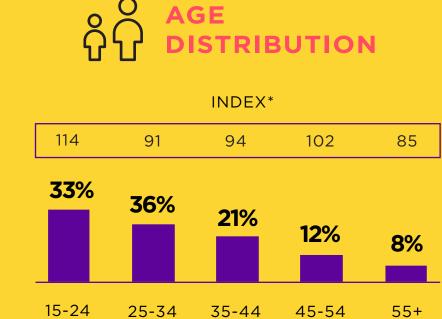






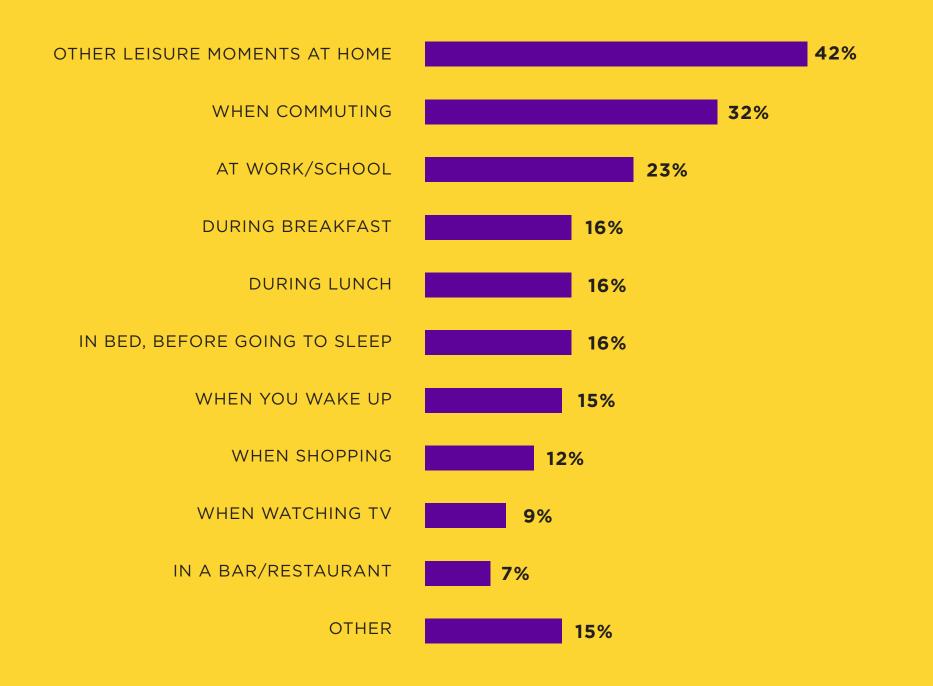
		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	GENDER (FEMALE)	GENDER (MALE)
LatAm	57%	47%	53%
• AR	46%	51%	49%
СО	64%	52%	58%
₿ PE	60%	46%	54%
* CL	56%	48%	52%



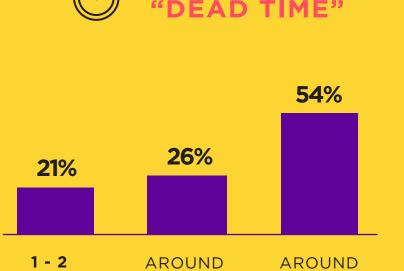








		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	GENDER (FEMALE)	GENDER (MALE)
LatAm	56%	47%	53%
MX	58%	59%	61%
* AR	54%	53%	47%
СО	52%	42%	58%
₿ PE	58%	46%	54%
* CL	54%	55%	45%

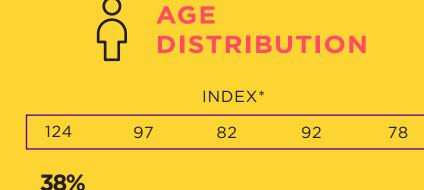


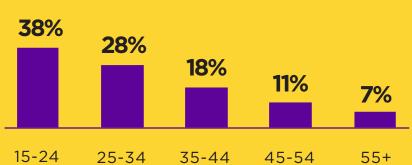
5 MINUTES

10 MINUTES

MINUTES

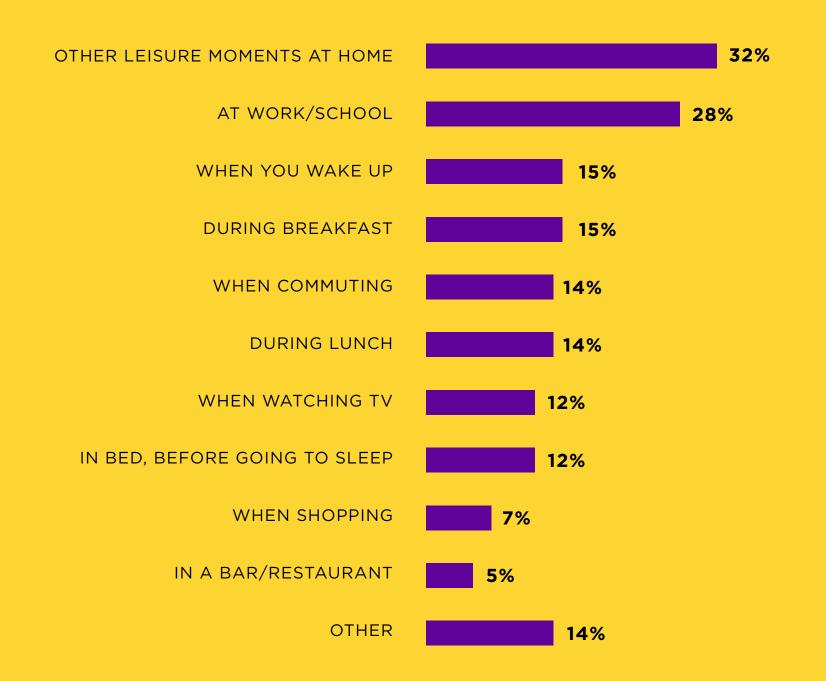
USAGE IN

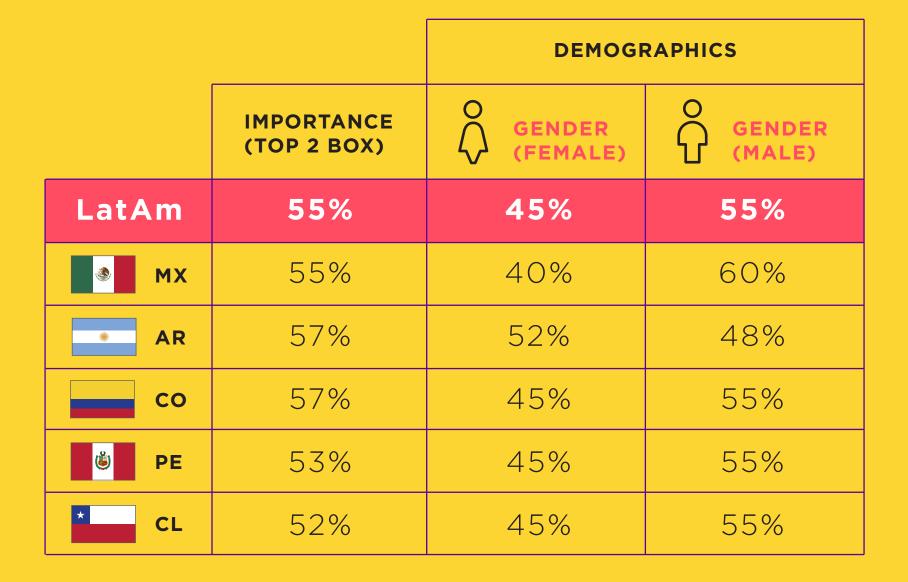




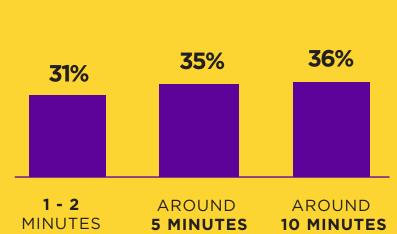
















35-44

45-54

55+

15-24

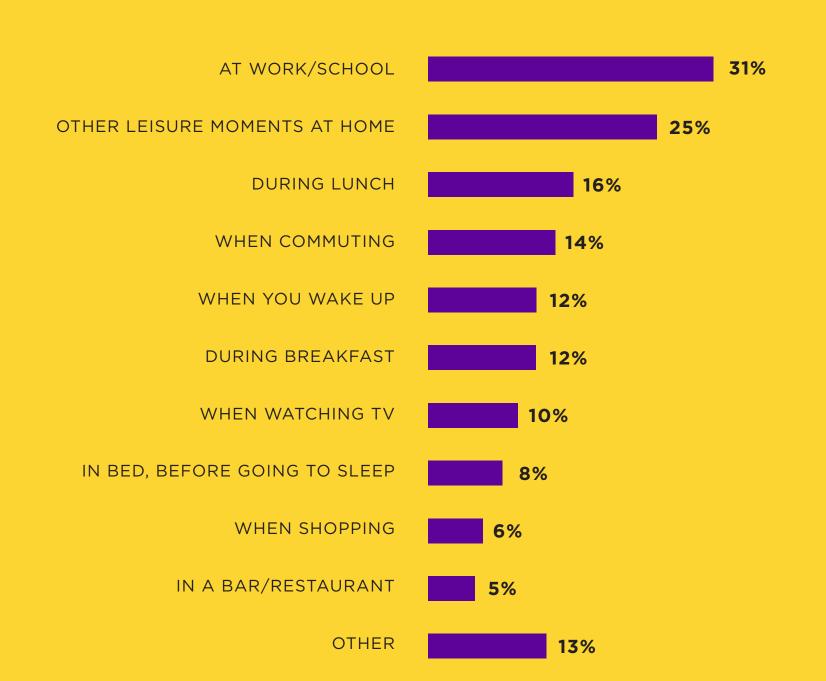
25-34

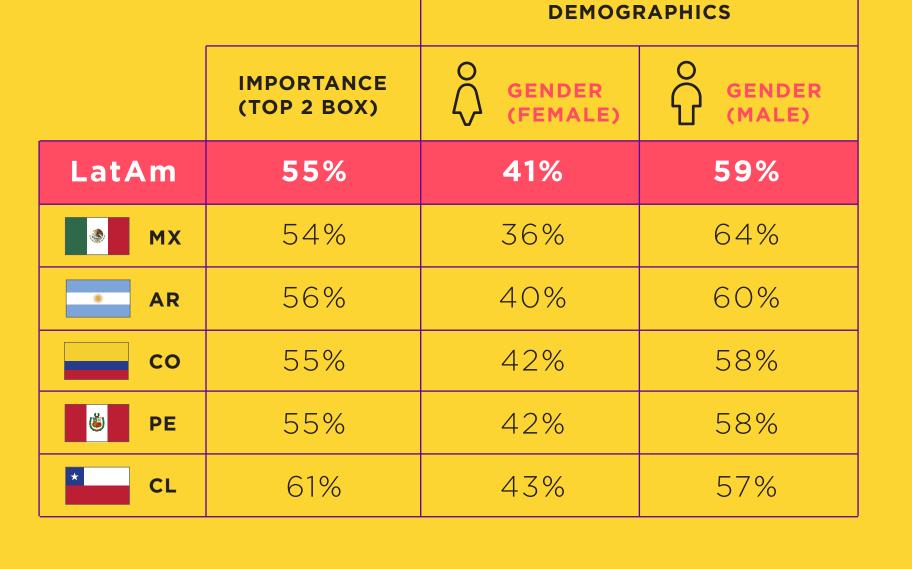
INDEX*



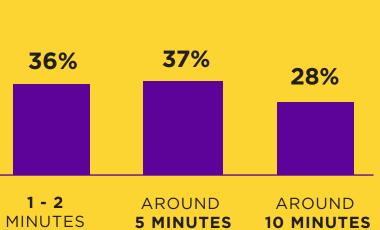














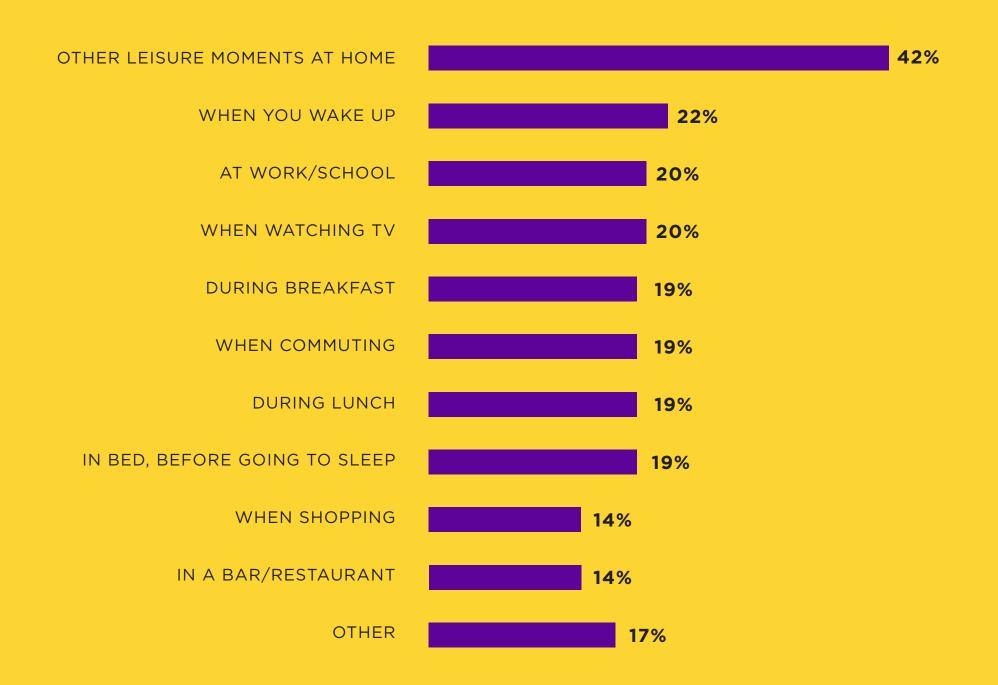
INDEX*





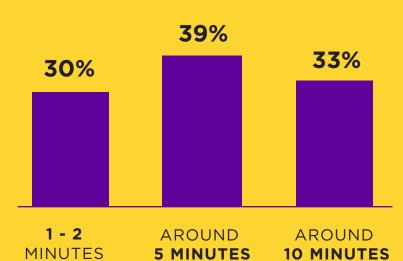






		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	O GENDER (FEMALE)	O GENDER (MALE)
LatAm	55%	51%	49%
BR	59%	58%	42%
● MX	45%	44%	56%



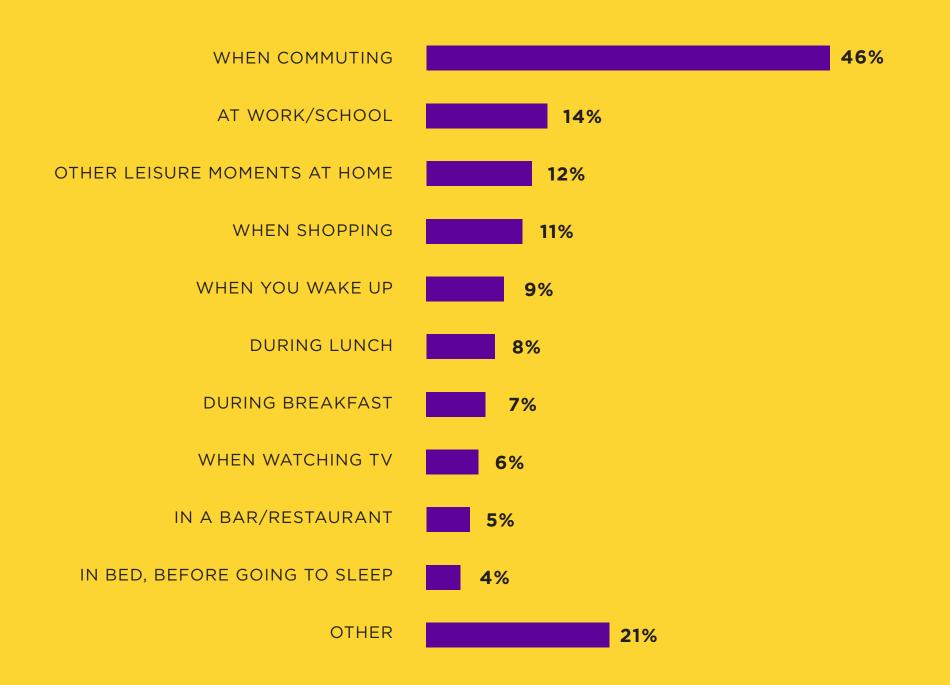






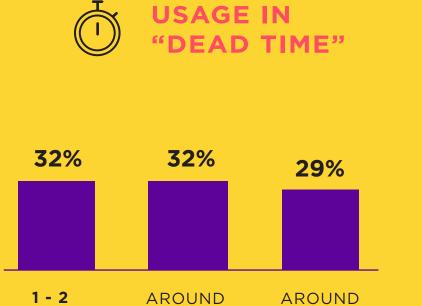






		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	GENDER (FEMALE)	GENDER (MALE)
LatAm	61%	42%	58%
MX	57%	44%	56%
• AR	56%	35%	65%
СО	66%	36%	64%
₿ PE	66%	46%	54%
* CL	65%	47%	53%

79



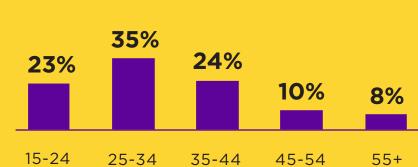
5 MINUTES

10 MINUTES

MINUTES



121



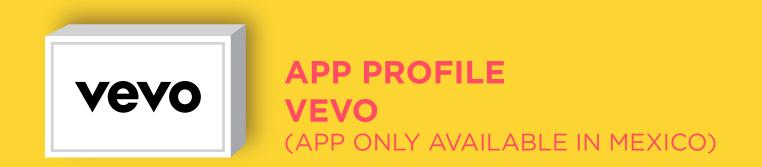
109

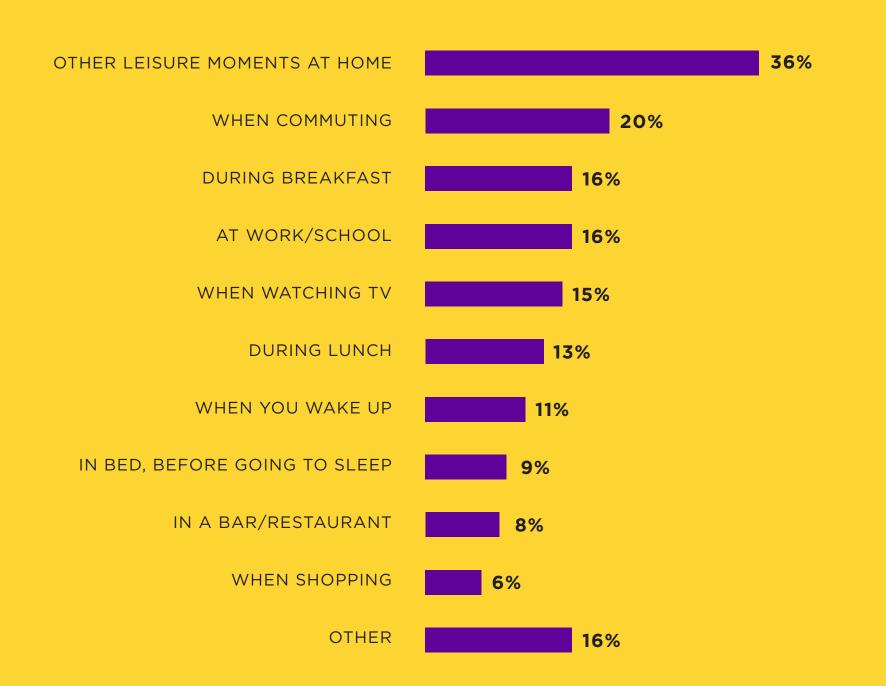
83

89

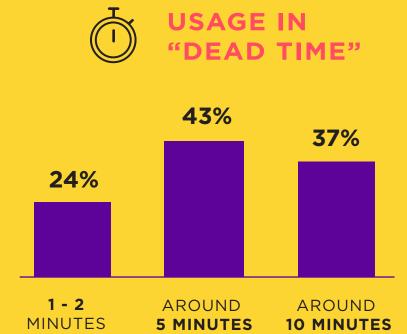


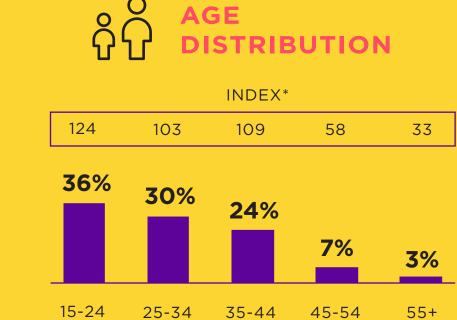






		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	GENDER (FEMALE)	GENDER (MALE)
LatAm	42%	41%	59%
MX	42%	41%	59%





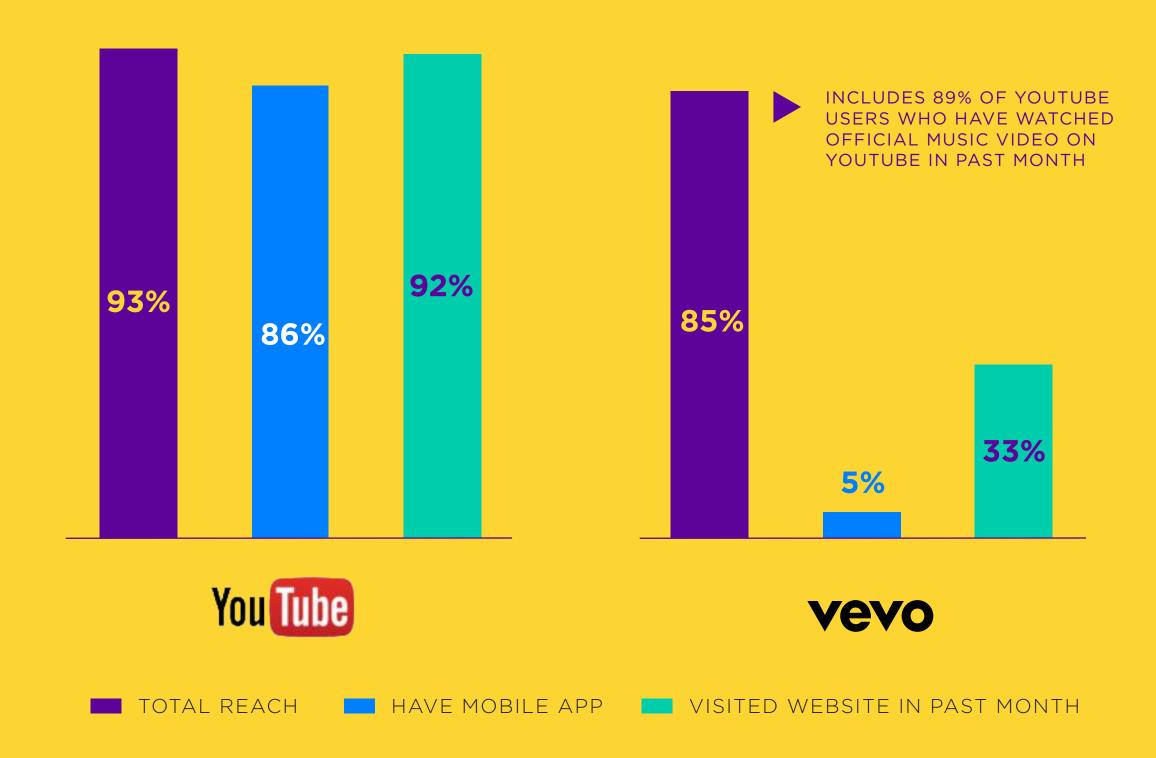




VEVO AS AN APP IS ONLY
AVAILABLE IN MEXICO, YET IT IS
AVAILABLE AS A COMBINATION OF
IT'S ARTISTS' CHANNELS.

89%

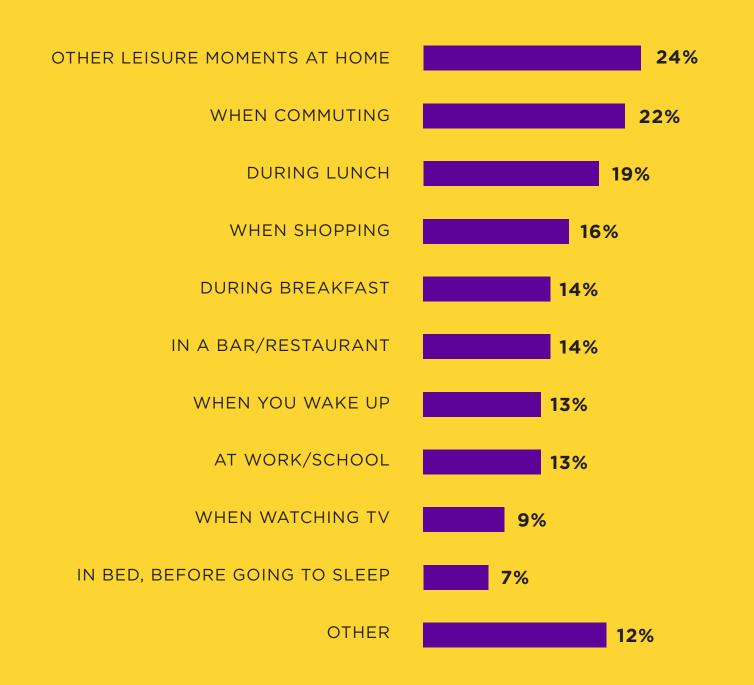
OF **YOUTUBE** USERS CLAIM TO WATCH OFFICIAL MUSIC VIDEOS ON THE PLATFORM.

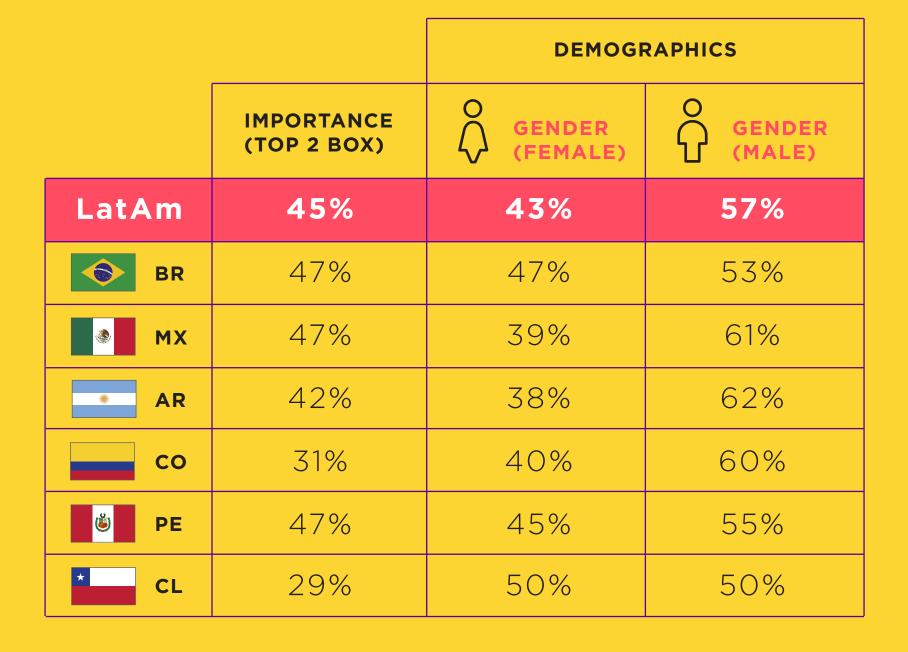




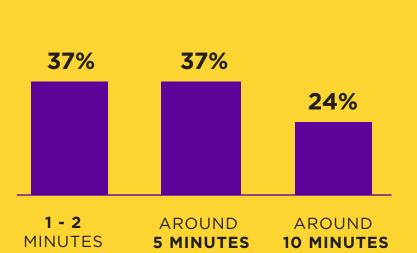




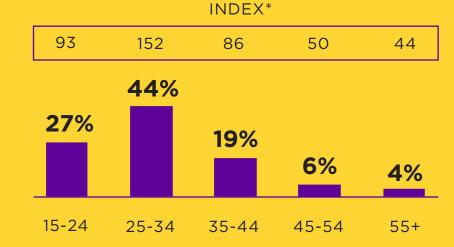








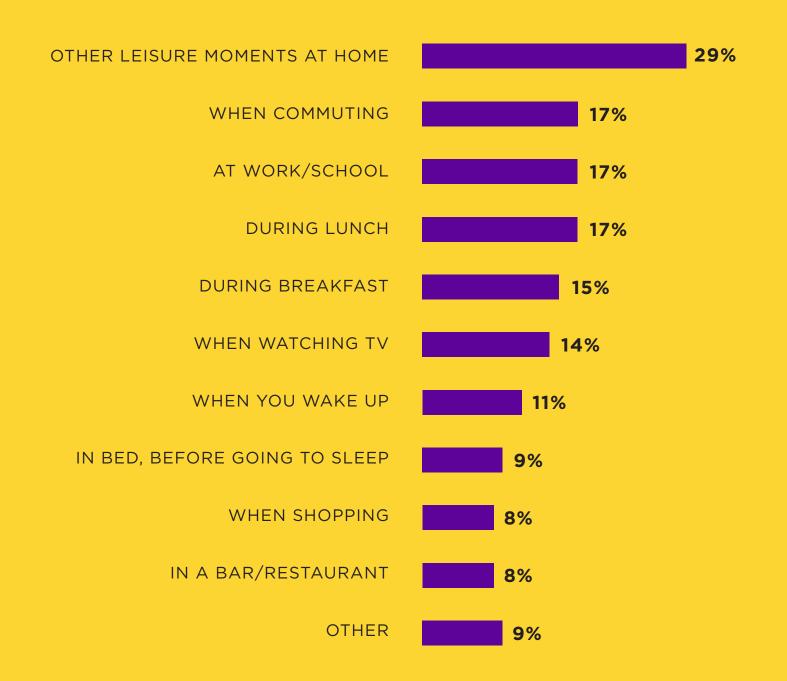


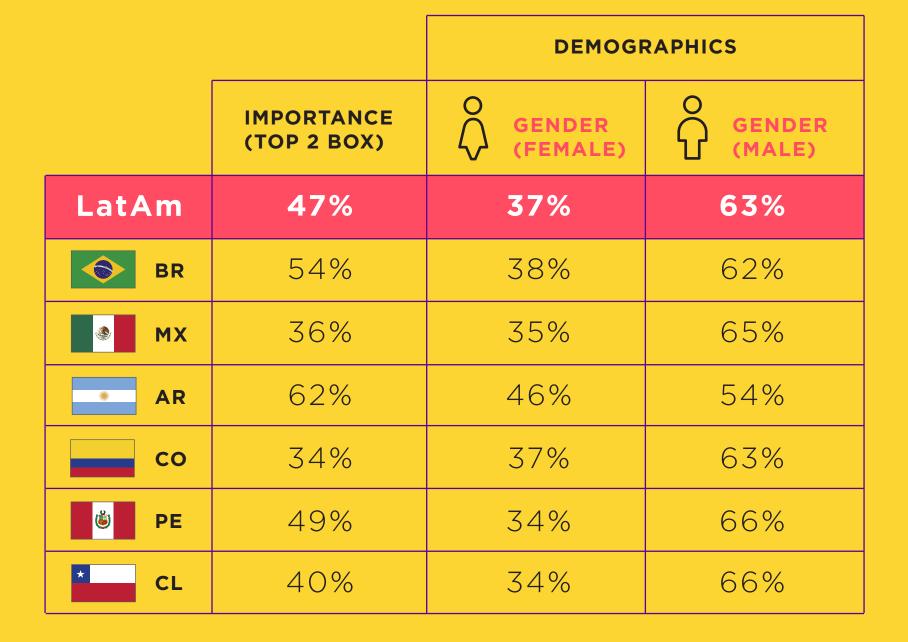
















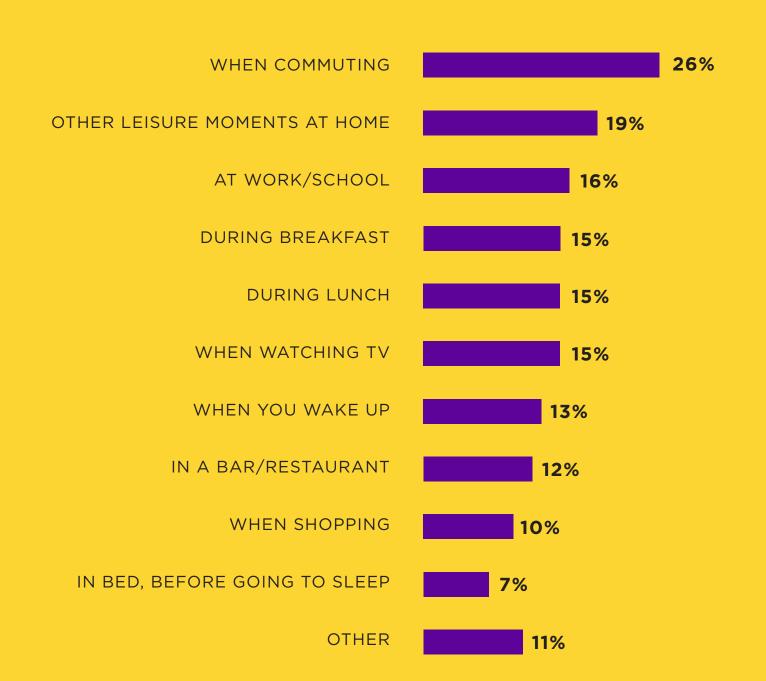
AGE **DISTRIBUTION**

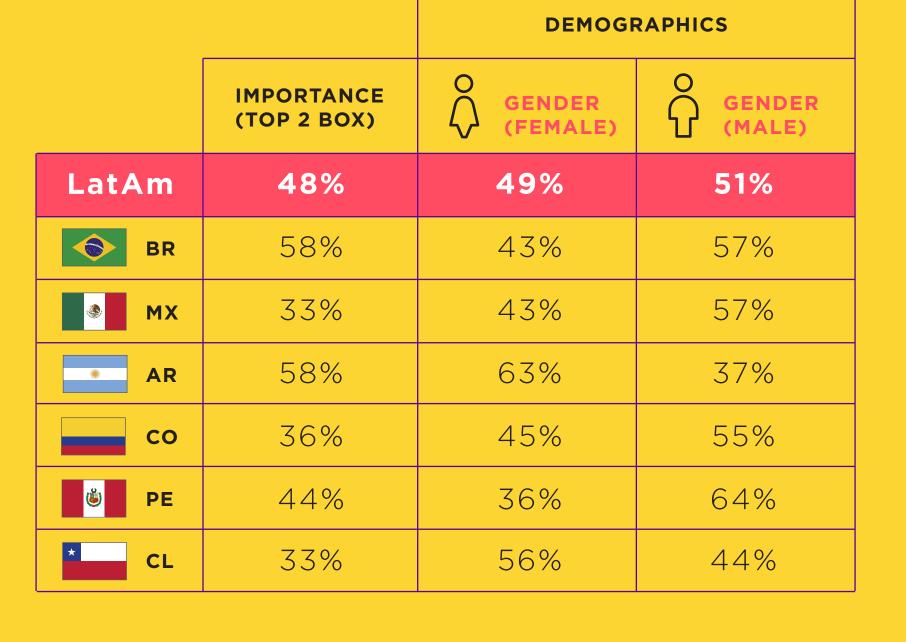




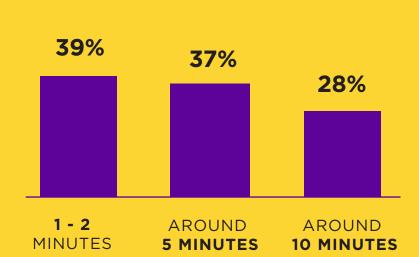












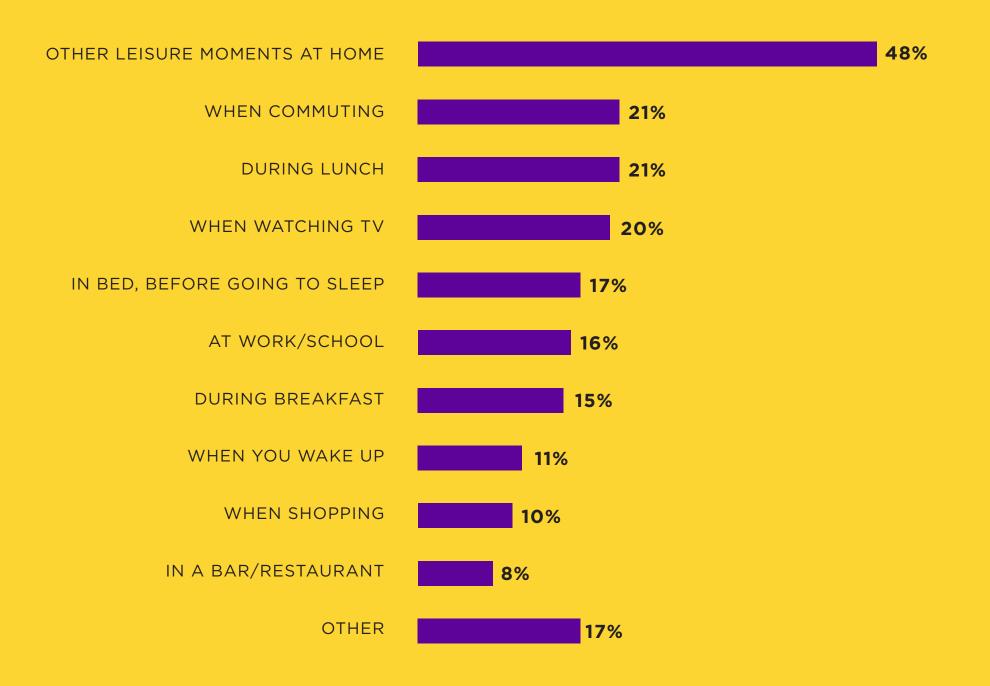






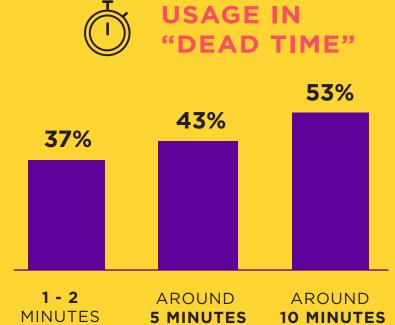


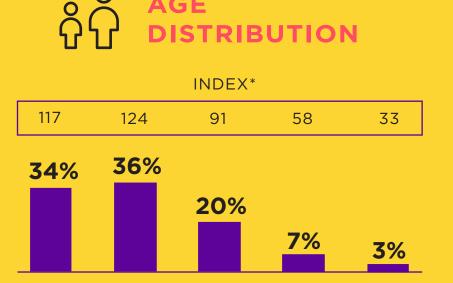




		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	GENDER (FEMALE)	GENDER (MALE)
LatAm	37%	44%	56%
BR	47%	48%	52%
MX MX	32%	42%	58%
* AR	26%	49%	51%
СО	31%	43%	57%
₿ PE	36%	40%	60%
* CL	22%	45%	55%

15-24





45-54

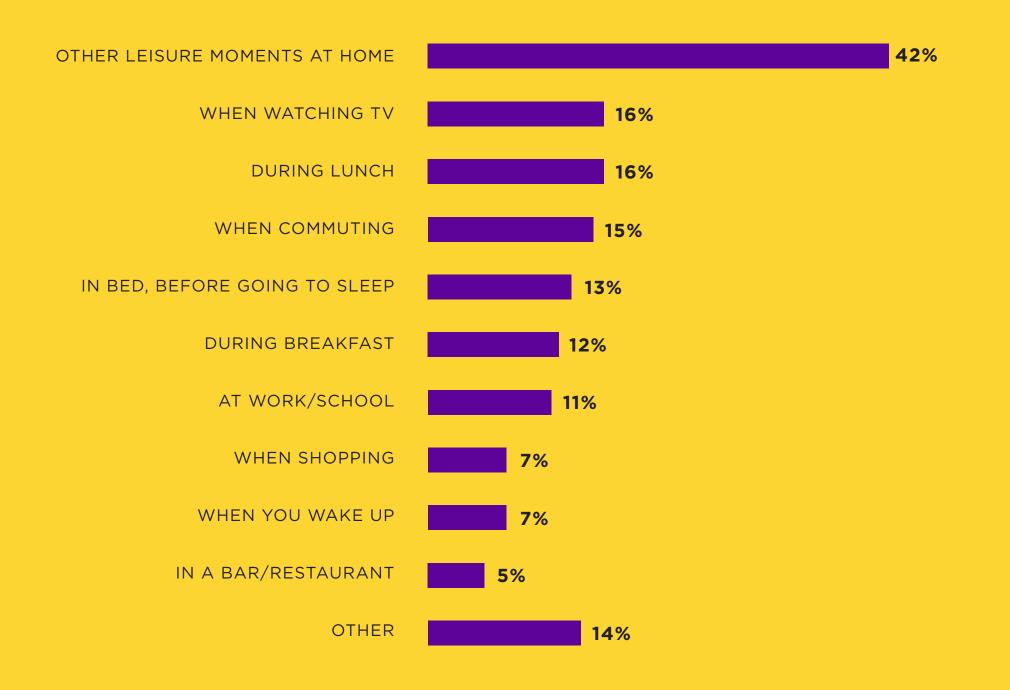
55+

25-34 35-44









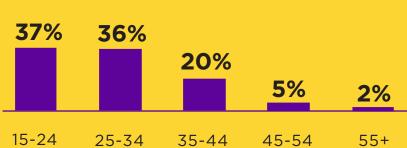
		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	GENDER (FEMALE)	GENDER (MALE)
LatAm	30%	47%	53%
BR	40%	54%	46%
MX MX	26%	44%	56%
AR	19%	42%	48%
СО	25%	45%	55%
₿ PE	27%	40%	60%
* CL	18%	47%	53%



10 MINUTES

USAGE IN

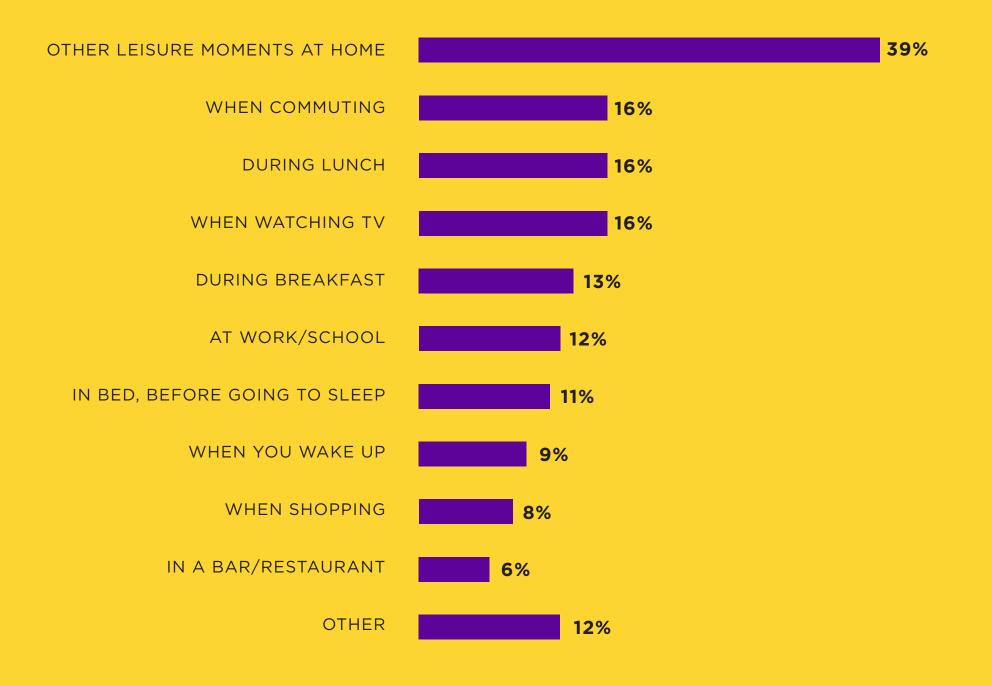












		DEMOGRAPHICS	
	IMPORTANCE (TOP 2 BOX)	GENDER (FEMALE)	GENDER (MALE)
LatAm	42%	31%	69%
BR	52%	40%	60%
MX MX	34%	24%	76%
* AR	30%	37%	63%
СО	30%	27%	73%
₿ PE	35%	30%	70%
* CL	25%	26%	74%



