DIGITAL 2020

GLOBAL DIGITAL OVERVIEW

ESSENTIAL INSIGHTS INTO HOW PEOPLE AROUND THE WORLD USE THE INTERNET, MOBILE DEVICES, SOCIAL MEDIA, AND ECOMMERCE

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DIGITAL IN 2020: NEW DECADE, NEW MILESTONES

As we start a new decade, it's increasingly clear that digital, mobile, and social media have become an indispensable part of everyday life for people all over the world.

This latest edition in our ongoing series of **Global Digital Reports** reveals that more than **4.5 billion** people across the globe now use the internet, while social media users have passed the **3.8 billion** mark.

Nearly **60 percent** of the world's population is already online, and the latest trends suggest that **more than half** of the world's total population will use social media by the middle of this year.

Some important challenges remain, however, and there's still work to do to ensure that everyone around the world has **fair and equal access** to life-changing digital

In particular, roughly **40 percent** of the world's population remains 'unconnected' to the internet, with the latest data indicating that women are more likely to be 'unconnected' compared to men.

The gender gap is particularly apparent in Southern Asia, where men are **three times** more likely to use social media compared to women, providing a meaningful reference for the gender gap in the region's broader internet use.

However, almost **300 million** people came online for the first time over the past 12 months, with the majority of those new users living in developing economies.

The internet is also playing an ever more important role in our lives. With the world's internet users spending an average of **6 hours and 43 minutes** online each day, the typical user now spends more

using the internet, and humanity will spend a combined total of **1.25 billion years** using the internet during 2020.

Mobile devices will account for **more than half** of all the time we spend online this year, but most internet users still use a combination of mobiles and computers to access the internet.

When it comes to mobile activities, apps now account for more than **90 percent** of our total time spent. The data also reveal that we're using apps in an increasingly varied range of everyday activities, but social media still accounts for half of all the time we spend using mobile devices.

On average, the world's internet users spend **2 hours and 24 minutes** using social media across all devices each day, accounting for more than one-third of our total

We've added a variety of new data points to this year's repor compared to previous editio including a closer look at some the world's most popular socia media platforms, and the grow of important categories like **Sm Home**, **Ride Hailing**, and **Digital Advertising**.

However, the report you're reading now is just a collection the global headlines; if you'd li to dig deeper into the data on **country-by-country** basis, t links on the next two slides sho help you find what you need.

But with that, let's get stuck into numbers. Here's to another yea impressive digital milestones!

SIMON KEMP
CEO, KEPIOS
REPORT AUTHOR

CLICK HERE TO READ OUR DIGITAL 2020 GLOBAL DIGITAL YEARBOOK, WITH ESSENTIAL HEADLINE DATA FOR EVERY COUNTRY IN THE WORLD

CLICK THE LINKS BELOW TO ACCESS OUR FULL SUITE OF GLOBAL DIGITAL REPO

GLOBAL OVERVIEW	BOTSWANA	DJIBOUTI	GUINEA	LESOTHO	NEPAL	ST. KITTS & NEVIS	TAJIKISTAN
DIGITAL YEARBOOK	BRAZIL	DOMINICA	GUINEA-BISSAU	LIBERIA	NETHERLANDS	ST. LUCIA	TANZANIA
ABKHAZIA	BRITISH VIRGIN IS.	DOMINICAN REP.	GUYANA	LIBYA	NEW CALEDONIA	ST. MARTIN	THAILAND
AFGHANISTAN	BRUNEI	ECUADOR	HAITI	LIECHTENSTEIN	NEW ZEALAND	ST. PIERRE & MIQUELON	TIMOR-LESTE
ÅLAND IS.	BULGARIA	EGYPT	HONDURAS	LITHUANIA	NICARAGUA	ST. VINCENT & THE GRENADINES	TOGO
ALBANIA	BURKINA FASO	EL SALVADOR	HONG KONG	LUXEMBOURG	NIGER	SAMOA	TOKELAU
ALGERIA	BURUNDI	EQUATORIAL GUINEA	HUNGARY	MACAU	NIGERIA	SAN MARINO	TONGA
AMERICAN SAMOA	CABO VERDE	ERITREA	ICELAND	NORTH MACEDONIA	NIUE	SÃO TOMÉ & PRÍNCIPE	TRANSNISTR
ANDORRA	CAMBODIA	ESTONIA	INDIA	MADAGASCAR	NORFOLK IS.	SAUDI ARABIA	TRINIDAD & T
ANGOLA	CAMEROON	ESWATINI	INDONESIA	MALAWI	NORTHERN MARIANA IS.	SENEGAL	TUNISIA
ANGUILLA	CANADA	ETHIOPIA	IRAN	MALAYSIA	NORWAY	SERBIA	TURKEY
ANTIGUA & BARBUDA	CAYMAN IS.	FALKLAND IS.	IRAQ	MALDIVES	OMAN	SEYCHELLES	TURKMENIST
ARGENTINA	CENTRAL AFRICAN REP.	FAROE IS.	IRELAND	MALI	PAKISTAN	SIERRA LEONE	TURKS & CAI
ARMENIA	CHAD	FIJI	ISLE OF MAN	MALTA	PALAU	SINGAPORE	TUVALU
ARUBA	CHILE	FINLAND	ISRAEL	MARSHALL IS.	PALESTINE	ST. MAARTEN	UGANDA
AUSTRALIA	CHINA	FRANCE	ITALY	MARTINIQUE	PANAMA	SLOVAKIA	UKRAINE
AUSTRIA	CHRISTMAS IS.	FRENCH GUIANA	JAMAICA	MAURITANIA	PAPUA NEW GUINEA	SLOVENIA	U.A.E.
AZERBAIJAN	COCOS (KEELING) IS.	FRENCH POLYNESIA	JAPAN	MAURITIUS	PARAGUAY	SOLOMON IS.	U.K.
BAHAMAS	COLOMBIA	GABON	JERSEY	MAYOTTE	PERU	SOMALIA	U.S.A.
BAHRAIN	COMOROS	GAMBIA	JORDAN	MEXICO	PHILIPPINES	SOUTH AFRICA	U.S. VIRGIN I
BANGLADESH	DEM. REP. OF CONGO	GEORGIA	KAZAKHSTAN	MICRONESIA	PITCAIRN IS.	SOUTH SUDAN	URUGUAY
BARBADOS	REP. OF CONGO	GERMANY	KENYA	MOLDOVA	POLAND	SPAIN	UZBEKISTAN
BELARUS	COOK IS.	GHANA	KIRIBATI	MONACO	PORTUGAL	SRI LANKA	VANUATU
BELGIUM	COSTA RICA	GIBRALTAR	NORTH KOREA	MONGOLIA	PUERTO RICO	SUDAN	VATICAN
BELIZE	CÔTE D'IVOIRE	GREECE	SOUTH KOREA	MONTENEGRO	QATAR	SURINAME	VENEZUELA
BENIN	CROATIA	GREENLAND	KOSOVO	MONTSERRAT	RÉUNION	SVALBARD & JAN MAYEN	VIETNAM
BERMUDA	CUBA	GRENADA	KUWAIT	MOROCCO	ROMANIA	SWAZILAND	WALLIS & FU
BHUTAN	CURAÇAO	GUADELOUPE	KYRGYZSTAN	MOZAMBIQUE	RUSSIAN FEDERATION	SWEDEN	WESTERN SA
BOLIVIA	CYPRUS	GUAM	LAOS	MYANMAR	RWANDA	SWITZERLAND	YEMEN
BONAIRE, ST. EUSTATIUS & SABA	CZECH REP.	GUATEMALA	LATVIA	NAMIBIA	ST. BARTHÉLEMY	SYRIA	ZAMBIA

IMPORTANT NOTES ON CHANGES TO DATA

Changes to data sources, underlying data, and reporting methodologies mean that various figures in this report **will not be comparable** to similar figures that we published in previous Global Digital Reports. Wherever such changes affect data in this report, we have included a ◈ **COMPARABILITY ADVISORY** in the footnotes of each relevant slide. These changes relate to either (1) a source change, where we have substantially changed the data sources that we use to inform data points; or (2) a base change, where either we or our data providers have made material changes to the ways in which we and / or they collect and / or report underlying data. Wherever such changes occur, we have also endeavoured to re-base the historical data we use for annual or quarterly growth figures, but where we have been unable to re-base historical data, we have included an advisory in the footnotes of each relevant slide. Please see the complete list of data sources at the end of this report for further details.

2020 GLOBAL HEADLINES

JAN 2020

DIGITAL AROUND THE WORLD IN 2020

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND MOBILE, INTERNET, AND SOCIAL MEDIA USE

TOTAL POPULATION	UNIQUE MOBILE PHONE USERS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
7.75 BILLION	**5.19 BILLION**	**4.54 BILLION**	**3.80 BILLION**
URBANISATION: **55%**	PENETRATION: **67%**	PENETRATION: **59%**	PENETRATION: **49%**

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN
2020

GLOBAL DIGITAL GROWTH

THE YEAR-ON-YEAR CHANGE IN ESSENTIAL INDICATORS OF DIGITAL ADOPTION

TOTAL POPULATION	UNIQUE MOBILE PHONE USERS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
+1.1%	**+2.4%**	**+7.0%**	**+9.2%**
JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019
+82 MILLION	**+124 MILLION**	**+298 MILLION**	**+321 MILLION**

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

WE ARE SOCIAL'S PERSPECTIVE: DIGITAL IN 2020

SHIFTS IMPACTING THE ROLE OF DIGITAL IN OUR LIVES

SOCIAL SELF-CARE

In the wake of increased mental health awareness, people are taking a more measured approach to their digital consumption. They don't want to be cut off from the internet. They just want a better relationship with it – it's why Instagram removed public likes.

In 2020, brands will support consumers in creating and enforcing healthier digital habits

REALITY ANXIETY

Misinformation has reached new heights. Rising cynicism around the role of digital in political communications, accompanied by deepfakes being used by meme admins, artists and extremists to feed misinformation, is leaving people feeling disassociated from truth and clarity.

In 2020, brands will be rewarded for championing transparency in the name of the greater social good

REGULATED SPACES

Historically, the internet has been exempt from the rules and restrictions of the physical world. But this culture o lawlessness has led to all kinds of negat IRL implications. As a result, platforms a authorities are creating new rules and la to help mitigate some of the damage.

In 2020, brands will need to adapt to a new range of rul and restraints in digital space

HOOTSUITE'S PERSPECTIVE: DIGITAL IN 2020

From the arrival of 5G to the loud demands of voice, it's easy to get lost in the ever-shifting landscape of digital. To build a strong, customer-centere strategy for 2020 and beyond, keep your focus on these universal customer needs that won't change: confidence, connection, and convenience.

BUILDING CONFIDENCE

53% of all global consumers see employees as the most credible source for learning about companies, making genuine internal voices a critical force for building external trust. Businesses must embrace the inextricable link between employees and customer experience, building strong internal cultures and activating employees as beacons of customer trust.

PROVIDING CONNECTION

The data is clear: customers want less corporate content and more meaningful connections on social. While the rise of private channels is undeniable, public channels also remain key for brand discovery. Brands must learn to find a balance, reaching new customers with emotional content on public feeds while building deeper relationships in private channels.

ENABLING CONVENIENCE

Social media continues to compress th customer journey from days to just hours— minutes. To deliver the seamless interacti customers expect, you must deepen yo understanding of their needs and habits. U customer information and measurement a all digital channels to better identify whe you can make the journey faster and eas

Click here for more Hootsuite insights into the Future of Customer Engagement.

2020 REGIONAL OVERVIEWS

JAN 2020

OVERVIEW: DIGITAL IN AFRICA IN 2020

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND THE STATE OF MOBILE, INTERNET, AND SOCIAL MEDIA USE

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
1.32 BILLION	1.08 BILLION	453.2 MILLION	217.5 MILLION
URBANISATION: 43%	vs. POPULATION: 81%	PENETRATION: 34%	PENETRATION: 16%

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

ANNUAL CHANGE IN DIGITAL USE IN AFRICA

THE YEAR-ON-YEAR CHANGE IN ESSENTIAL INDICATORS OF DIGITAL ADOPTION

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
+2.5%	+5.6%	+10%	+12%
JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. APR 2019*
+32 MILLION	+57 MILLION	+42 MILLION	+23 MILLION

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

OVERVIEW: DIGITAL IN THE AMERICAS IN 2020

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND THE STATE OF MOBILE, INTERNET, AND SOCIAL MEDIA USE

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
1.02 BILLION	**1.05 BILLION**	**776.1 MILLION**	**678.5 MILLION**
URBANISATION:	vs. POPULATION:	PENETRATION:	PENETRATION:
81%	**103%**	**76%**	**67%**

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

ANNUAL CHANGE IN DIGITAL USE IN THE AMERICAS

THE YEAR-ON-YEAR CHANGE IN ESSENTIAL INDICATORS OF DIGITAL ADOPTION

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
+0.8%	+0.7%	+2.3%	+6.0%
JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. APR 2019*
+8 MILLION	+7 MILLION	+18 MILLION	+38 MILLION

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

OVERVIEW: DIGITAL IN ASIA-PACIFIC IN 2020

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND THE STATE OF MOBILE, INTERNET, AND SOCIAL MEDIA USE

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
4.30 BILLION	4.43 BILLION	2.42 BILLION	2.14 BILLION
URBANISATION: 48%	vs. POPULATION: 103%	PENETRATION: 56%	PENETRATION: 50%

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

ANNUAL CHANGE IN DIGITAL USE IN ASIA-PACIFIC

THE YEAR-ON-YEAR CHANGE IN ESSENTIAL INDICATORS OF DIGITAL ADOPTION

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
+0.8%	+3.5%	+9.2%	+9.8%
JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. APR 2019*
+35 MILLION	+151 MILLION	+204 MILLION	+190 MILLION

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

OVERVIEW: DIGITAL IN EUROPE IN 2020

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND THE STATE OF MOBILE, INTERNET, AND SOCIAL MEDIA USE

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
849.5 MILLION	**1.09 BILLION**	**711.3 MILLION**	**470.5 MILLION**
URBANISATION:	vs. POPULATION:	PENETRATION:	PENETRATION:
74%	**128%**	**84%**	**55%**

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

ANNUAL CHANGE IN DIGITAL USE IN EUROPE

THE YEAR-ON-YEAR CHANGE IN ESSENTIAL INDICATORS OF DIGITAL ADOPTION

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
+0.2%	**-0.5%**	**+1.6%**	**+4.4%**
JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. APR 2019*
+2 MILLION	**-5 MILLION**	**+11 MILLION**	**+20 MILLION**

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

OVERVIEW: DIGITAL IN THE MIDDLE EAST IN 2020

THE ESSENTIAL HEADLINE DATA YOU NEED TO UNDERSTAND THE STATE OF MOBILE, INTERNET, AND SOCIAL MEDIA USE

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
258.8 MILLION	306.1 MILLION	182.1 MILLION	125.4 MILLION
URBANISATION: 73%	vs. POPULATION: 118%	PENETRATION: 70%	PENETRATION: 48%

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

JAN 2020

ANNUAL CHANGE IN DIGITAL USE IN THE MIDDLE EAST

THE YEAR-ON-YEAR CHANGE IN ESSENTIAL INDICATORS OF DIGITAL ADOPTION

TOTAL POPULATION	MOBILE PHONE CONNECTIONS	INTERNET USERS	ACTIVE SOCIAL MEDIA USERS
+1.7%	**+1.8%**	**+14%**	**+14%**
JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. JAN 2019	JAN 2020 vs. APR 2019*
+4 MILLION	**+5 MILLION**	**+23 MILLION**	**+16 MILLION**

SOURCES: POPULATION: UNITED NATIONS; LOCAL GOVERNMENT BODIES; MOBILE: GSMA INTELLIGENCE; INTERNET: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; LOCAL TELECOMS

GLOBAL POPULATION OVERVIEW

JAN 2020

OVERVIEW: GLOBAL POPULATION & ECONOMY

ESSENTIAL DEMOGRAPHIC INDICATORS

TOTAL POPULATION	FEMALE POPULATION	MALE POPULATION	ANNUAL CHANGE IN TOTAL POPULATION	MEDIAN AGE
7.75 BILLION	49.6%	50.4%	+1.1%	30.9

URBAN POPULATION	POPULATION DENSITY (PEOPLE PER KM²)	OVERALL LITERACY (ADULTS AGED 15+)	FEMALE LITERACY (ADULTS AGED 15+)	MALE LITERACY (ADULTS AGED 15+)
55.3%	59.9	86.3%	82.8%	89.8%

JAN 2020

POPULATION BY REGION

THE TOTAL NUMBER OF PEOPLE LIVING IN EACH REGION (IN MILLIONS)

JAN 2020

GLOBAL POPULATION GROWTH OVER TIME

GLOBAL POPULATION BY YEAR (IN MILLIONS), WITH YEAR-ON-YEAR CHANGE

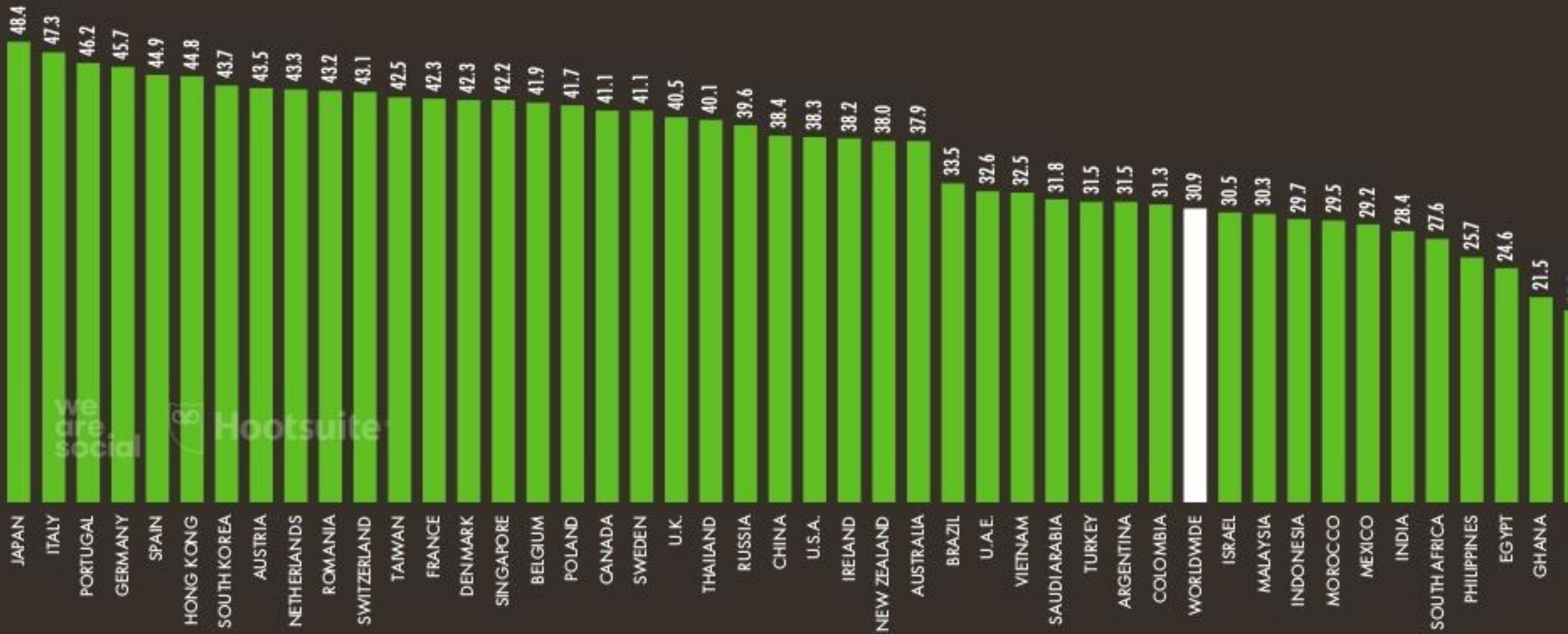
JAN 2020 DISTRIBUTION OF GLOBAL POPULATION BY AGE

THE WORLD'S TOTAL POPULATION BROKEN DOWN BY FIVE-YEAR AGE GROUPS (IN MILLIONS OF PEOPLE PER AGE GROUP)

JAN 2020

MEDIAN AGE BY COUNTRY

THE AGE AT WHICH THERE ARE AN EQUAL NUMBER OF PEOPLE ABOVE AND BELOW THAT AGE IN THE NATIONAL POPULATION



JAN 2020

LITERACY RATES BY GENDER AND REGION

PERCENTAGE OF EACH REGION'S POPULATION AGED 15+ WHO CAN READ AND WRITE, DETAILED BY GENDER

SOURCE: BASED ON DATA FROM UNESCO, UNICEF, THE WORLD BANK, THE CIA WORLD FACTBOOK, INDEXMUNDI, PEW RESEARCH CENTRE, PHRASEBASE, ETHNOLOGUE

JAN
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GDP PER CAPITA (PPP, INTERNATIONAL DOLLARS)

GDP PER CAPITA, REPORTED ON A PURCHASING POWER PARITY (PPP) BASIS IN CURRENT INTERNATIONAL DOLLARS*

SOURCES: WORLD BANK; IMF (BOTH ACCESSED JANUARY 2020). *NOTE: 'INTERNATIONAL DOLLARS' ARE NOTIONAL MEASURES THAT PROVIDE A CONSISTENT BASIS FOR COMPARISON ONE

JAN 2020

DAILY TIME SPENT WITH MEDIA

THE AVERAGE AMOUNT OF TIME EACH DAY THAT INTERNET USERS AGED 16 TO 64* SPEND WITH DIFFERENT KINDS OF MEDIA AND DEVICES

USING THE INTERNET	USING SOCIAL MEDIA	WATCHING TELEVISION*	LISTENING TO MUSIC STREAMING SERVICES	USING A GAMES CONSOLE
6H 43M	2H 24M	3H 18M	1H 26M	1H 10M

SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

THE INTERNET IN 2020

JAN 2020

OVERVIEW OF GLOBAL INTERNET USE

A SNAPSHOT OF INTERNET USE AROUND THE WORLD

TOTAL NUMBER OF GLOBAL INTERNET USERS	INTERNET USERS AS A PERCENTAGE OF TOTAL GLOBAL POPULATION	ANNUAL GROWTH IN THE NUMBER OF GLOBAL INTERNET USERS	AVERAGE AMOUNT OF TIME PER DAY SPENT USING THE INTERNET BY EACH INTERNET USER
4.54 BILLION	**59%**	**+7.0%** **+298 MILLION**	**6H 43M**

SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

JAN 2020

INTERNET PENETRATION BY REGION

NUMBER OF INTERNET USERS IN EACH REGION COMPARED TO TOTAL POPULATION*

SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

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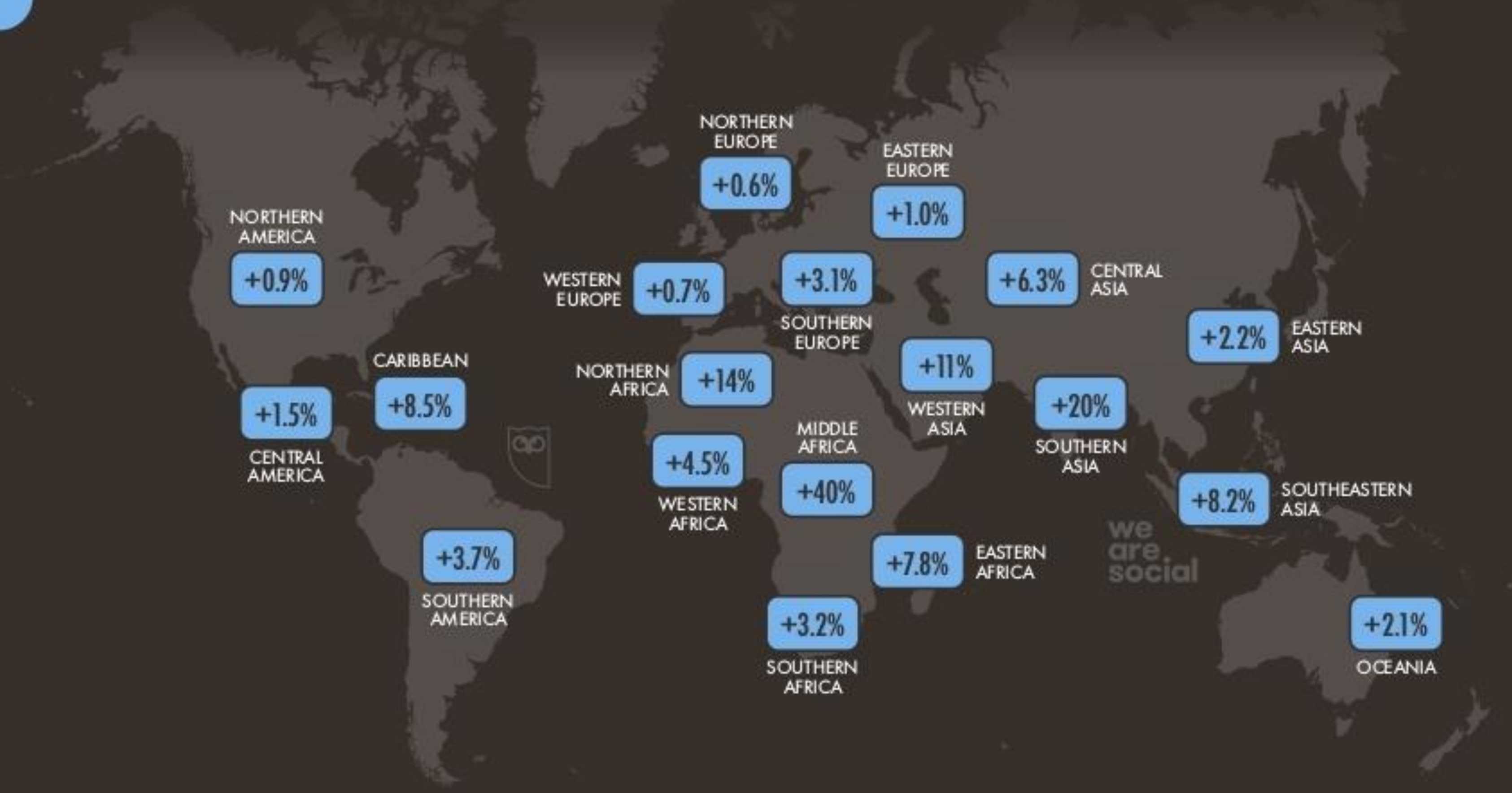
GROWTH IN INTERNET USER NUMBERS BY REGION

YEAR-ON-YEAR PERCENTAGE CHANGE IN THE NUMBER OF PEOPLE USING THE INTERNET



SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

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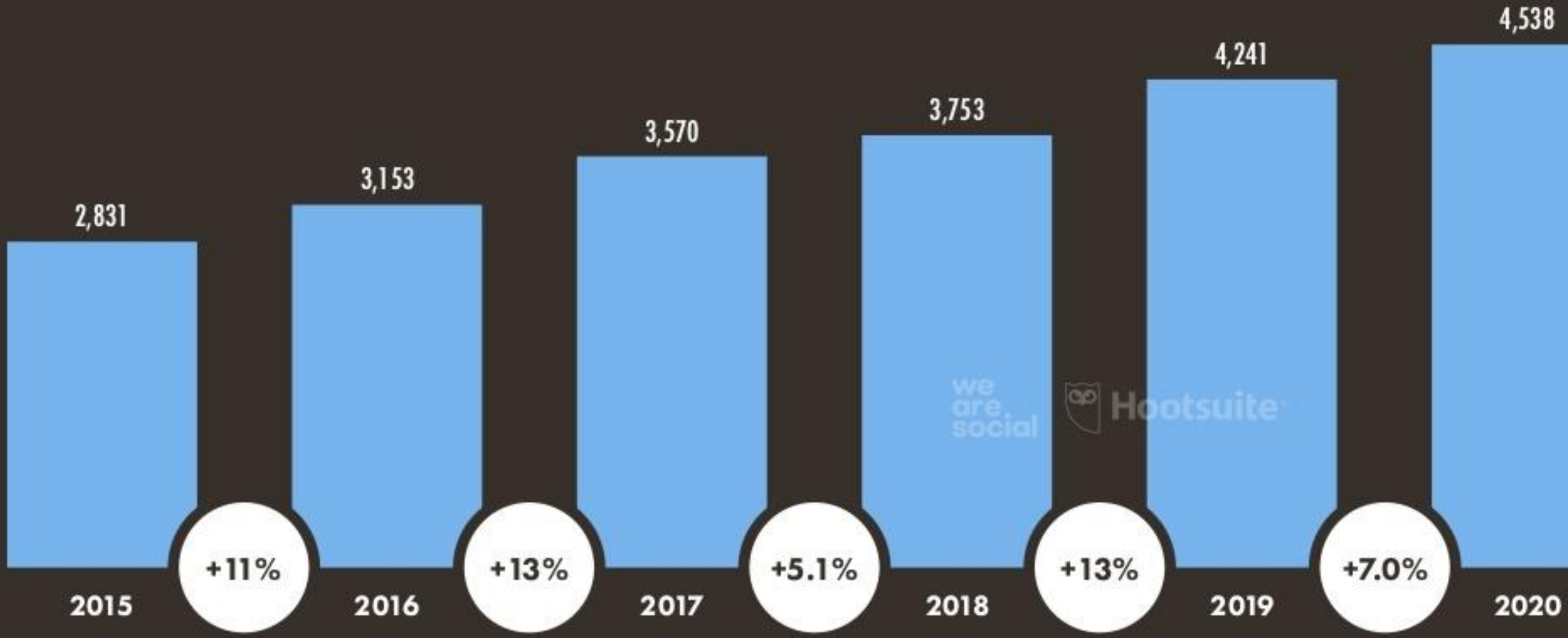
INTERNET USER NUMBERS OVER TIME

NUMBER OF GLOBAL INTERNET USERS BY YEAR (IN MILLIONS), WITH YEAR-ON-YEAR CHANGE



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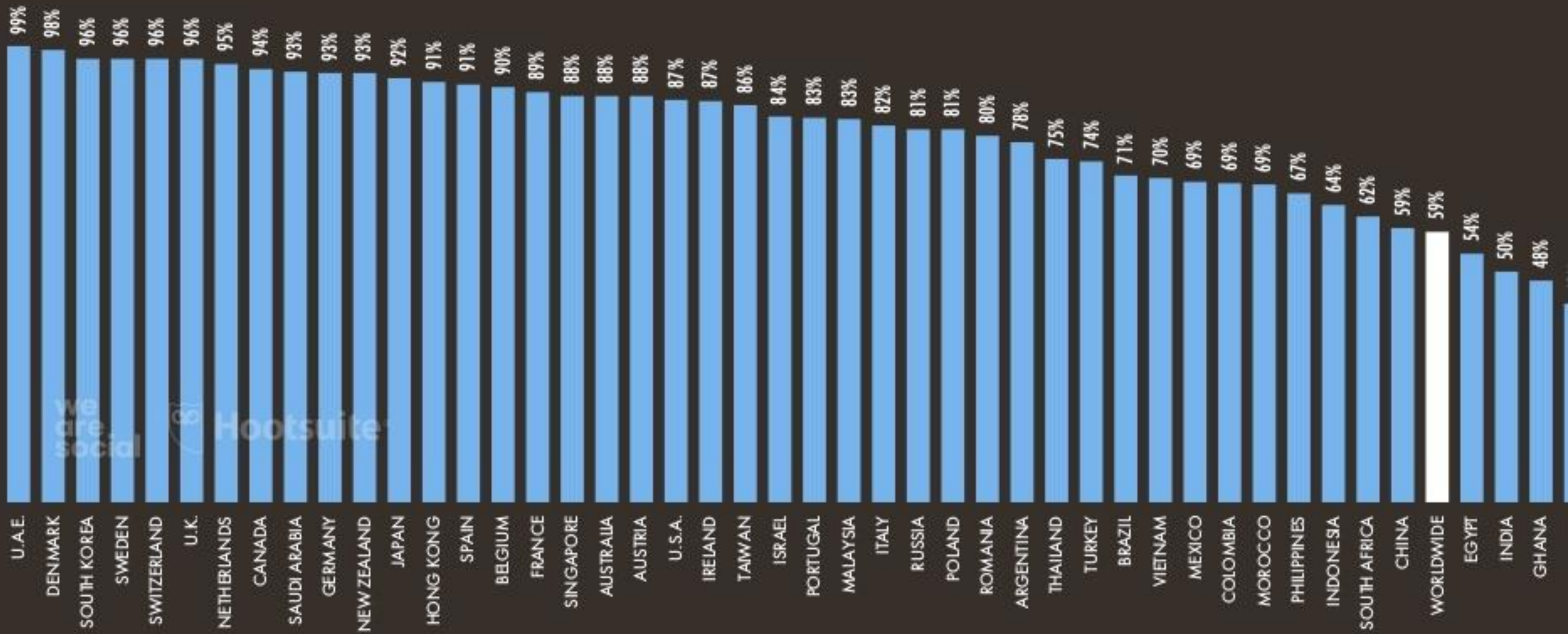
INTERNET PENETRATION IN 2020

PERCENTAGE OF THE TOTAL POPULATION (REGARDLESS OF AGE) THAT USES THE INTERNET



SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

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INTERNET PENETRATION RANKINGS

COUNTRIES AND TERRITORIES* WITH THE HIGHEST AND LOWEST LEVELS OF INTERNET PENETRATION

HIGHEST LEVELS OF INTERNET PENETRATION

#	HIGHEST PENETRATION	%	Nº OF USERS
01=	ICELAND	99%*	336,742
01=	KUWAIT	99%*	4,196,432
01=	QATAR	99%*	2,828,000
01=	U.A.E.	99%*	9,732,158
05	BAHRAIN	99%	1,648,721
06	BERMUDA	98%	61,374
07=	DENMARK	98%	5,666,399
07=	NORWAY	98%	5,292,049
09	ARUBA	97%	103,523
10	LUXEMBOURG	97%	602,848

LOWEST LEVELS OF INTERNET PENETRATION

#	LOWEST PENETRATION	%	Nº OF USERS
212	NORTH KOREA*	0.0%	[N/A
211	SOUTH SUDAN	8.0%	887,72
210	ERITREA	8.3%	293,34
209	BURUNDI	9.9%	1,154,56
208	SOMALIA	10%	1,625,92
207	NIGER	12%	2,781,26
206	PAPUA NEW GUINEA	12%	1,099,94
205	LIBERIA	12%	624,61
204	GUINEA-BISSAU	13%	250,00
203	CENTRAL AFRICAN REP.	14%	655,46

SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

INTERNET GROWTH RANKINGS: RELATIVE CHANGE

COUNTRIES AND TERRITORIES* WITH THE HIGHEST YEAR-ON-YEAR PERCENTAGE CHANGE IN THE NUMBER OF INTERNET USERS

#	HIGHEST RELATIVE GROWTH	▲%	▲ USERS
01	REP. OF THE CONGO	+126%	+854,775
02	DEM. REP. OF THE CONGO	+122%	+8,988,740
03	SAMOA	+86%	+60,000
04	IRAQ	+55%	+10,637,541
05	KIRIBATI	+39%	+12,000
06	GUINEA-BISSAU	+26%	+52,169
07	INDIA	+23%	+127,610,000
08	EGYPT	+22%	+9,803,630
09	BURUNDI	+21%	+201,540
10	CENTRAL AFRICAN REP.	+20%	+107,289

#	HIGHEST RELATIVE GROWTH	▲%	▲ USERS
11	OMAN	+18%	+726,818
12	PAKISTAN	+17%	+11,251,089
13	INDONESIA	+17%	+25,365,368
14	KENYA	+16%	+3,162,574
15	ZAMBIA	+16%	+594,828
16	SAUDI ARABIA	+15%	+4,321,382
17	CAMBODIA	+15%	+1,300,000
18	TAJIKISTAN	+15%	+311,287
19	HAITI	+13%	+433,982
20	LIBYA	+13%	+600,000

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INTERNET GROWTH RANKINGS: ABSOLUTE CHANGE

COUNTRIES AND TERRITORIES* WITH THE LARGEST YEAR-ON-YEAR CHANGE IN THE ABSOLUTE NUMBER OF INTERNET USERS

#	LARGEST ABSOLUTE GROWTH	▲ USERS	▲ %
01	INDIA	+127,610,000	+23%
02	CHINA	+25,490,000	+3.1%
03	INDONESIA	+25,365,368	+17%
04	PAKISTAN	+11,251,089	+17%
05	IRAQ	+10,637,541	+55%
06	EGYPT	+9,803,630	+22%
07	DEM. REP. OF THE CONGO	+8,988,740	+122%
08	BRAZIL	+8,516,438	+6.0%
09	VIETNAM	+6,169,040	+10%
10	BANGLADESH	+5,765,248	+9.5%

#	LARGEST ABSOLUTE GROWTH	▲ USERS	▲ %
11	IRAN	+5,676,469	+11%
12	SAUDI ARABIA	+4,321,382	+15%
13	KENYA	+3,162,574	+16%
14	MOROCCO	+2,927,836	+13%
15	TURKEY	+2,718,086	+4.6%
16	ALGERIA	+2,372,381	+12%
17	NIGERIA	+2,155,629	+2.6%
18	SPAIN	+2,013,677	+5.0%
19	U.S.A.	+1,816,314	+0.6%
20	UKRAINE	+1,476,697	+5.7%

SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

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THE 'NEXT BILLION': UNCONNECTED AUDIENCES

THE NUMBER OF PEOPLE (IN MILLIONS) IN EACH REGION WHO ARE NOT CONNECTED TO THE INTERNET

SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

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THE 'NEXT BILLION': UNCONNECTED AUDIENCES

COUNTRIES AND TERRITORIES* WITH THE GREATEST NUMBER AND HIGHEST PERCENTAGE OF PEOPLE NOT CONNECTED TO THE INTERNET

GREATEST NUMBER OF PEOPLE NOT CONNECTED TO THE INTERNET

#	COUNTRY / TERRITORY	UNCONNECTED	% POP.
01	INDIA	685,591,071	50%
02	CHINA	582,063,733	41%
03	PAKISTAN	142,347,735	65%
04	NIGERIA	118,059,925	58%
05	BANGLADESH	97,427,352	59%
06	INDONESIA	96,709,226	36%
07	ETHIOPIA	92,385,728	81%
08	DEM. REP. OF THE CONGO	71,823,319	81%
09	BRAZIL	61,423,295	29%
10	EGYPT	46,626,170	46%

HIGHEST SHARE OF POPULATION NOT CONNECTED TO THE INTERNET

#	COUNTRY / TERRITORY	% POP.	UNCONNECTE
01	NORTH KOREA	100%*	25,722,10
02	SOUTH SUDAN	92%	10,240,19
03	ERITREA	92%	3,228,42
04	BURUNDI	90%	10,556,11
05	SOMALIA	90%	14,042,13
06	NIGER	88%	20,977,41
07	PAPUA NEW GUINEA	88%	7,761,62
08	LIBERIA	88%	4,372,91
09	GUINEA-BISSAU	87%	1,694,45
10	CENTRAL AFRICAN REP.	86%	4,132,00

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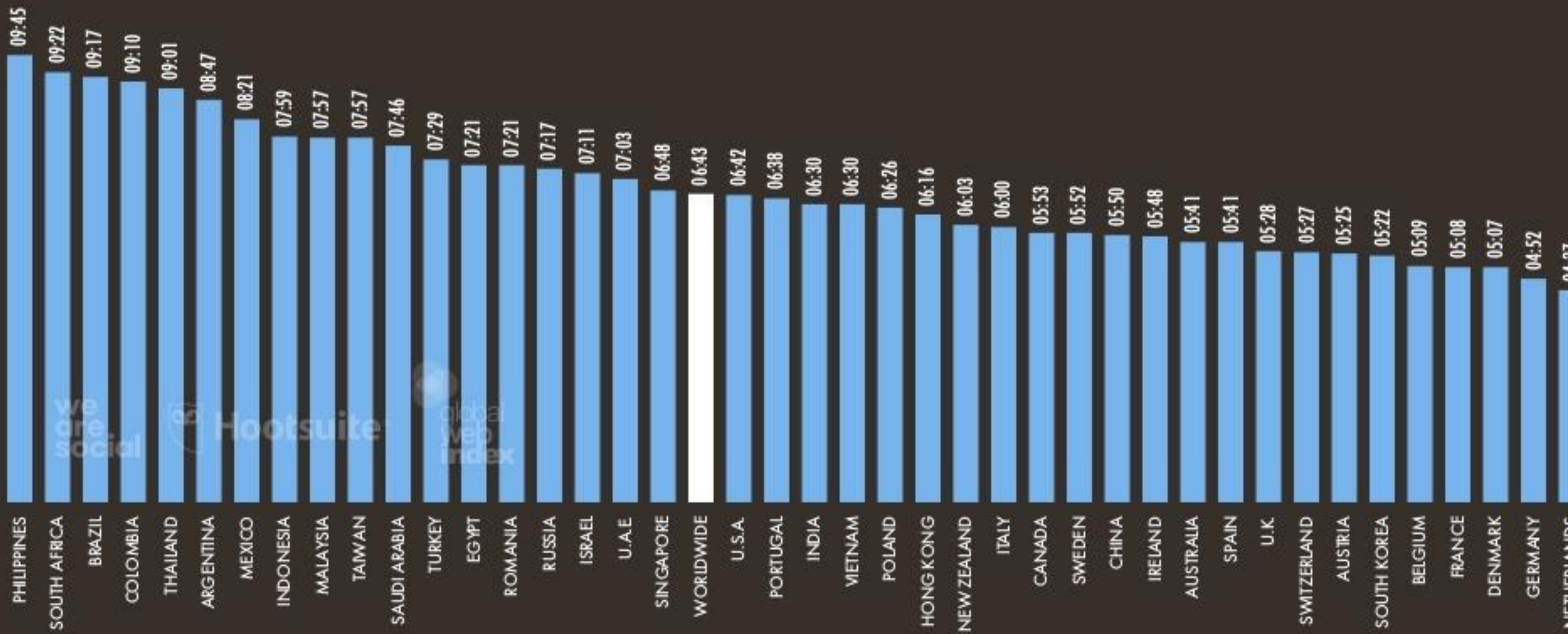
TIME PER DAY SPENT USING THE INTERNET

AVERAGE AMOUNT OF TIME (IN HOURS AND MINUTES) THAT INTERNET USERS AGED 16 TO 64 SPEND USING THE INTERNET EACH DAY ON ANY DEV



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EVOLUTION OF DAILY TIME SPENT USING THE INTERNET

EVOLUTION IN THE AVERAGE AMOUNT OF TIME PER DAY THAT INTERNET USERS AGED 16 TO 64 SPEND USING THE INTERNET VIA ANY DEVICE

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MOBILE INTERNET USE

INTERNET USERS WHO ACCESS THE INTERNET VIA MOBILE PHONES

TOTAL NUMBER OF MOBILE INTERNET USERS	MOBILE INTERNET USERS AS A PERCENTAGE OF TOTAL INTERNET USERS	SHARE OF ALL INTERNET USERS ACCESSING VIA A SMARTPHONE*	SHARE OF ALL INTERNET USERS ACCESSING VIA A FEATURE PHONE*	AVERAGE DAILY TIME SPEN USING THE INTERNET ON MOBILE DEVICES
4.18 BILLION	92%	91%	3.3%	3H 22M

SOURCES: ITU; GLOBALWEBINDEX; GSMA INTELLIGENCE; EUROSTAT; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; LOCAL GOVERNMENT BODIES AND REGULATORY

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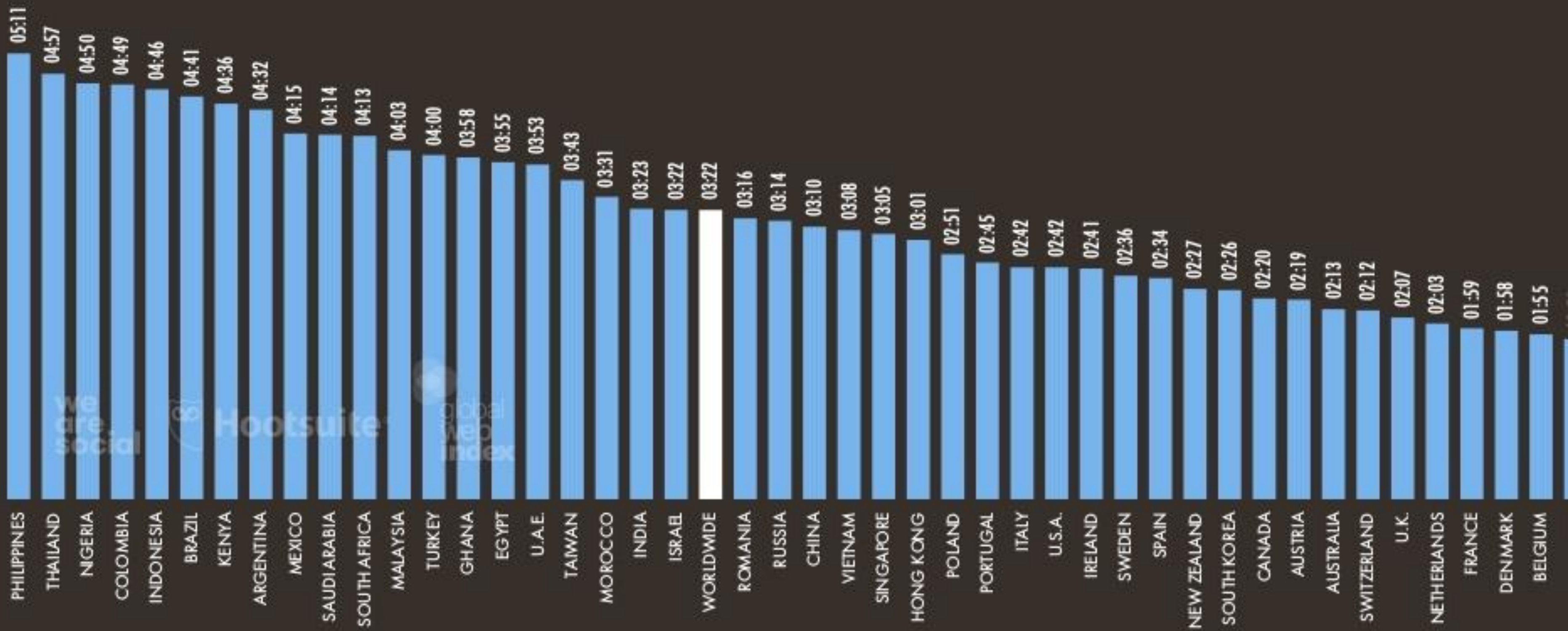
DAILY TIME SPENT USING MOBILE INTERNET

AVERAGE AMOUNT OF TIME PER DAY THAT INTERNET USERS AGED 16 TO 64 SPEND USING THE INTERNET VIA MOBILE PHONES



SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

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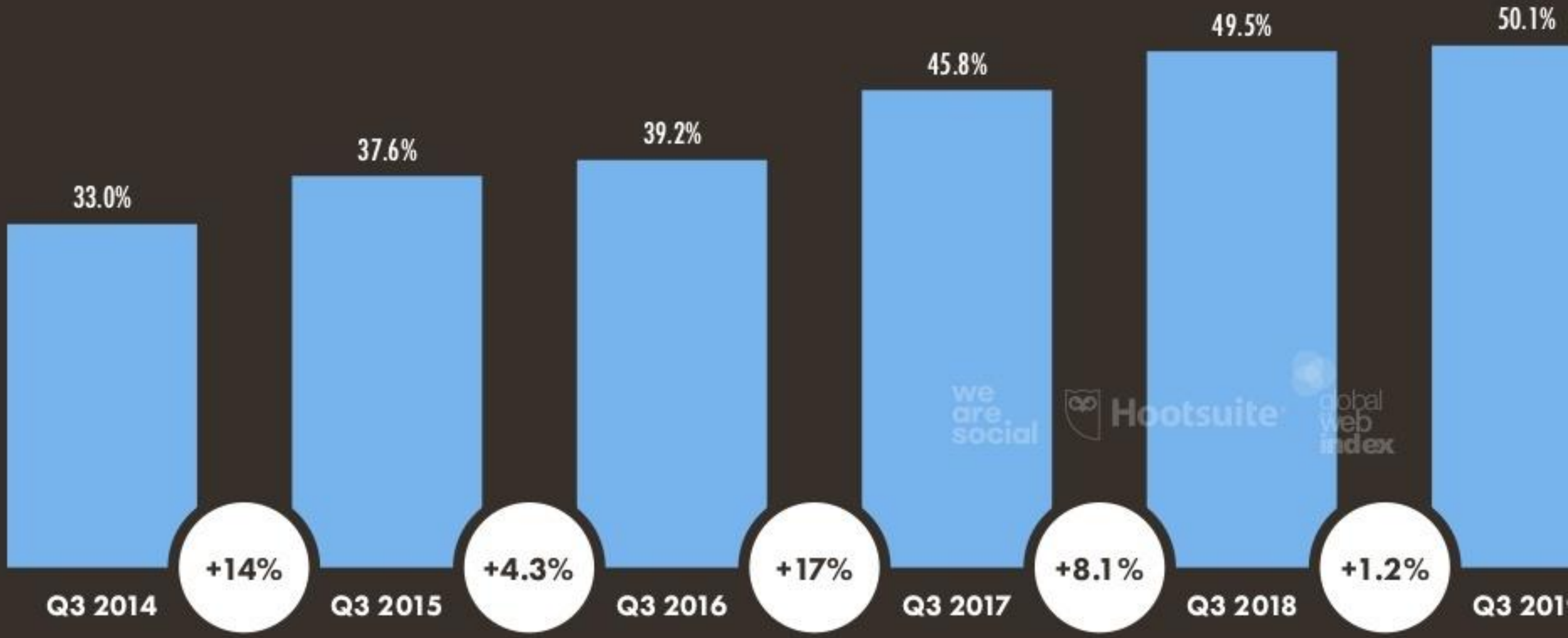
MOBILE'S SHARE OF TOTAL INTERNET TIME

DAILY TIME THAT INTERNET USERS AGED 16 TO 64 SPEND USING THE INTERNET VIA MOBILE DEVICES AS A PERCENTAGE OF TOTAL DAILY INTERNET TI



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DAILY TIME SPENT USING THE INTERNET ON COMPUTER

AVERAGE AMOUNT OF TIME PER DAY THAT INTERNET USERS AGED 16 TO 64 SPEND USING THE INTERNET VIA LAPTOPS, DESKTOPS, OR TABLETS

SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

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INTERNET CONNECTION SPEEDS: OVERVIEW

AVERAGE DOWNLOAD SPEEDS FOR MOBILE AND FIXED INTERNET CONNECTIONS, WITH YEAR-ON-YEAR COMPARISONS

AVERAGE SPEED OF MOBILE INTERNET CONNECTIONS

32.01

MBPS

YEAR-ON-YEAR CHANGE IN AVERAGE SPEED OF MOBILE INTERNET CONNECTIONS

+28%

AVERAGE SPEED OF FIXED INTERNET CONNECTIONS

73.58

YEAR-ON-YEAR CHANGE IN AVERAGE SPEED OF FIXED INTERNET CONNECTIONS

+35%

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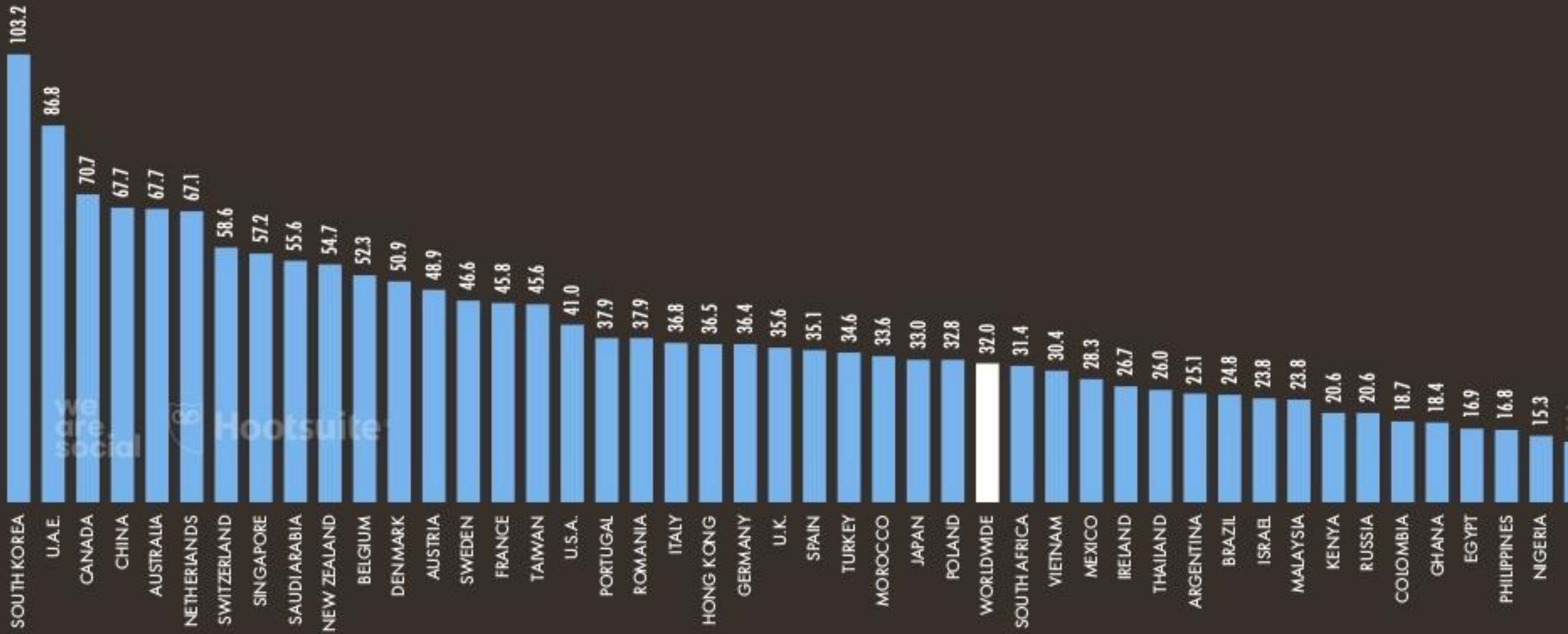
AVERAGE MOBILE INTERNET CONNECTION SPEEDS

THE AVERAGE DOWNLOAD SPEED OF MOBILE INTERNET CONNECTIONS, IN MBPS



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MOBILE INTERNET CONNECTION SPEED RANKINGS

COUNTRIES AND TERRITORIES* WITH THE FASTEST AND SLOWEST MOBILE INTERNET CONNECTION SPEEDS

FASTEST MOBILE INTERNET CONNECTION SPEEDS

#	COUNTRY / TERRITORY	MBPS	▲ Y-O-Y
01	SOUTH KOREA	103.18	+102%
02	U.A.E.	86.77	+81%
03	QATAR	79.21	+33%
04	CANADA	70.74	+12%
05	CHINA	67.71	+131%
06	AUSTRALIA	67.66	+20%
07	NETHERLANDS	67.08	+22%
08	NORWAY	66.91	+1.6%
09	BULGARIA	63.98	[N/A]
10	CROATIA	61.54	+41%

SLOWEST MOBILE INTERNET CONNECTION SPEEDS

#	COUNTRY / TERRITORY	MBPS	▲ Y-O-Y
140	PALESTINE	6.17	-8.9%
139	AFGHANISTAN	6.82	+21%
138	ALGERIA	7.88	+35%
137	VENEZUELA	8.35	+26%
136	SUDAN	8.60	-19%
135	RWANDA	9.07	[N/A]
134	UZBEKISTAN	9.51	-4.6%
133	IRAQ	9.81	+51%
132	TAJIKISTAN	10.30	+101%
131	EL SALVADOR	10.32	+14%

SOURCE: OOKLA (JANUARY 2020). FIGURES REPRESENT AVERAGE DOWNLOAD SPEEDS FOR MOBILE CONNECTIONS IN DECEMBER 2019, AND COMPARISONS TO AVERAGE DOWNLOAD

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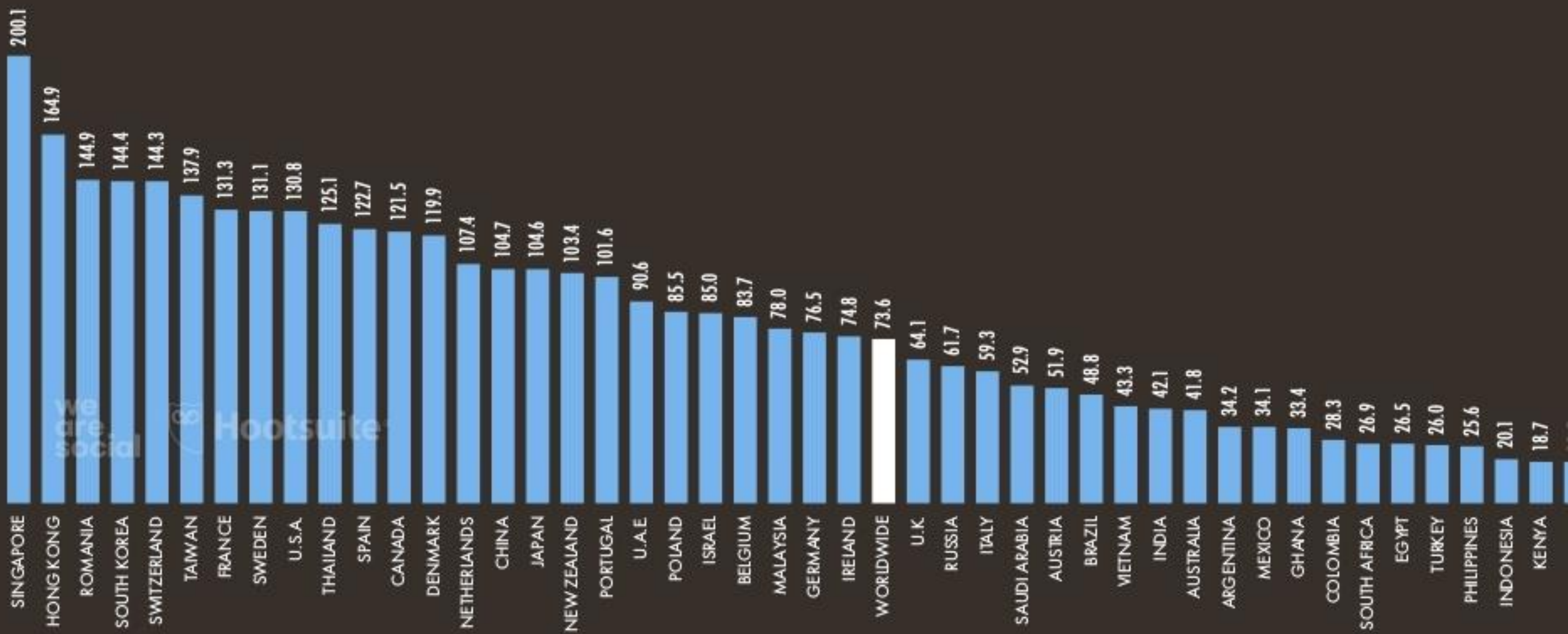
AVERAGE FIXED INTERNET CONNECTION SPEEDS

THE AVERAGE DOWNLOAD SPEED OF FIXED INTERNET CONNECTIONS, IN MBPS



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FIXED INTERNET CONNECTION SPEED RANKINGS

COUNTRIES AND TERRITORIES* WITH THE FASTEST AND SLOWEST FIXED INTERNET CONNECTION SPEEDS

FASTEST FIXED INTERNET CONNECTION SPEEDS

#	COUNTRY / TERRITORY	MBPS	▲ Y-O-Y
01	SINGAPORE	200.12	+4.8%
02	HONG KONG	164.88	+2.2%
03	ROMANIA	144.92	+16%
04	SOUTH KOREA	144.41	+21%
05	SWITZERLAND	144.31	+39%
06	TAIWAN	137.90	+113%
07	FRANCE	131.25	+34%
08	SWEDEN	131.13	+23%
09	U.S.A.	130.79	+19%
10	HUNGARY	128.07	+18%

SLOWEST FIXED INTERNET CONNECTION SPEEDS

#	COUNTRY / TERRITORY	MBPS	▲ Y-O-Y
174	TURKMENISTAN	1.71	[N/A]
173	VANUATU	3.25	[N/A]
172	VENEZUELA	3.42	-7.3%
171	ALGERIA	3.92	+4.5%
170	YEMEN	4.39	[N/A]
169	MAURITANIA	4.91	[N/A]
168	CUBA	5.37	[N/A]
167	DEM. REP. OF THE CONGO	6.25	[N/A]
166	SUDAN	6.81	[N/A]
165	AFGHANISTAN	6.92	[N/A]

SOURCE: OOKLA (JANUARY 2020). FIGURES REPRESENT AVERAGE DOWNLOAD SPEEDS FOR FIXED CONNECTIONS IN DECEMBER 2019, AND COMPARISONS TO AVERAGE DOWNLOAD SPEEDS

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SHARE OF WEB TRAFFIC BY DEVICE

EACH DEVICE'S SHARE OF TOTAL WEB PAGES SERVED TO WEB BROWSERS IN DECEMBER 2019

MOBILE PHONES	LAPTOPS & DESKTOPS	TABLET COMPUTERS	OTHER DEVICES
53.3%	44.0%	2.7%	0.07%
DEC 2019 vs. DEC 2018:	DEC 2019 vs. DEC 2018:	DEC 2019 vs. DEC 2018:	DEC 2019 vs. DEC 2018:
+8.6%	-6.8%	-27%	-30%

SOURCE: STATCOUNTER (ACCESSED JANUARY 2020). FIGURES REPRESENT EACH DEVICE'S SHARE OF WEB PAGES SERVED TO WEB BROWSERS ONLY. NOTE: FIGURES FOR DEVICE SHARE ARE FOR

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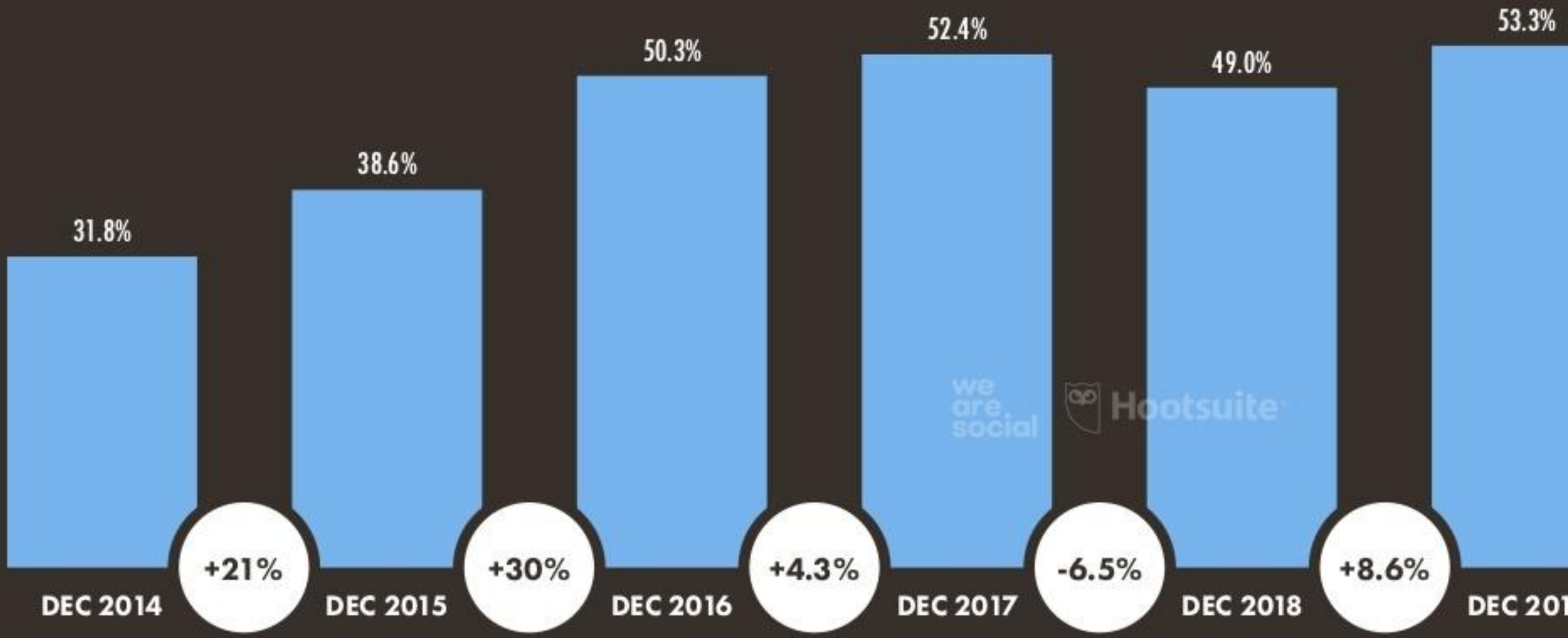
EVOLUTION OF MOBILE'S SHARE OF WEB TRAFFIC

MOBILE'S SHARE OF TOTAL WEB TRAFFIC SERVED TO WEB BROWSERS OVER TIME, WITH YEAR-ON-YEAR CHANGE



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SHARE OF GLOBAL WEB TRAFFIC BY BROWSER

BASED ON WEB PAGES SERVED TO WEB BROWSERS RUNNING ON ANY DEVICE IN DECEMBER 2019

CHROME	SAFARI	FIREFOX	SAMSUNG INTERNET
63.6%	17.7%	4.4%	3.5%
+2.2% Y-O-Y	+20% Y-O-Y	-11% Y-O-Y	+18% Y-O-Y

UC BROWSER	OPERA	INTERNET EXPLORER	OTHER BROWSERS
2.9%	2.3%	1.6%	4.1%
-32% Y-O-Y	-27% Y-O-Y	-38% Y-O-Y	+28% Y-O-Y

SOURCE: STATCOUNTER (ACCESSED JANUARY 2020). NOTES: BROWSER SHARE VALUES ARE FOR DECEMBER 2019; CHANGE FIGURES COMPARE EACH BROWSER'S SHARE IN DECEMBER 2019 TO

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WORLD'S MOST VISITED WEBSITES (SIMILARWEB)

RANKING OF THE WORLD'S MOST VISITED WEBSITES ACCORDING TO SIMILARWEB, BASED ON TOTAL GLOBAL WEBSITE TRAFFIC

#	WEBSITE	TIME / VISIT	PAGES / VISIT
01	GOOGLE.COM	10M 20S	8.12
02	YOUTUBE.COM	23M 00S	9.69
03	FACEBOOK.COM	11M 26S	10.70
04	BAIDU.COM	7M 51S	8.10
05	WIKIPEDIA.ORG	3M 48S	2.96
06	TWITTER.COM	10M 22S	10.84
07	INSTAGRAM.COM	6M 35S	11.44
08	YAHOO.COM	7M 27S	6.70
09	XVIDEOS.COM	12M 27S	9.25
10	YANDEX.RU	10M 51S	9.00

#	WEBSITE	TIME / VISIT	PAGES / VISIT
11	PORNHUB.COM	9M 26S	7.53
12	AMAZON.COM	7M 34S	10.10
13	XNXX.COM	15M 42S	11.58
14	NETFLIX.COM	9M 41S	4.24
15	LIVE.COM	7M 33S	8.28
16	YAHOO.CO.JP	9M 40S	6.89
17	NAVER.COM	17M 09S	11.65
18	VK.COM	17M 54S	23.20
19	GOOGLE.COM.BR	6M 56S	7.76
20	WHATSAPP.COM	2M 42S	1.79

SOURCE: SIMILARWEB (JANUARY 2020). NOTE: 'TIME PER VISIT' FIGURES REPRESENT THE AVERAGE DURATION OF USERS' VISITS, MEASURED IN MINUTES AND SECONDS.

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WORLD'S MOST VISITED WEBSITES (ALEXA)

RANKING OF THE WORLD'S MOST VISITED WEBSITES ACCORDING TO ALEXA*, BASED ON TOTAL GLOBAL WEBSITE TRAFFIC

#	WEBSITE	TIME / DAY	PAGES / DAY
01	GOOGLE.COM	12M 09S	14.64
02	YOUTUBE.COM	11M 44S	6.70
03	TMALL.COM	6M 56S	2.91
04	FACEBOOK.COM	17M 48S	7.84
05	BAIDU.COM	7M 05S	4.54
06	QQ.COM	3M 49S	4.00
07	SOHU.COM	3M 46S	4.56
08	TAOBAO.COM	4M 48S	3.55
09	LOGIN.TMALL.COM	5M 11S	1.00
10	360.CN	3M 20S	3.95
11	JD.COM	3M 40S	4.53
12	YAHOO.COM	4M 34S	4.40
13	AMAZON.COM	9M 41S	9.01
14	WIKIPEDIA.ORG	3M 55S	2.96
15	WEIBO.COM	3M 09S	3.75
16	SINA.COM.CN	2M 58S	3.51
17	PAGES.TMALL.COM	1M 16S	1.48
18	REDDIT.COM	7M 51S	5.60
19	LIVE.COM	4M 53S	4.97
20	NETFLIX.COM	3M 15S	2.66

SOURCE: ALEXA (JANUARY 2020). *NOTES: 'ALEXA' IS THE NAME OF AMAZON'S INSIGHTS ARM, AND DATA SHOWN HERE ARE NOT RESTRICTED TO ACTIVITIES ON 'ALEXA' VOICE-POWERED

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MOST COMMON LANGUAGES FOR WEB CONTENT

BASED ON THE LANGUAGES USED ON THE WORLD'S TOP 10 MILLION WEBSITES*

#	LANGUAGE	% WEBSITES	SHARE OF POP.
01	ENGLISH	56.8%	4.9%
02	RUSSIAN	7.6%	2.0%
03	SPANISH	4.6%	6.2%
04	GERMAN	4.1%	1.0%
05	FRENCH	3.3%	1.0%
06	JAPANESE	2.9%	1.7%
07	PORTUGUESE	2.5%	2.9%
08	PERSIAN	2.4%	0.7%
09	TURKISH	2.2%	1.0%
10	ITALIAN	1.5%	0.8%

#	LANGUAGE	% WEBSITES	SHARE OF POP
11	CHINESE	1.4%	16.5%
12	POLISH	1.3%	0.5%
13	VIETNAMESE	1.0%	1.0%
14	DUTCH	0.9%	0.3%
15	ARABIC	0.8%	3.6%
16	KOREAN	0.8%	1.0%
17	CZECH	0.7%	0.1%
18	GREEK	0.7%	0.2%
19	INDONESIAN	0.5%	0.6%
20	HUNGARIAN	0.4%	0.2%

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GOOGLE SEARCH: TOP WORLDWIDE QUERIES IN 2019

THE MOST COMMON QUERIES THAT PEOPLE ENTERED INTO GOOGLE SEARCH THROUGHOUT 2019

#	SEARCH QUERY	INDEX	▲ Y-O-Y
01	FACEBOOK	100	-19.8%
02	GOOGLE	94	-0.4%
03	YOUTUBE	87	-12.3%
04	YOU	60	[UNCHANGED]
05	WEATHER	50	11.5%
06	NEWS	44	[UNCHANGED]
07	AMAZON	33	11.6%
08	TRANSLATE	29	19.0%
09	INSTAGRAM	27	16.2%
10	GMAIL	25	-2.6%

#	SEARCH QUERY	INDEX	▲ Y-O-Y
11	MP3	25	-21.5%
12	HOTMAIL	20	-10.9%
13	MAIL*	20	-4.4%
14	YAHOO	17	-2.2%
15	SAMSUNG*	17	2.2%
16	METEO	16	13.1%
17	WHATSAPP	16	25.7%
18	TRADUCTOR*	15	16.1%
19	TWITTER*	15	16.7%
20	MAPS*	15	-0.7%

SOURCE: GOOGLE TRENDS (ACCESSED JANUARY 2020); KEPIOS ANALYSIS. **NOTES:** QUERIES DENOTED BY [*] DID NOT APPEAR IN THE TOP 20 QUERIES IN 2018. GOOGLE DOES NOT PUBLISH

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ONLINE CONTENT ACTIVITIES

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO CONSUME EACH KIND OF CONTENT VIA THE INTERNET EACH MONTH

WATCH ONLINE VIDEOS
90%

WATCH VLOGS
51%

LISTEN TO MUSIC STREAMING SERVICES
70%

LISTEN TO ONLINE RADIO STATIONS
47%

LISTEN TO PODCASTS
41%

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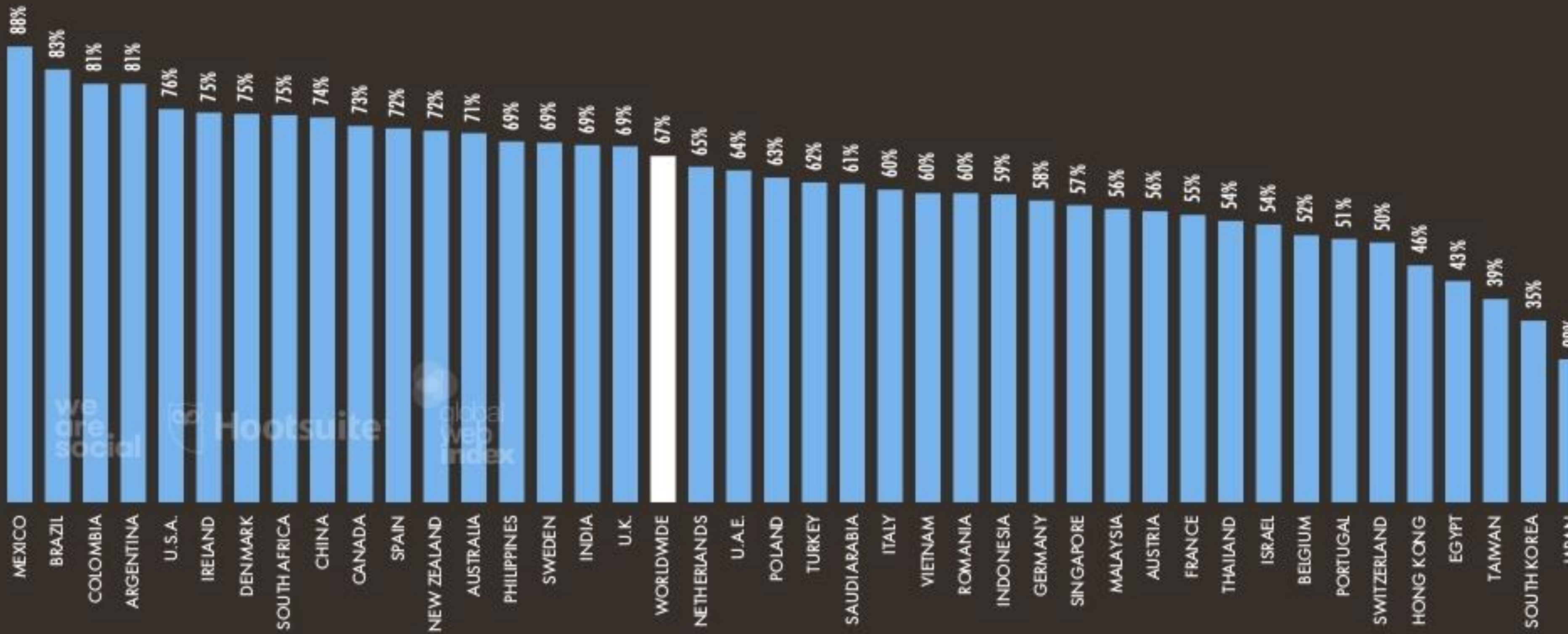
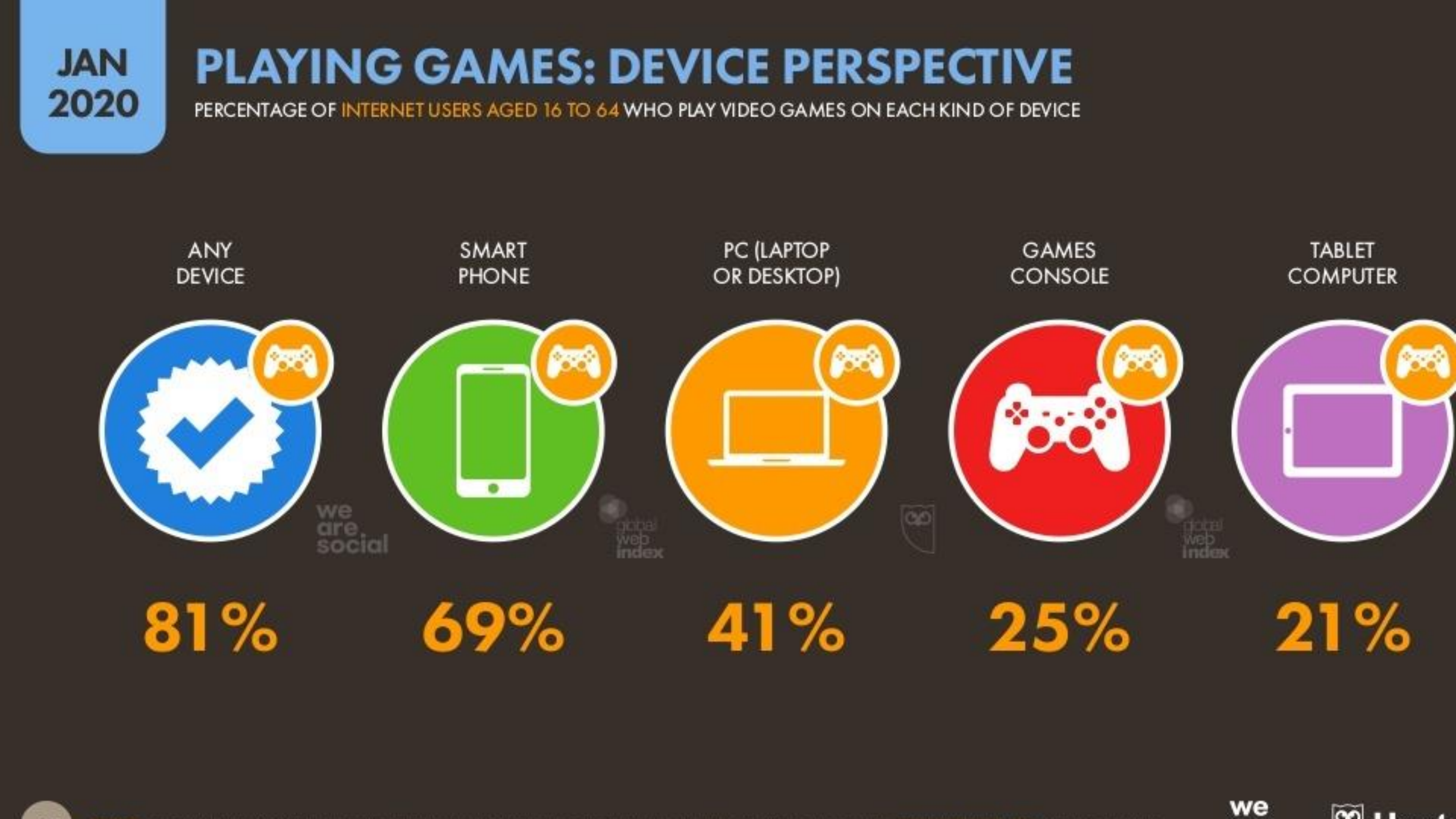
STREAMING TV CONTENT VIA THE INTERNET

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO WATCH TV CONTENT VIA A STREAMING SUBSCRIPTION SERVICE (E.G. NETFLIX) EACH MONT





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PLAYING GAMES: DEVICE PERSPECTIVE
PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO PLAY VIDEO GAMES ON EACH KIND OF DEVICE
ANY DEVICE
81%
SMART PHONE
69%
PC (LAPTOP OR DESKTOP)
41%
GAMES CONSOLE
25%
TABLET COMPUTER
21%
we are social
global web index

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DAILY TIME SPENT USING GAMES CONSOLES

AVERAGE AMOUNT OF TIME EACH DAY THAT INTERNET USERS AGED 16 TO 64 SPEND USING GAMES CONSOLES

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GAMING-RELATED ACTIVITIES

PERCENTAGE OF ALL INTERNET USERS AGED 16 TO 64 WHO PARTICIPATED IN EACH GAMING-RELATED ACTIVITY IN THE PAST MONTH

PURCHASED A GAME ADD-ON OR PAID FOR DLC*	PLAYED A GAME ON A CLOUD GAMING OR STREAMING PLATFORM	SHARED IMAGES OR VIDEOS OF OWN GAMEPLAY	WATCHED A LIVE STREAM OF OTHER PEOPLE PLAYING GAMES	WATCHED AN ESPORTS TOURNAMENT
7.6%	9.9%	12%	20%	14%

SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

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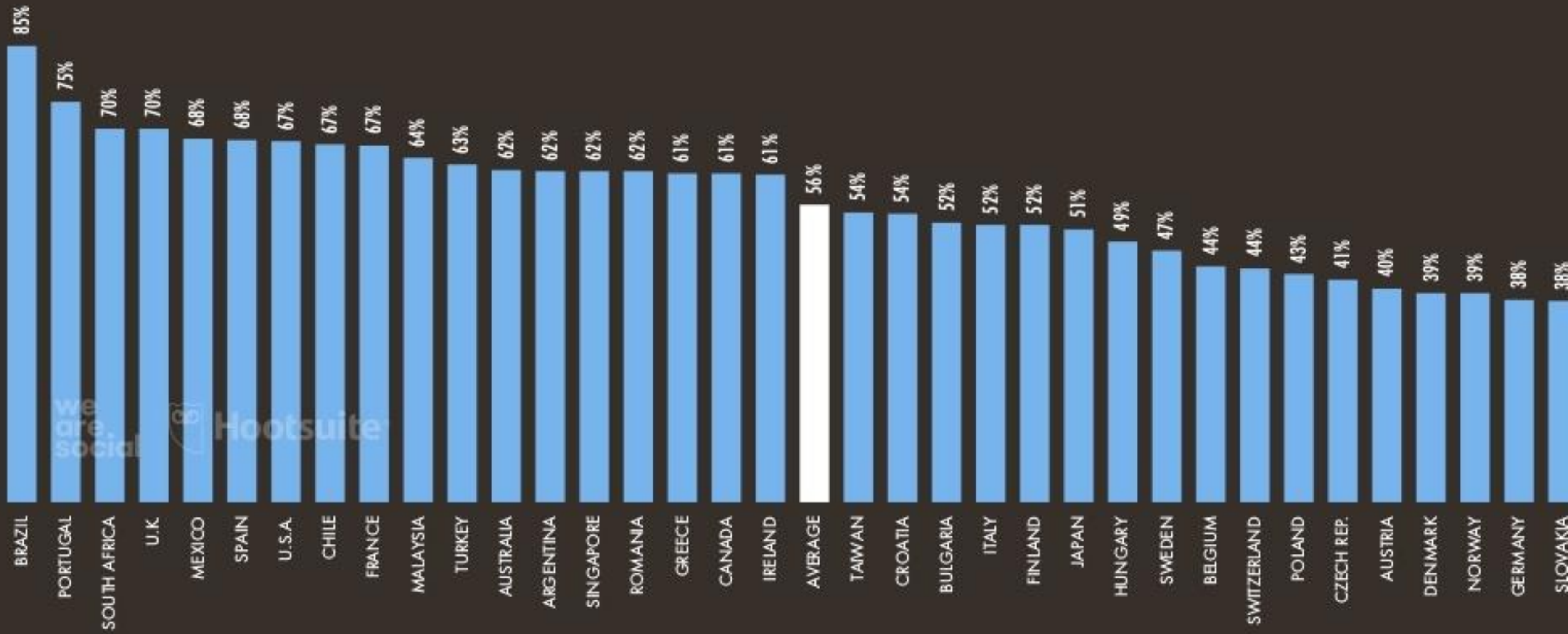
CONCERNS ABOUT MISINFORMATION AND ‘FAKE NEW

PERCENTAGE OF ADULTS AGED 18+ WHO SAY THEY’RE CONCERNED ABOUT WHAT IS REAL AND FAKE ON THE INTERNET



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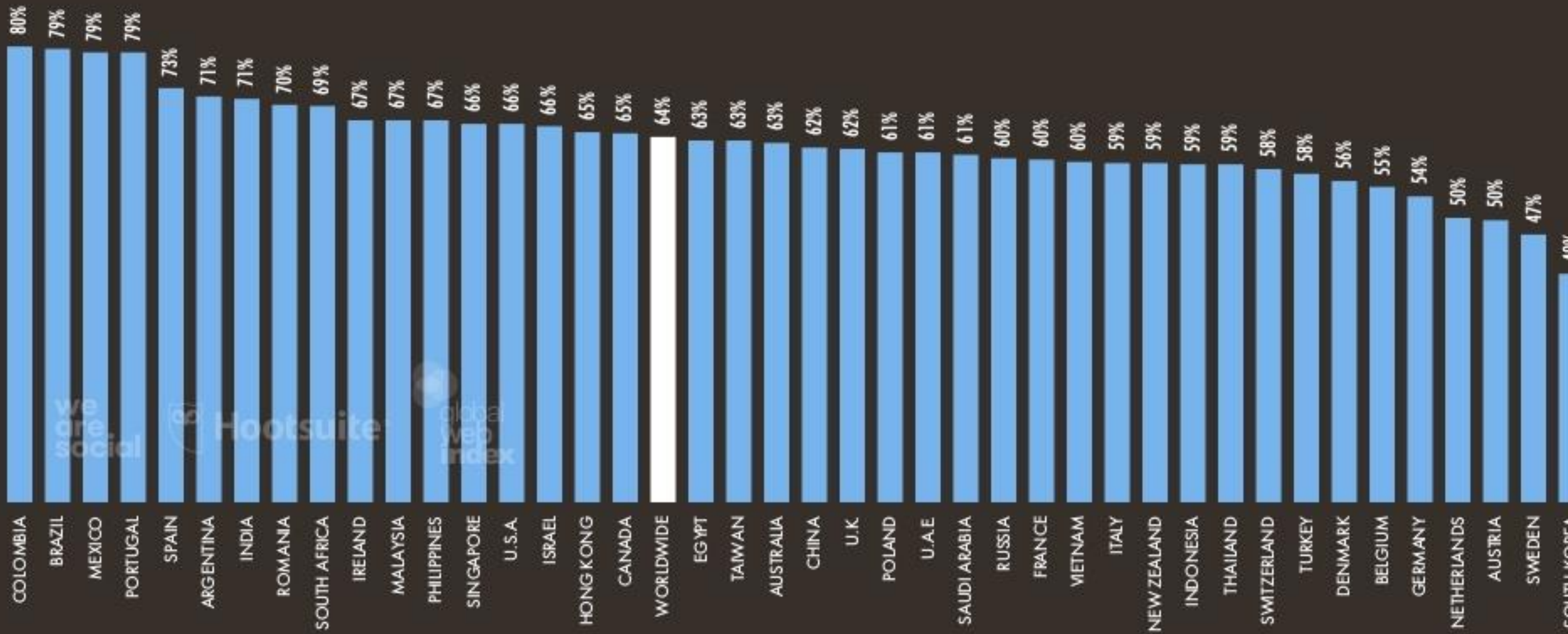
CONCERNS ABOUT MISUSE OF PERSONAL DATA

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO SAY THEY'RE WORRIED ABOUT HOW COMPANIES USE THEIR PERSONAL DATA



SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

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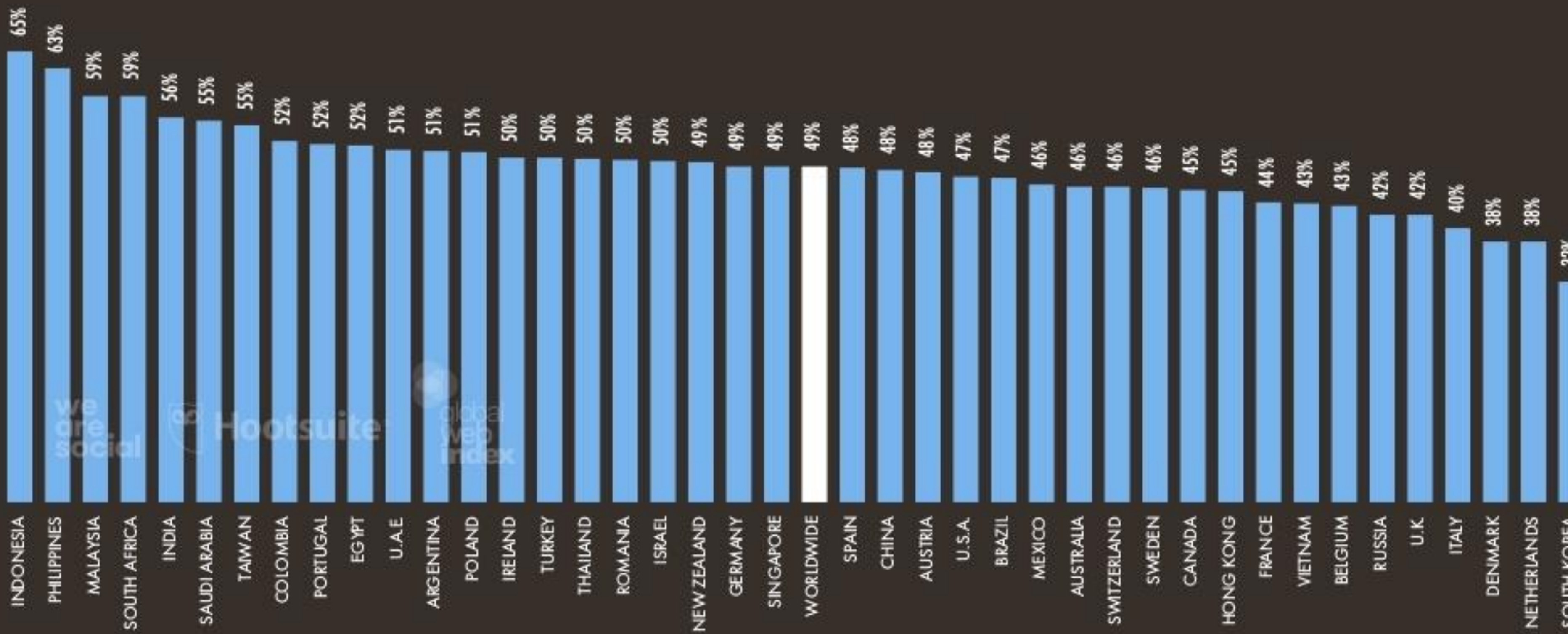
USE OF AD BLOCKERS

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO USE TOOLS TO BLOCK ONLINE ADVERTISING EACH MONTH



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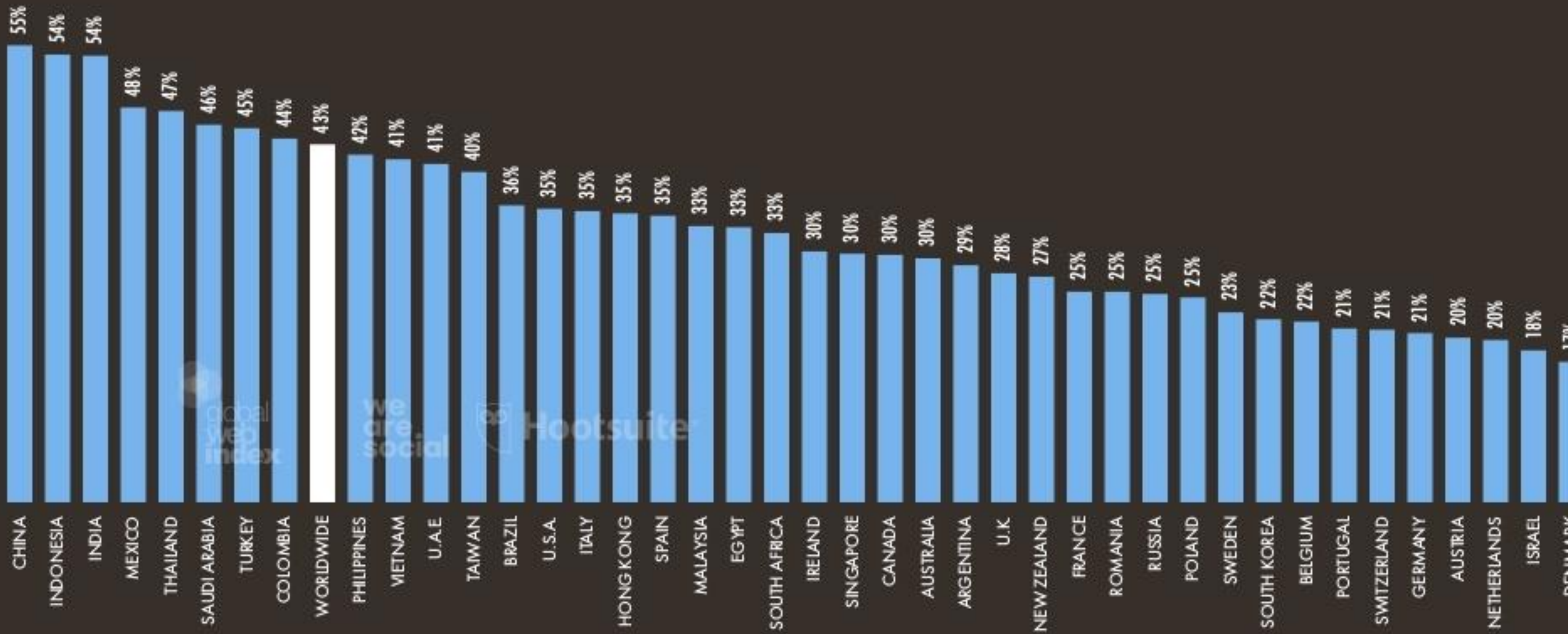
USE OF VOICE SEARCH AND VOICE COMMANDS

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO USE VOICE INTERFACES EACH MONTH (ANY DEVICE)



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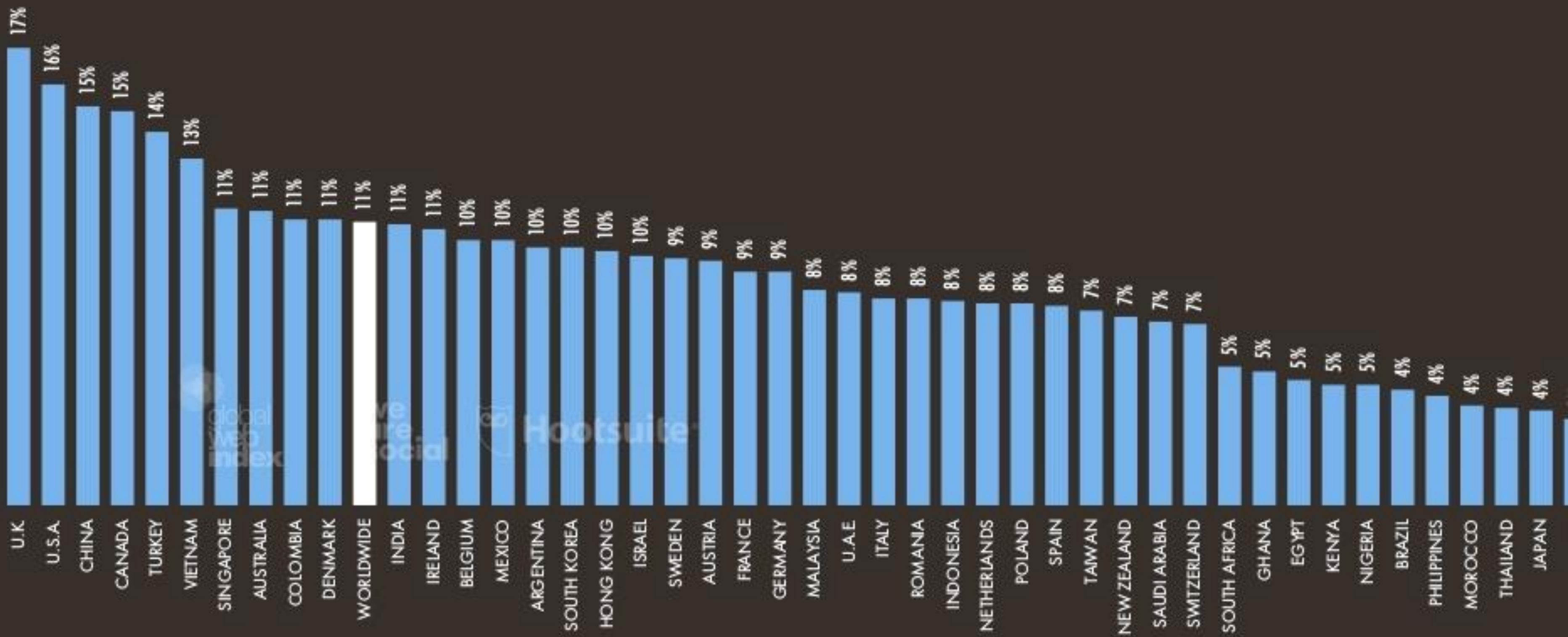
SMART HOME DEVICE OWNERSHIP

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO SAY THAT THEY OWN SOME FORM OF SMART HOME DEVICE*



SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD GLOBAL SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

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OVERVIEW OF THE SMART HOME DEVICE MARKET

VALUE OF THE GLOBAL MARKET FOR SMART HOME DEVICES, WITH VALUE BY DEVICE SUB-CATEGORY (IN U.S. DOLLARS)

NUMBER OF HOMES WITH SMART HOME DEVICES	TOTAL ANNUAL VALUE OF SMART HOME DEVICES MARKET	VALUE OF SMART HOME CONTROL & CONNECTIVITY DEVICE MARKET*	VALUE OF SMART HOME APPLIANCES MARKET
134.1 MILLION	**$73.72 BILLION**	**$17.16 BILLION**	**$16.97 BILLION**

VALUE OF SMART HOME SECURITY DEVICE MARKET	VALUE OF SMART HOME ENTERTAINMENT DEVICE MARKET	VALUE OF SMART HOME COMFORT & LIGHTING MARKET	VALUE OF SMART HOME ENERGY MANAGEMENT MARKET
$15.93 BILLION	**$10.47 BILLION**	**$7.34 BILLION**	**$5.84 BILLION**

SOURCE: STATISTA MARKET OUTLOOK FOR THE SMART HOME CATEGORY (ACCESSED JANUARY 2020). FIGURES REPRESENT ESTIMATES OF FULL-YEAR REVENUES FOR 2019, IN U.S. DOLLARS.

JAN 2020

AVERAGE ANNUAL REVENUE PER SMART HOME

AVERAGE ANNUAL SPEND ON SMART HOME DEVICES PER SMART HOME (IN U.S. DOLLARS)

PENETRATION OF SMART HOME DEVICES*	ARPU*: COMBINED SPEND ON ALL SMART HOME DEVICES	ARPU*: SMART HOME CONTROL & CONNECTIVITY DEVICES	ARPU*: SMART HOME APPLIANCES
7.2%	$550	$137	$286

ARPU*: SMART HOME SECURITY DEVICES	ARPU*: SMART HOME ENTERTAINMENT DEVICES	ARPU*: SMART HOME COMFORT & LIGHTING	ARPU*: SMART HOME ENERGY MANAGEMENT
$238	$112	$81	$85

SOURCE: STATISTA MARKET OUTLOOK FOR THE SMART HOME CATEGORY (ACCESSED JANUARY 2020). FIGURES REPRESENT ESTIMATES OF FULL-YEAR REVENUE FOR 2019, IN U.S. DOLLARS.

JAN 2020

SMART HOME MARKET: ANNUAL VALUE GROWTH

YEAR-ON-YEAR CHANGE IN THE SIZE AND VALUE OF THE SMART HOME MARKET, WITH DETAIL BY SUB-CATEGORY

ANNUAL CHANGE IN SMART HOME PENETRATION*

+33%

Y-O-Y VALUE CHANGE: OVERALL SMART HOME DEVICES MARKET

+28%

Y-O-Y VALUE CHANGE: SMART HOME CONTROL & CONNECTIVITY MARKET

+31%

Y-O-Y VALUE CHANGE: SMART HOME APPLIANCES MARKET

+32%

Y-O-Y VALUE CHANGE: SMART HOME SECURITY DEVICE MARKET

+26%

Y-O-Y VALUE CHANGE: SMART HOME ENTERTAINMENT DEVICE MARKET

+21%

Y-O-Y VALUE CHANGE: SMART HOME COMFORT & LIGHTING MARKET

+29%

Y-O-Y VALUE CHANGE: SMART HOME ENERGY MANAGEMENT MARKET

+29%

SOURCE: STATISTA MARKET OUTLOOK FOR THE SMART HOME CATEGORY (ACCESSED JANUARY 2020). GROWTH FIGURES REPRESENT THE YEAR-ON-YEAR CHANGE IN ESTIMATES OF FULL-YEAR

HOOTSUITE'S PERSPECTIVE: BEST-IN-CLASS EXAMPLES

BUILDING CONFIDENCE

Spectrum Health: To encourage advocacy among its 31,000 employees, Spectrum Health created a structure within its social strategy that gave employees trusted content they felt empowered to share. By building out digital skill sets internally, Spectrum employees have become confident advocates, providing a better customer experience in the health care sector. Watch here.

PROVIDING CONNECTION

Sodexo: Amid privacy concerns and the rise of private messaging channels, Sodexo uses the power of 1:1 connection and peer-to-peer trust on social media to create meaningful relationships with students on campus. Watch here.

ENABLING CONVENIENCE

Adobe: Experiences matter mor than products for today's consume To meet these high expectations a provide a unified customer experie Adobe builds a 360-degree view o customer through social data and ins across the entire company. Watch h

Click here for more Hootsuite insights into the Future of Customer Engagement.

WE ARE SOCIAL'S PERSPECTIVE: INTERNET IN 2020

SHIFTS IMPACTING OUR ONLINE BEHAVIOUR

CULTURAL CROSSFIT

People have often been forced to engage with cultural interests in isolation, but that doesn't reflect the way they consume. Tastes are flexible and multifaceted. And driven by openness to collaboration among brands and platforms, cultural convergence is more far reaching than ever.

In 2020, brands will look to reflect people's relationship with culture in flexible and adaptive ways

VIRTUAL SELVES

Avatars were once exclusive to gamer communities. But digital versions of ourselves are now commonplace internet-wide. Whether the iOS Memoji Keyboard, Facebook Horizon, Instagram's AR filters, Fortnite or VR chat, people will increasingly be creating and customising avatars across platforms.

In 2020, brands will engage with people's digital avatars in more meaningful ways

OVERT PRIVACY

People want control over their digital footprints, looking to hide from brands platforms, and even their outer circles, b moving into more intimate social space With tools like Instagram 'Close Friend and Facebook Groups gaining traction, public feed feels less important than eve

In 2020, brands will participa in more intimate conversatio with their core customers

SOCIAL MEDIA IN 2020

JAN 2020

SOCIAL MEDIA USE AROUND THE WORLD

BASED ON THE NUMBER OF MONTHLY ACTIVE USERS OF TOP SOCIAL MEDIA PLATFORMS IN EACH COUNTRY OR TERRITORY

TOTAL NUMBER OF ACTIVE SOCIAL MEDIA USERS	SOCIAL MEDIA PENETRATION (USERS vs. TOTAL POPULATION*)	ANNUAL GROWTH IN THE TOTAL NUMBER OF SOCIAL MEDIA USERS	TOTAL NUMBER OF SOCIAL MEDIA USERS ACCESSING VIA MOBILE PHONES	PERCENTAGE OF TOTAL SOCIAL MEDIA USERS ACCESSING VIA MOBILE
3.80 BILLION	**49%**	**+9.2%**	**3.75 BILLION**	**99%**

JAN
2020

SOCIAL MEDIA USE vs. TOTAL POPULATION BY REGION

THE NUMBER OF ACTIVE SOCIAL MEDIA USERS IN EACH REGION COMPARED TO TOTAL POPULATION, REGARDLESS OF AGE

SOURCES: KEPIOS ANALYSIS; COMPANY STATEMENTS AND EARNINGS ANNOUNCEMENTS; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (ALL

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JAN
2020

GROWTH IN SOCIAL MEDIA USER NUMBERS BY REGION

CHANGE IN THE TOTAL NUMBER OF PEOPLE USING SOCIAL MEDIA BETWEEN APRIL 2019 AND JANUARY 2020*

SOURCES: KEPIOS ANALYSIS; COMPANY STATEMENTS AND EARNINGS ANNOUNCEMENTS; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (ALL

JAN 2020

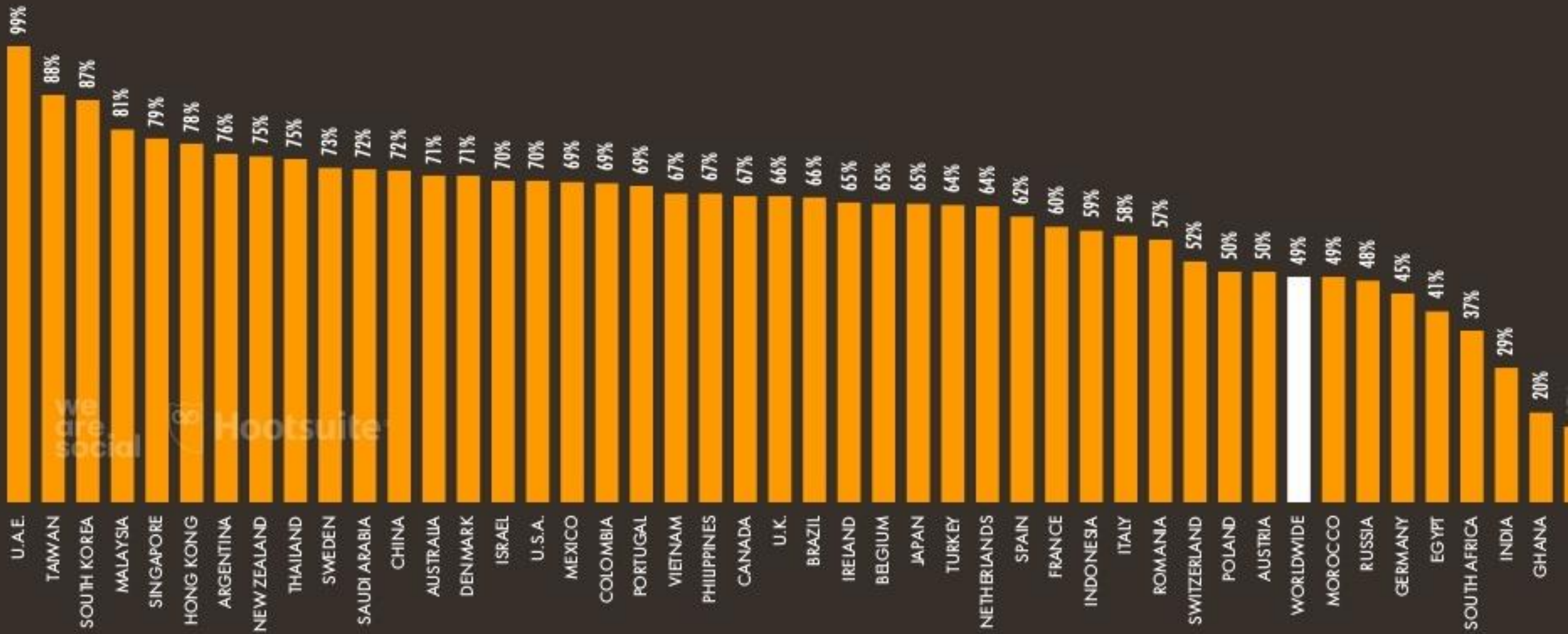
SOCIAL MEDIA USER NUMBERS OVER TIME

THE NUMBER OF ACTIVE SOCIAL MEDIA USERS BY YEAR, WITH YEAR-ON-YEAR CHANGE

JAN 2020

SOCIAL MEDIA PENETRATION

THE NUMBER OF ACTIVE SOCIAL MEDIA USERS COMPARED TO TOTAL POPULATION, REGARDLESS OF AGE



SOURCES: KEPIOS ANALYSIS; COMPANY STATEMENTS AND EARNINGS ANNOUNCEMENTS; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR

JAN 2020

SOCIAL MEDIA PENETRATION RANKINGS

COUNTRIES AND TERRITORIES* WITH THE HIGHEST AND LOWEST LEVELS OF OVERALL SOCIAL MEDIA USE (REGARDLESS OF AGE)

HIGHEST LEVELS OF SOCIAL MEDIA PENETRATION

#	HIGHEST PENETRATION	%	Nº OF USERS
01=	KUWAIT	99%	4,200,000*
01=	QATAR	99%	2,830,000*
01=	U.A.E.	99%	9,730,000*
04	BRUNEI	94%	410,000
05	MALTA	91%	400,000
06	ARUBA	90%	96,000
07	CAYMAN IS.	89%	58,000
08	TAIWAN	88%	21,000,000
09	SOUTH KOREA	87%	44,731,000
10	BAHRAIN	84%	1,400,000

LOWEST LEVELS OF SOCIAL MEDIA PENETRATION

#	LOWEST PENETRATION	%	Nº OF USERS
213	NORTH KOREA	0.0%	[N/A]
212	ERITREA	0.6%	22,000
211	SUDAN	0.7%	300,000
210	TURKMENISTAN	1.2%	72,000
209	CHAD	2.0%	330,000
208	NIGER	2.1%	490,000
207	CENTRAL AFRICAN REP.	2.5%	120,000
206	SOUTH SUDAN	2.5%	280,000
205	MALAWI	2.7%	510,000
204	DEM. REP. OF THE CONGO	3.5%	3,100,000

SOURCES: KEPIOS ANALYSIS; COMPANY STATEMENTS AND EARNINGS ANNOUNCEMENTS; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (ALL

JAN 2020

SOCIAL MEDIA USE BY ELIGIBLE AUDIENCES

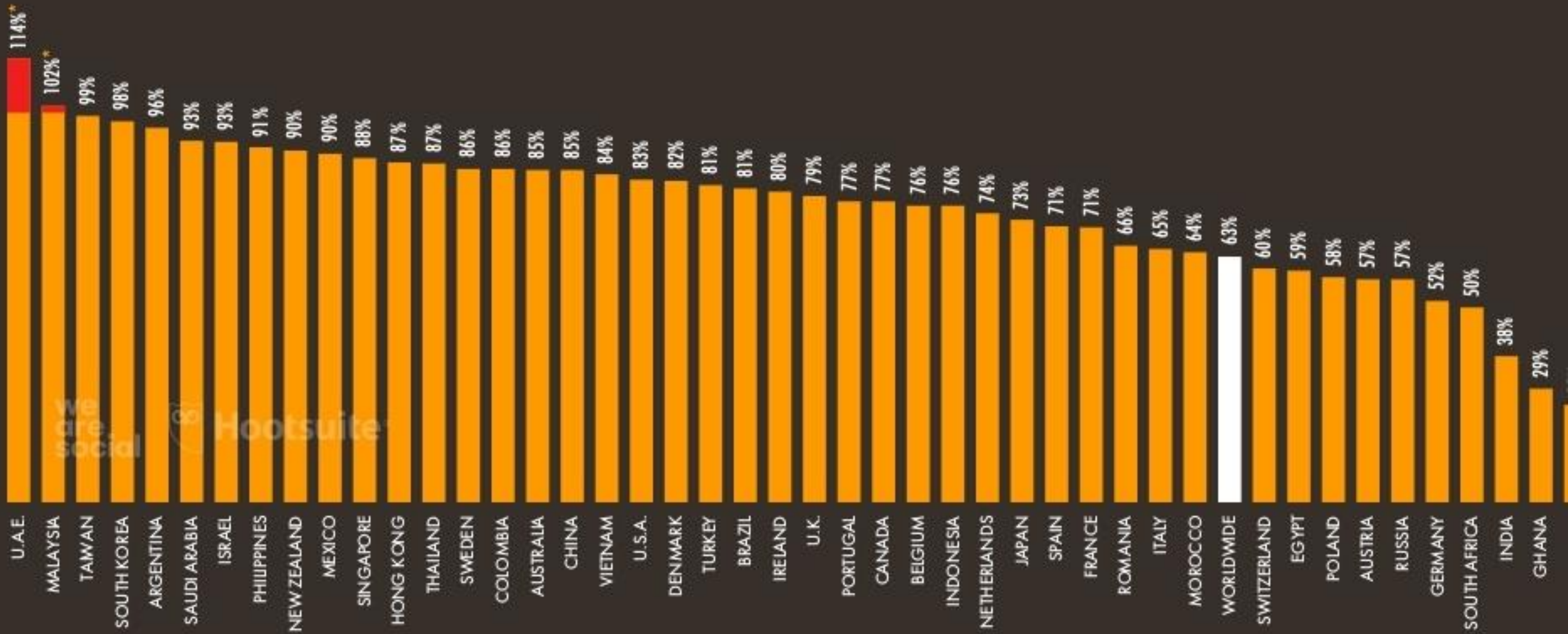
THE NUMBER OF ACTIVE SOCIAL MEDIA USERS IN EACH REGION COMPARED TO POPULATION AGED 13+

SOURCES: SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (JANUARY 2020); COMPARED TO POPULATION DATA FROM THE UNITED NATIONS AND

JAN 2020

SOCIAL MEDIA USE BY ELIGIBLE AUDIENCES

THE NUMBER OF ACTIVE SOCIAL MEDIA USERS COMPARED TO POPULATION AGED 13+



SOURCES: SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (ALL LATEST DATA AVAILABLE IN JANUARY 2020), COMPARED TO POPULATION DATA

JAN 2020

RANKING OF SOCIAL MEDIA USE BY ELIGIBLE AUDIENC

COUNTRIES AND TERRITORIES* WITH THE HIGHEST AND LOWEST LEVELS OF SOCIAL MEDIA USE AMONGST POPULATIONS AGED 13+

HIGHEST RATES OF SOCIAL MEDIA USE vs. POPULATIONS AGED 13+

#	HIGHEST ELIGIBLE USE RATE	% 13+	TOTAL USERS
01	KUWAIT	122%*	4,200,000
02	BRUNEI	117%*	410,000
03	U.A.E.	114%*	9,730,000
04	QATAR	113%*	2,830,000
05	ARUBA	106%*	96,000
06	GUAM	105%*	140,000
07	MALTA	104%*	400,000
08	MALAYSIA	102%*	26,000,000
09	BAHRAIN	100%	1,400,000
10	TAIWAN	99%	21,000,000

LOWEST RATES OF SOCIAL MEDIA USE vs. POPULATIONS AGED 13+

#	LOWEST ELIGIBLE USE RATE	% 13+	TOTAL USERS
213	NORTH KOREA	0.0%	[N/A]
212	ERITREA	1.0%	22,000
211	SUDAN	1.1%	300,000
210	TURKMENISTAN	1.7%	72,000
209	CHAD	3.5%	330,000
208	NIGER	3.7%	490,000
207	SOUTH SUDAN	4.0%	280,000
206	CENTRAL AFRICAN REP.	4.1%	120,000
205	MALAWI	4.4%	510,000
204	DEM. REP. OF CONGO	6.0%	3,100,000

SOURCES: SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (JANUARY 2020). COMPARED TO POPULATION DATA FROM THE UNITED NATIONS AND

JAN 2020

SOCIAL MEDIA GROWTH RANKINGS: RELATIVE CHANG

COUNTRIES AND TERRITORIES* WITH THE HIGHEST PERCENTAGE CHANGE IN SOCIAL MEDIA USERS (JAN 2020 vs. APR 2019*)

#	HIGHEST RELATIVE GROWTH	▲%	▲ USERS
01	CHAD	+252%	+240,000
02	GUINEA-BISSAU	+89%	+120,000
03	TURKMENISTAN	+68%	+29,000
04	FED. STATES OF MICRONESIA	+58%	+13,000
05	TAJIKISTAN	+49%	+220,000
06	INDIA	+48%	+130,000,000
07	UZBEKISTAN	+44%	+970,000
08	IRAN	+39%	+9,400,000
09	BURKINA FASO	+35%	+410,000
10	MALAWI	+34%	+130,000

#	HIGHEST RELATIVE GROWTH	▲%	▲ USERS
11	KYRGYZSTAN	+33%	+620,000
12	KIRIBATI	+31%	+10,000
13	EQUATORIAL GUINEA	+31%	+24,000
14	LESOTHO	+29%	+97,000
15	DEM. REP. OF THE CONGO	+28%	+680,000
16	UGANDA	+27%	+530,000
17	KAZAKHSTAN	+26%	+1,900,000
18	SOUTH SUDAN	+26%	+57,000
19	COMOROS	+23%	+32,000
20	BURUNDI	+22%	+96,000

SOURCES: KEPIOS ANALYSIS; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (ALL LATEST DATA AVAILABLE IN JANUARY 2020).

JAN 2020

SOCIAL MEDIA GROWTH RANKINGS: ABSOLUTE CHANG

COUNTRIES AND TERRITORIES* WITH THE LARGEST CHANGE IN THE ABSOLUTE NUMBER OF SOCIAL MEDIA USERS (JAN 2020 vs. APR 2019*)

#	LARGEST ABSOLUTE GROWTH	▲ USERS	▲ %
01	INDIA	+130,000,000	+48%
02	CHINA	+15,000,000	+1.5%
03	INDONESIA	+12,000,000	+8.1%
04	BRAZIL	+11,000,000	+8.2%
05	IRAN	+9,400,000	+39%
06	U.S.A.	+6,900,000	+3.1%
07	PHILIPPINES	+5,800,000	+8.6%
08	VIETNAM	+5,700,000	+9.6%
09	MEXICO	+5,300,000	+6.3%
10	SOUTH AFRICA	+3,500,000	+19%

#	LARGEST ABSOLUTE GROWTH	▲ USERS	▲ %
11	NIGERIA	+3,400,000	+14
12	COLOMBIA	+3,400,000	+11
13	JAPAN	+3,000,000	+3.8
14	BANGLADESH	+3,000,000	+9.1
15	EGYPT	+2,900,000	+7.3
16	ALGERIA	+2,400,000	+12
17	PAKISTAN	+2,400,000	+7.0
18	THAILAND	+2,300,000	+4.7
19	GERMANY	+2,300,000	+6.5
20	ARGENTINA	+2,200,000	+6.9

JAN 2020

SHARE OF SOCIAL MEDIA USERS BY GENDER

FEMALE AND MALE SOCIAL MEDIA USERS AS A PERCENTAGE OF TOTAL FEMALE AND MALE SOCIAL MEDIA USERS*, BY REGION

SOURCES: SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; CNNIC; KEPIOS ANALYSIS (ALL LATEST DATA AVAILABLE IN JANUARY 2020). DATA FOR CHINA BASED ON SHARE OF

JAN 2020

SOCIAL MEDIA GENDER COMPARISON RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST SHARE OF SOCIAL MEDIA USERS BY GENDER*

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT FEMALE SKEW

#	HIGHEST FEMALE RATIO	% ♀	FEMALE USERS
01	BELARUS	58%	1,900,000
02	UKRAINE	57%	11,000,000
03	U.S. VIRGIN IS.	56%	14,000
04	VENEZUELA	56%	6,700,000
05	KAZAKHSTAN	56%	5,300,000
06	FED. STATES OF MICRONESIA	56%	20,000
07	MOLDOVA	55%	770,000
08	HONG KONG	55%	3,100,000
09	LATVIA	55%	570,000
10	CURAÇAO	55%	68,000

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT MALE SKEW

#	HIGHEST MALE RATIO	% ♂	MALE USERS
01	YEMEN	85%	2,200,000
02	AFGHANISTAN	84%	3,000,000
03	CHAD	82%	270,000
04	NIGER	81%	400,000
05	PAKISTAN	79%	29,000,000
06	TAJIKISTAN	79%	520,000
07	SOUTH SUDAN	78%	220,000
08	INDIA	76%	305,000,000
09=	MALI	74%	1,200,000
09=	QATAR	74%	2,200,000

SOURCES: KEPIOS ANALYSIS; SOCIAL MEDIA PLATFORMS' SELF-SERVICE ADVERTISING TOOLS; MEDIASCOPE; CAFEBAZAAR (ALL LATEST DATA AVAILABLE IN JANUARY 2020); GLOBALWEBINDEX

JAN 2020

SOCIAL MEDIA BEHAVIOURS

PERSPECTIVES ON HOW INTERNET USERS AGED 16 TO 64 ENGAGE WITH SOCIAL MEDIA

VISITED OR USED A SOCIAL NETWORK OR MESSAGING SERVICE IN THE PAST MONTH	ACTIVELY ENGAGED WITH OR CONTRIBUTED TO SOCIAL MEDIA IN THE PAST MONTH	AVERAGE AMOUNT OF TIME PER DAY SPENT USING SOCIAL MEDIA	AVERAGE NUMBER OF SOCIAL MEDIA ACCOUNTS PER INTERNET USER*	PERCENTAGE OF INTERNET USERS WHO USE SOCIAL MEDIA FOR WORK PURPOSE
97%	87%	2H 24M	8.6	43%

SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

JAN 2020

EVOLUTION IN THE DAILY TIME SPENT ON SOCIAL MEDIA

EVOLUTION IN THE AVERAGE AMOUNT OF TIME PER DAY THAT INTERNET USERS AGED 16 TO 64 SPEND USING SOCIAL MEDIA VIA ANY DEVICE

SOURCE: GLOBALWEBINDEX (VARIOUS DATA PERIODS, AS DETAILED BELOW EACH OF THE BARS IN THE CHART ABOVE). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET

JAN 2020

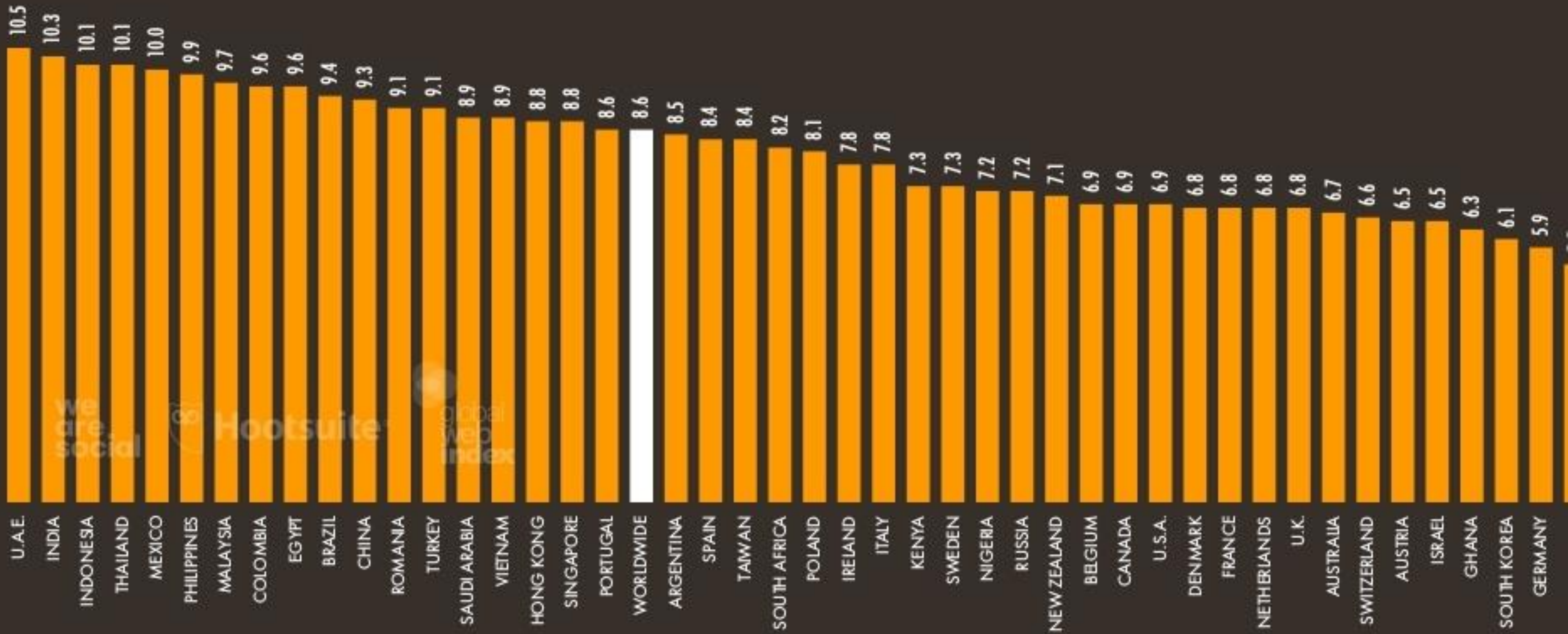
DAILY TIME SPENT USING SOCIAL MEDIA

AVERAGE DAILY TIME (IN HOURS AND MINUTES) THAT INTERNET USERS AGED 16 TO 64 SPEND USING SOCIAL MEDIA ON ANY DEVICE

JAN
2020

AVERAGE NUMBER OF SOCIAL ACCOUNTS PER PERSON

AVERAGE NUMBER OF SOCIAL MEDIA PLATFORMS ON WHICH INTERNET USERS AGED 16 TO 64 HAVE ACCOUNTS (NOT NECESSARILY ACTIVE USERS

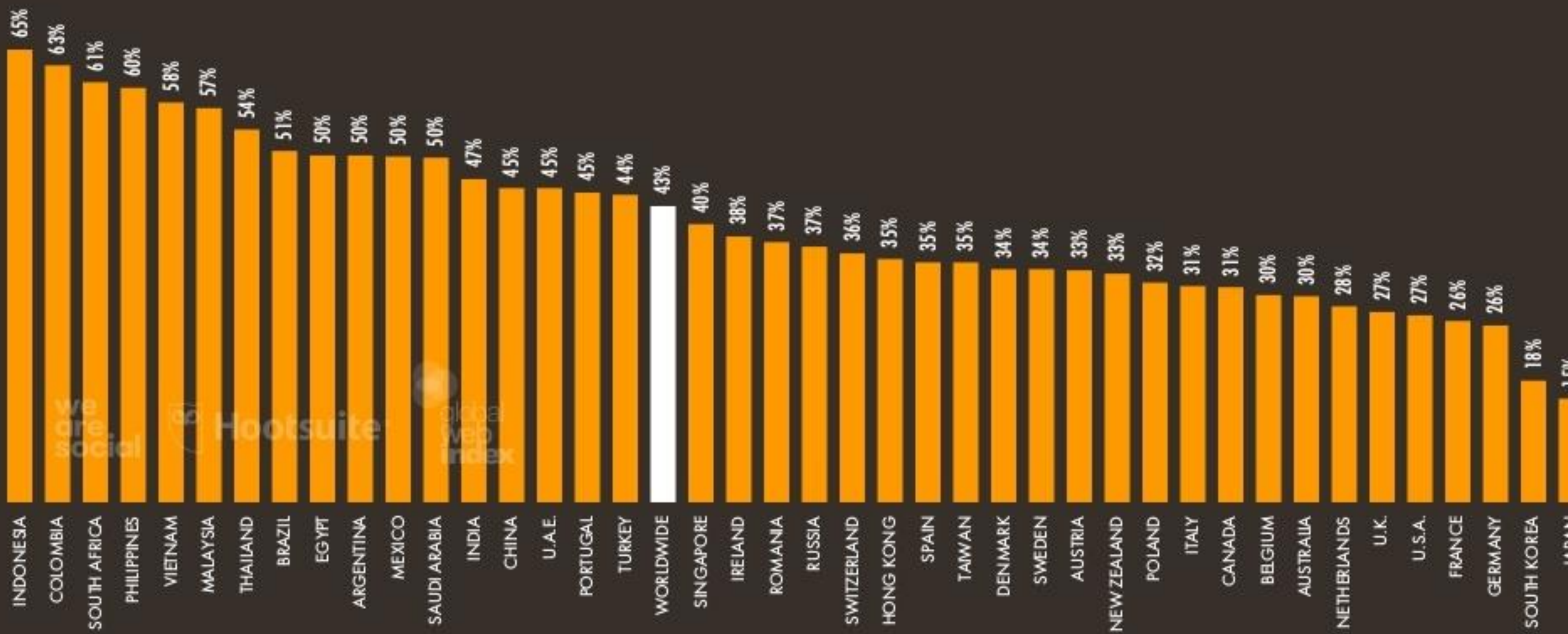


SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD GLOBAL SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

JAN 2020

INDIVIDUAL USE OF SOCIAL MEDIA FOR WORK

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO USE SOCIAL MEDIA FOR WORK PURPOSES



JAN 2020

THE WORLD'S MOST-USED SOCIAL PLATFORMS

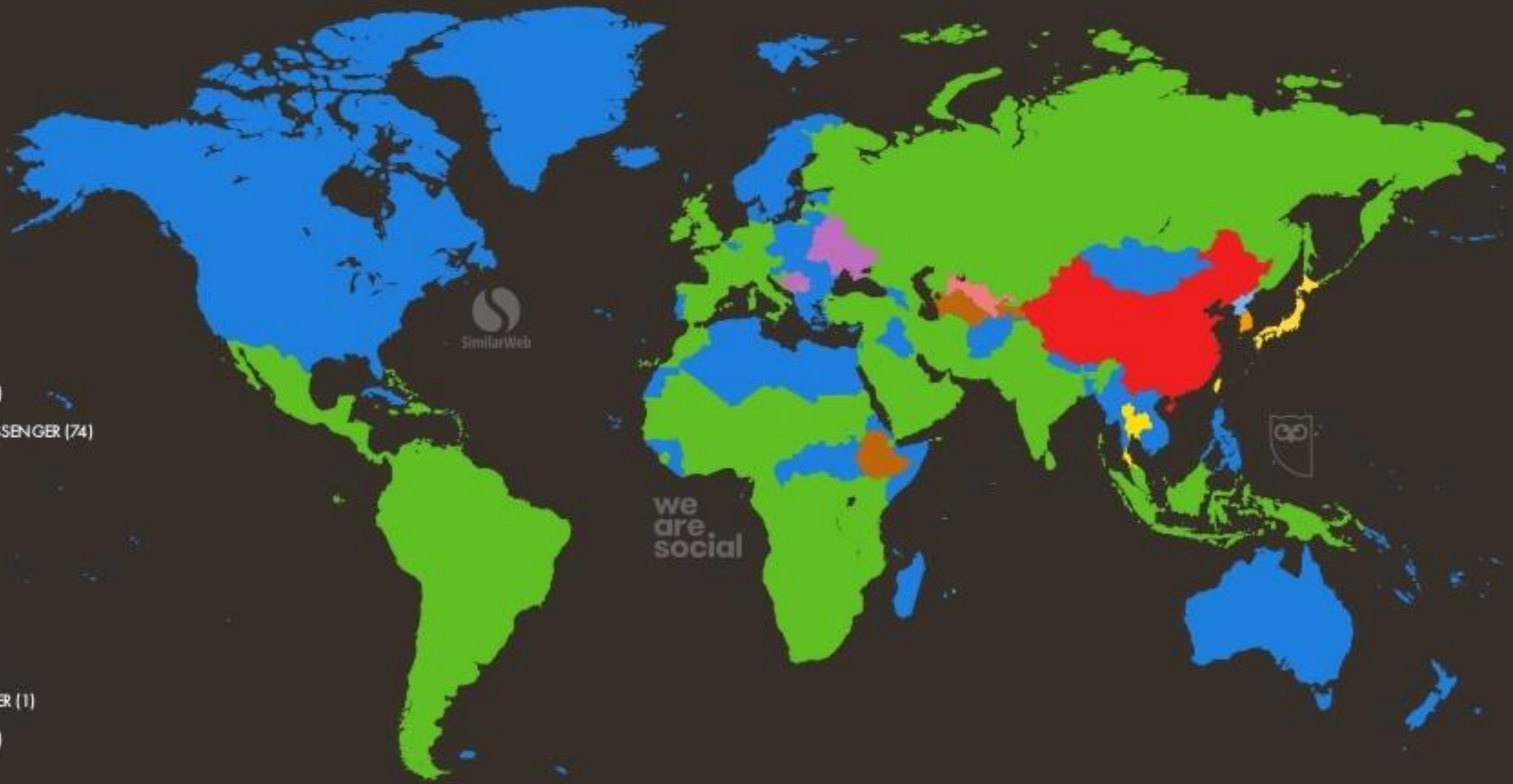
BASED ON MONTHLY ACTIVE USERS, ACTIVE USER ACCOUNTS, ADVERTISING AUDIENCES, OR UNIQUE MONTHLY VISITORS (IN MILLIONS)

SOURCES: KEPIOS ANALYSIS; COMPANY STATEMENTS AND EARNINGS ANNOUNCEMENTS; PLATFORMS' SELF-SERVICE ADVERTISING TOOLS (ALL LATEST AVAILABLE DATA). **NOTES:** PLATFORMS

JAN 2020

TOP MESSENGER APPS AROUND THE WORLD

THE MOST ACTIVE MESSENGER APP* IN EACH COUNTRY OR TERRITORY IN DECEMBER 2019



- WHATSAPP (138)
- FACEBOOK MESSENGER (74)
- VIBER (7)
- IMO (3)
- LINE (3)
- SKYPE (2)
- WECHAT (2)
- KAKAOTALK (1)
- PLUS MESSENGER (1)
- UNKNOWN (14)

SOURCE: SIMILARWEB (JANUARY 2020). ***NOTES:** RANKINGS ARE BASED ON MESSENGER APPS WITH THE HIGHEST NUMBER OF AVERAGE DAILY ANDROID APP USERS IN EACH RESPECTIVE

WE ARE SOCIAL'S PERSPECTIVE: SOCIAL IN 2020

SHIFTS IN HOW PEOPLE BEHAVE AND INTERACT ON SOCIAL

BAD INFLUENCE

Being a creator has lost its lo-fi sheen; many lifestyle influencers lead unrelatable lives, while celebrity 'creators' like Will Smith are blowing up on platforms like YouTube and TikTok. As a result, there's a growing backlash against influencer culture and the metrics that drive it.

In 2020, brands will look beyond likes, followers and reach to generate genuine engagement

ADDED VALUE

The internet has long been a wild west where intellectual property is barely there. But in a maturing digital frontier, creators have grown dedicated audiences who not only see value in their content, but recognise their style anywhere. As a result, communities are rallying to protect creators.

In 2020, brands will take greater steps to ensure they're being respectful of digital communities

RUNNING COMMENTARY

Audiences are increasingly willing to inv time and attention in content and narrati they deem to have a higher value. Thi isn't about a shift back to traditional media. It's about longer, more comple content designed to be consumed in-platform and on smaller screens.

In 2020, brands will tell more complex stories acros multiple touchpoints on soci

HOOTSUITE'S PERSPECTIVE: SOCIAL MEDIA TRENDS

BRANDS BALANCE PUBLIC AND PRIVATE ENGAGEMENT

Though the rise of private messaging is important, public social media feeds remain a critical space for brand discovery and customer acquisition. The key is creating a seamless experience across both worlds while balancing automation and human connection.

EMPLOYERS TAKE CENTER STAGE IN A DIVIDED WORLD

Employees expect their organizations to lead the way in making the world a better place. Progressive organizations are amplifying their company purpose with employee advocacy on social media, putting to work the inextricable link between employee and customer experience.

TIKTOK SHAKES UP THE STATUS QUO

Only time will tell if the TikTok hype will last, but its popularity tells us a lot about the future of social content. Marketers should use these insights to adapt their strategies on established networks for the next generation on social.

SOCIAL MARKETING AND PERFORMANCE MARKETING COLLIDE

Social marketers are facing increasing pressure to expand the scope of their work. Leading teams are building out holistic skill sets that can drive both short-term conversions and long-term strategies to build brand equity and differentiation.

THE SOCIAL PROOF GAP CLOSES

ROI and measuremer continue to be a challe but our analysis foun that high-performing organizations follow th key best practices: unit social data with othe data for a holistic viev omnichannel integration using established attribu models from other chan

Click here to read our full Social Media Trends 2020 report.

HOOTSUITE'S PERSPECTIVE: BEST-IN-CLASS EXAMPLES

Leading hedge fund Citadel used public social feeds to raise awareness about the Data Open, a tournament aimed at recruiting bright young minds. On private channels, they helped students connect with each other and get career advice. They also built a Messenger chatbot that challenged students to solve complex math problems—those who could beat the bot got their resumes sent to the front of the line for consideration.

JOB APPLICATIONS

74% increase in entry-level applications

ADVERTISING PERFORMANCE

200% higher click-through rate compared to previous advertising efforts around the tournament

SOCIAL MEDIA ENGAGEMENT

Over 5,500 new conversations generated via the chatbot

Click here to find more examples in our full Social Media Trends 2020 report.

FACEBOOK

JAN 2020

FACEBOOK AUDIENCE OVERVIEW

THE POTENTIAL NUMBER OF PEOPLE THAT MARKETERS CAN REACH USING ADVERTS ON FACEBOOK

NUMBER OF PEOPLE THAT FACEBOOK REPORTS CAN BE REACHED WITH ADVERTS ON FACEBOOK	SHARE OF POPULATION AGED 13+ THAT MARKETERS CAN REACH WITH ADVERTS ON FACEBOOK	QUARTER-ON-QUARTER CHANGE IN FACEBOOK'S ADVERTISING REACH	PERCENTAGE OF ITS AD AUDIENCE THAT FACEBOOK REPORTS IS FEMALE*	PERCENTAGE OF ITS AD AUDIENCE THAT FACEBOOK REPORTS IS MALE*
1.95 BILLION	**32%**	**+1.0%**	**44%**	**56%**

JAN 2020

FACEBOOK REACH RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST POTENTIAL FACEBOOK ADVERTISING REACH

#	COUNTRY	REACH	▲QOQ	▲QOQ
01	INDIA	260,000,000	-3.7%	-10,000,000
02	U.S.A.	180,000,000	0%	[UNCHANGED]
03	INDONESIA	130,000,000	+8.3%	+10,000,000
04	BRAZIL	120,000,000	0%	[UNCHANGED]
05	MEXICO	84,000,000	+2.4%	+2,000,000
06	PHILIPPINES	70,000,000	+2.9%	+2,000,000
07	VIETNAM	61,000,000	+1.7%	+1,000,000
08	THAILAND	47,000,000	0%	[UNCHANGED]
09	EGYPT	38,000,000	+2.7%	+1,000,000
10=	TURKEY	37,000,000	0%	[UNCHANGED]
10=	U.K.	37,000,000	0%	[UNCHANGED]
12	BANGLADESH	34,000,000	+6.3%	+2,000,000

#	COUNTRY	REACH	▲QOQ	▲QOQ
13	PAKISTAN	33,000,000	+3.1%	+1,000,00
14	COLOMBIA	32,000,000	0%	[UNCHANGED
15	FRANCE	31,000,000	0%	[UNCHANGED
16=	ARGENTINA	29,000,000	0%	[UNCHANGED
16=	ITALY	29,000,000	0%	[UNCHANGED
18	GERMANY	28,000,000	0%	[UNCHANGED
19	NIGERIA	24,000,000	+4.3%	+1,000,00
20=	MALAYSIA	22,000,000	0%	[UNCHANGED
20=	PERU	22,000,000	0%	[UNCHANGED
22=	CANADA	21,000,000	0%	[UNCHANGED
22=	MYANMAR	21,000,000	+5.0%	[UNCHANGED
22=	SPAIN	21,000,000	-4.5%	[UNCHANGED

JAN 2020

ELIGIBLE AUDIENCE REACH RATE: FACEBOOK

TOTAL POTENTIAL FACEBOOK ADVERTISING REACH COMPARED TO POPULATION AGED 13+

SOURCE: EXTRAPOLATIONS OF DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE UNITED NATIONS AND THE U.S.

JAN 2020

FACEBOOK ELIGIBLE AUDIENCE REACH RATE RANKING

COUNTRIES AND TERRITORIES* WITH THE HIGHEST LEVELS OF POTENTIAL FACEBOOK ADVERTISING REACH COMPARED TO POPULATION AGED 13+

#	COUNTRY	% 13+	REACH	▲QOQ
01	ARUBA	96%	87,000	+1.2%
02	QATAR	96%	2,400,000	0%
03	U.A.E.	95%	8,100,000	+5.2%
04	MALTA	93%	360,000	0%
05	LIBYA	93%	4,800,000	+4.3%
06	SAMOA	91%	120,000	0%
07	TONGA	90%	66,000	+1.5%
08	ECUADOR	90%	12,000,000	+9.1%
09	MONGOLIA	90%	2,100,000	+5.0%
10	BRUNEI	89%	310,000	0%

#	COUNTRY	% 13+	REACH	▲QOQ
11	ICELAND	88%	250,000	-3.8%
12	PHILIPPINES	87%	70,000,000	+2.9%
13	MALAYSIA	86%	22,000,000	0%
14	PERU	86%	22,000,000	0%
15	MEXICO	85%	84,000,000	+2.4%
16	CYPRUS	84%	870,000	+2.4%
17	SEYCHELLES	84%	65,000	0%
18	BOLIVIA	83%	7,100,000	+2.9%
19	GUAM	83%	110,000	0%
20	ARGENTINA	82%	29,000,000	0%

SOURCE: EXTRAPOLATIONS OF DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE UNITED NATIONS AND THE U.S.

JAN 2020

FACEBOOK'S MONTHLY ACTIVE USERS OVER TIME

THE LATEST REPORTED NUMBER OF MONTHLY ACTIVE FACEBOOK USERS AT THE START OF EACH YEAR, WITH ASSOCIATED YEAR-ON-YEAR CHANGE

JAN 2020

FACEBOOK AUDIENCE: LARGEST INCREASES

COUNTRIES AND TERRITORIES* WITH THE GREATEST QUARTER-ON-QUARTER INCREASES IN POTENTIAL FACEBOOK ADVERTISING REACH

COUNTRIES AND TERRITORIES WITH THE GREATEST ABSOLUTE INCREASES

#	ABSOLUTE INCREASE	▲ USERS	▲ %
01	INDONESIA	+10,000,000	+8.3%
02=	BANGLADESH	+2,000,000	+6.3%
02=	MEXICO	+2,000,000	+2.4%
02=	PHILIPPINES	+2,000,000	+2.9%
02=	SOUTH AFRICA	+2,000,000	+11%
06=	ECUADOR	+1,000,000	+9.1%
06=	EGYPT	+1,000,000	+2.7%
06=	MYANMAR	+1,000,000	+5.0%
06=	NIGERIA	+1,000,000	+4.3%
06=	PAKISTAN	+1,000,000	+3.1%
06=	SAUDI ARABIA	+1,000,000	+8.3%
06=	VIETNAM	+1,000,000	+1.7%

COUNTRIES AND TERRITORIES WITH THE GREATEST RELATIVE INCREASES

#	RELATIVE INCREASE	▲ %	▲ USERS
01	GUINEA-BISSAU	+71%	+100,000
02	CHAD	+19%	+50,000
03	UZBEKISTAN	+17%	+160,000
04	ETHIOPIA	+15%	+800,000
05=	BURKINA FASO	+14%	+200,000
05=	TAJIKISTAN	+14%	+30,000
07=	ESWATINI	+14%	+30,000
07=	RWANDA	+14%	+60,000
09	SOUTH SUDAN	+13%	+30,000
10	SOUTH AFRICA	+11%	+2,000,000

JAN 2020

FACEBOOK AUDIENCE: LARGEST DECREASES

COUNTRIES AND TERRITORIES* WITH THE GREATEST QUARTER-ON-QUARTER DECREASES IN POTENTIAL FACEBOOK ADVERTISING REACH

COUNTRIES AND TERRITORIES WITH THE GREATEST ABSOLUTE DECREASES

#	ABSOLUTE DECREASE	▲ USERS	▲ %
01	INDIA	-10,000,000	-3.7%
02=	SPAIN	-1,000,000	-4.5%
02=	SOUTH KOREA	-1,000,000	-7.1%
03	TIMOR-LESTE	-110,000	-22%
04=	SINGAPORE	-100,000	-2.6%
04=	SENEGAL	-100,000	-3.2%
04=	NORWAY	-100,000	-2.9%
04=	JORDAN	-100,000	-2.0%
04=	HONG KONG	-100,000	-2.0%
04=	GREECE	-100,000	-1.9%
04=	CROATIA	-100,000	-5.6%
04=	ALBANIA	-100,000	-8.3%

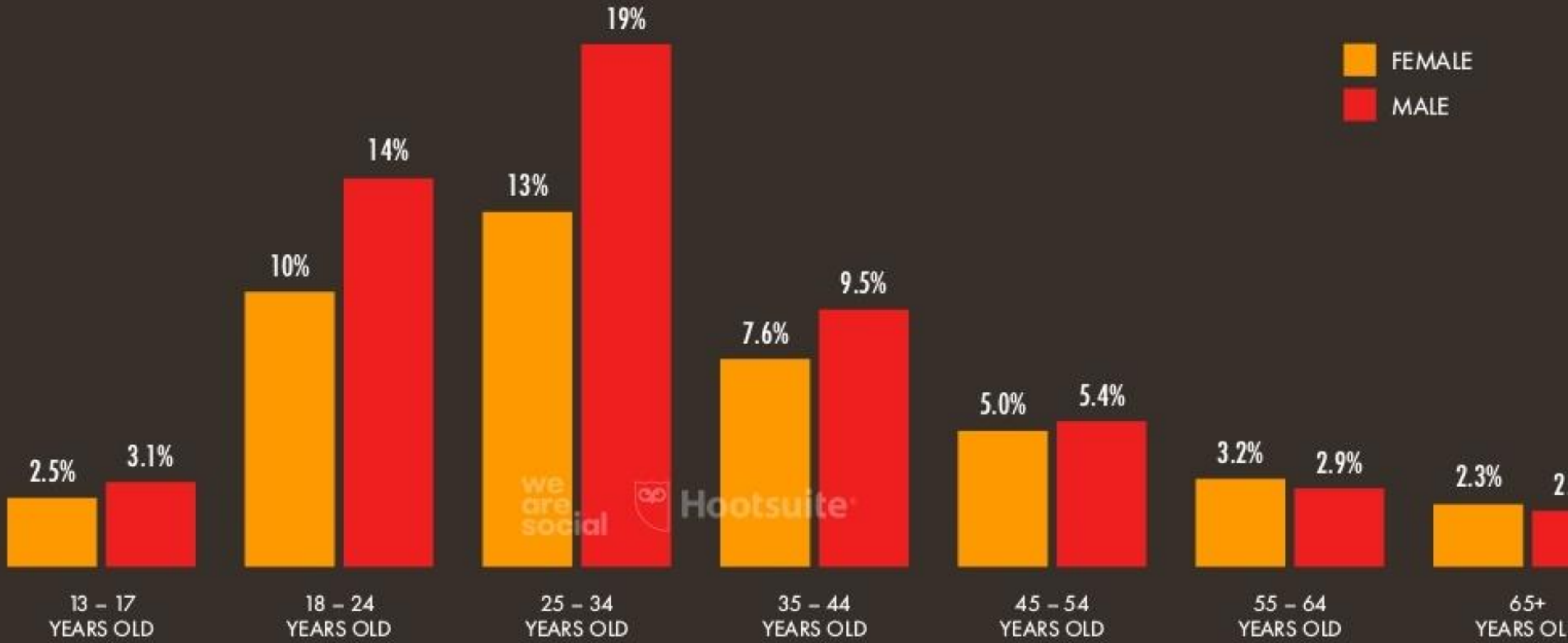
COUNTRIES AND TERRITORIES WITH THE GREATEST RELATIVE DECREASES

#	RELATIVE DECREASE	▲ %	▲ USERS
01	TIMOR-LESTE	-22%	-110,000
02	ERITREA	-9.1%	-2,000
03	ALBANIA	-8.3%	-100,000
04	SOUTH KOREA	-7.1%	-1,000,000
05	ZIMBABWE	-6.5%	-60,000
06	CROATIA	-5.6%	-100,000
07	SPAIN	-4.5%	-1,000,000
08	BENIN	-4.2%	-40,000
09	U.S. VIRGIN IS.	-4.2%	-1,000
10	ICELAND	-3.8%	-10,000

JAN 2020

PROFILE OF FACEBOOK'S ADVERTISING AUDIENCE

SHARE OF FACEBOOK'S GLOBAL ADVERTISING AUDIENCE* BY AGE GROUP AND GENDER*



SOURCE: EXTRAPOLATIONS OF DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). ***NOTES:** FACEBOOK'S TOOLS DO NOT PUBLISH AUDIENCE DATA FOR GENDERS

JAN 2020

FACEBOOK'S ADVERTISING AUDIENCE

POTENTIAL REACH OF ADVERTISING ON FACEBOOK BY AGE GROUP AND BY GENDER*

AGE	TOTAL AUDIENCE	FEMALE TOTAL	FEMALE SHARE	MALE TOTAL	MALE SHARE
13–17	109,000,000	48,700,000	2.5%	60,300,000	3.1%
18–24	474,800,000	196,300,000	10%	278,500,000	14%
25–34	627,000,000	253,400,000	13%	373,600,000	19%
35–44	332,500,000	148,200,000	7.6%	184,300,000	9.5%
45–54	201,500,000	97,200,000	5.0%	104,400,000	5.4%
55–64	119,000,000	63,000,000	3.2%	56,000,000	2.9%
65+	85,100,000	45,100,000	2.3%	40,100,000	2.1%
TOTAL	**1,949,000,000**	**851,900,000**	**43.7%**	**1,097,100,000**	**56.3%**

SOURCE: EXTRAPOLATIONS OF DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). *NOTES: FACEBOOK DOES NOT PUBLISH ADVERTISING AUDIENCE DATA

JAN 2020

FACEBOOK GENDER COMPARISON RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST SHARE OF FACEBOOK AUDIENCE BY GENDER*

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT FEMALE SKEW

#	HIGHEST FEMALE RATIO	% ♀	FEMALE USERS
01	BELARUS	61%	410,000
02	UKRAINE	60%	8,100,000
03	MOLDOVA	57%	620,000
04	LATVIA	57%	490,000
05	U.S. VIRGIN IS.	57%	13,000
06	CURAÇAO	56%	63,000
07	FED. STATES OF MICRONESIA	56%	19,000
08=	AMERICAN SAMOA	56%	15,000
08=	VENEZUELA	56%	6,000,000
10	ESTONIA	55%	360,000

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT MALE SKEW

#	HIGHEST MALE RATIO	% ♂	MALE USERS
01	YEMEN	87%	1,900,000
02	AFGHANISTAN	85%	2,900,000
03	NIGER	82%	340,000
04	CHAD	82%	250,000
05	PAKISTAN	81%	27,000,000
06	OMAN	78%	1,200,000
07	SAUDI ARABIA	78%	9,700,000
08	SOUTH SUDAN	77%	210,000
09	INDIA	77%	200,000,000
10	QATAR	76%	1,800,000

SOURCE: EXTRAPOLATIONS OF DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO UNITED NATIONS POPULATION DATA. NOTES: FACEBOOK'S

JAN 2020

FACEBOOK USERS BY LANGUAGE

THE NUMBER OF PEOPLE IN FACEBOOK'S ADVERTISING AUDIENCE WHO SPEAK EACH LANGUAGE, WITH RESPECTIVE SHARE OF TOTAL AUDIENCE

#	LANGUAGE	USERS	SHARE
01	ENGLISH	1,100,000,000	56.4%
02	SPANISH	350,000,000	18.0%
03	HINDI	180,000,000	9.2%
04	ARABIC	170,000,000	8.7%
05	INDONESIAN	170,000,000	8.7%
06	PORTUGUESE	160,000,000	8.2%
07	FRENCH	120,000,000	6.2%
08	RUSSIAN	96,000,000	4.9%
09	VIETNAMESE	70,000,000	3.6%
10	FILIPINO	67,000,000	3.4%
11	BENGALI	62,000,000	3.2%
12	TURKISH	57,000,000	2.9%
13	THAI	54,000,000	2.8%
14	GERMAN	44,000,000	2.3%
15	JAPANESE	44,000,000	2.3%
16	ITALIAN	38,000,000	1.9%
17	CHINESE	36,000,000	1.8%
18	URDU	36,000,000	1.8%
19	JAVANESE	36,000,000	1.8%
20	KOREAN	22,000,000	1.1%

JAN 2020

FACEBOOK ACCESS BY DEVICE

THE DEVICES THAT FACEBOOK USERS USE TO ACCESS THE PLATFORM

PERCENTAGE OF FACEBOOK USERS ACCESSING VIA ANY KIND OF MOBILE PHONE	PERCENTAGE OF FACEBOOK USERS WHO ONLY ACCESS VIA A LAPTOP OR DESKTOP COMPUTER	PERCENTAGE OF FACEBOOK USERS WHO ACCESS VIA BOTH PHONES AND COMPUTERS	PERCENTAGE OF FACEBOOK USERS WHO ONLY ACCESS VIA A MOBILE PHONE
98%	1.9%	19%	79%

JAN 2020

SHARE OF FACEBOOK ACCESS BY MOBILE OS

PERCENTAGE OF FACEBOOK'S MOBILE AUDIENCE BY MOBILE OPERATING SYSTEM

PERCENTAGE OF MOBILE FACEBOOK USERS ACCESSING VIA APPS ON ANDROID DEVICES	PERCENTAGE OF MOBILE FACEBOOK USERS ACCESSING VIA APPS ON IOS DEVICES	PERCENTAGE OF MOBILE FACEBOOK USERS ACCESSING VIA OTHER OPERATING SYSTEMS OR MOBILE WEB BROWSERS*
80.8%	14.2%	5.0%

SOURCE: EXTRAPOLATIONS OF DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), BASED ON ACTIVE FACEBOOK USERS AGED 18 AND ABOVE.

JAN 2020

FACEBOOK ACTIVITY FREQUENCY

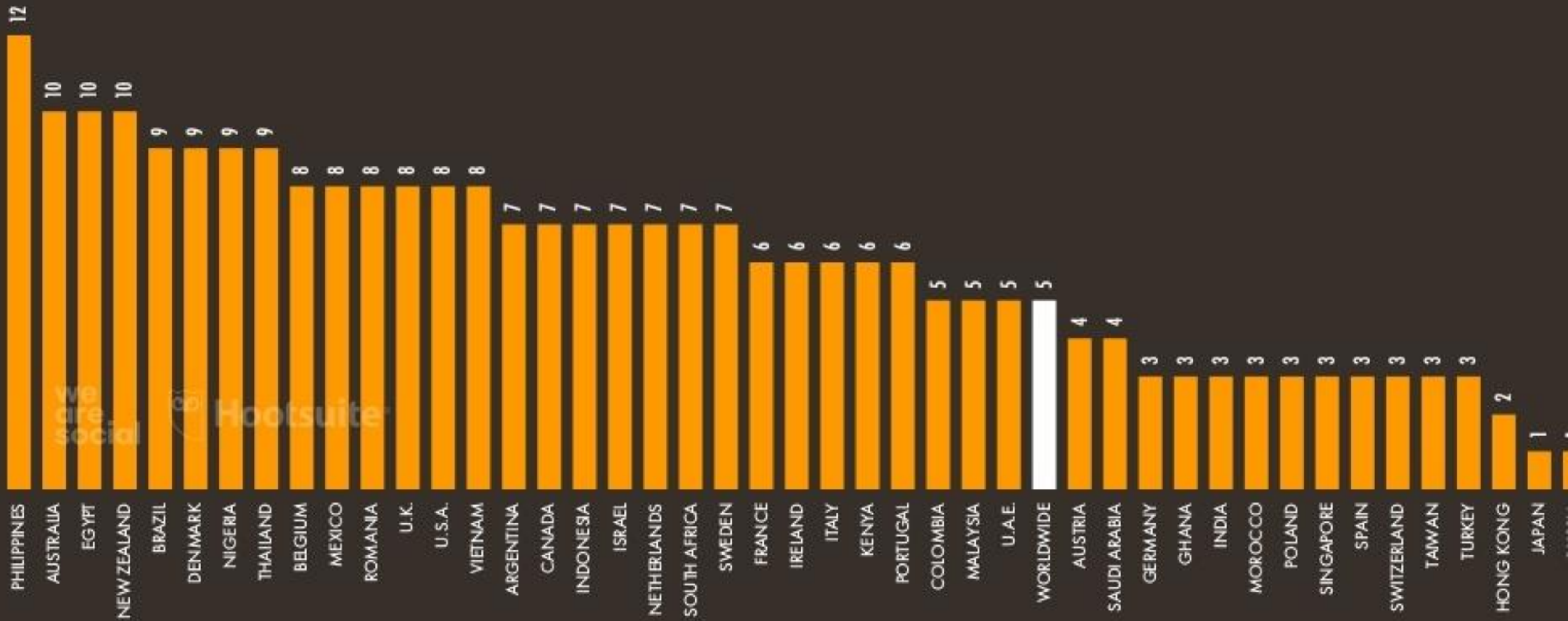
THE NUMBER OF TIMES A 'TYPICAL' USER* PERFORMS EACH ACTIVITY ON FACEBOOK

NUMBER OF FACEBOOK PAGES LIKED (LIFETIME)	POSTS LIKED IN THE PAST 30 DAYS (ALL POST TYPES)	COMMENTS MADE IN THE PAST 30 DAYS (ALL POST TYPES)	FACEBOOK POSTS SHARED IN THE PAST 30 DAYS (ALL POST TYPES)	FACEBOOK ADVERTS CLICKED IN THE PAST 30 DAYS (ANY CLICK TYPE)
1	13	5	1	12
FEMALE: 1	FEMALE: 15	FEMALE: 7	FEMALE: 2	FEMALE: 14
MALE: 1	MALE: 12	MALE: 4	MALE: 1	MALE: 10

JAN
2020

MEDIAN MONTHLY FACEBOOK COMMENTS PER USER

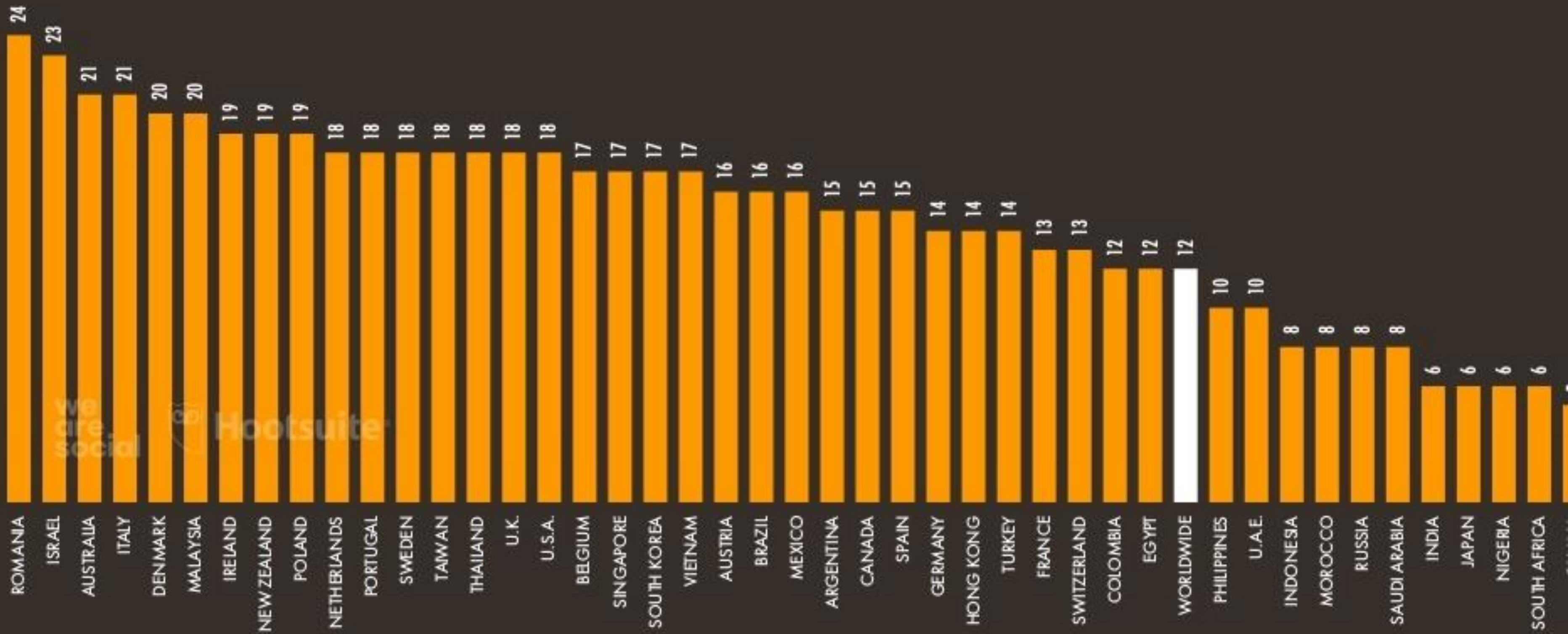
THE NUMBER OF TIMES EACH MONTH THAT THE 'TYPICAL' FACEBOOK USER* COMMENTS ON FACEBOOK POSTS



JAN 2020

MEDIAN MONTHLY FACEBOOK ADVERT CLICKS PER USE

THE NUMBER OF TIMES EACH MONTH THAT THE 'TYPICAL' FACEBOOK USER* CLICKS OR TAPS ON AN ADVERT ON FACEBOOK (ANY AD FORMAT)



JAN 2020

FACEBOOK PAGE REACH BENCHMARKS

AVERAGE* MONTHLY GROWTH IN PAGE LIKES ('FANS'), AVERAGE REACH OF PAGE POSTS, AND THE CONTRIBUTION OF PAID MEDIA

AVERAGE MONTHLY CHANGE IN PAGE LIKES	AVERAGE POST REACH vs. PAGE LIKES	AVERAGE ORGANIC REACH vs. PAGE LIKES	PERCENTAGE OF PAGES USING PAID MEDIA	AVERAGE PAID REACH vs. TOTAL REACH
0.12%	7.01%	5.17%	26.7%	28.1%
Q-O-Q CHANGE: -4.0% -1 BPS	Q-O-Q CHANGE: -1.4% -10 BPS	Q-O-Q CHANGE: -3.1% -16 BPS	Q-O-Q CHANGE: +0.1% +3 BPS	Q-O-Q CHANGE: +0.4% +11 BPS

JAN 2020

FACEBOOK PAGES: ORGANIC REACH BENCHMARKS

AVERAGE ORGANIC REACH* OF FACEBOOK PAGE POSTS COMPARED TO THE NUMBER OF PAGE LIKES AT THE TIME OF POST PUBLICATION

SOURCE: LOCOWISE (JANUARY 2020). FIGURES REPRESENT AVERAGES FOR Q4 2019. *ADVISORY: FIGURES REPRESENT AVERAGES FOR A BROAD RANGE OF DIFFERENT PAGES AND PAGE TYPES.

JAN 2020

FACEBOOK ENGAGEMENT BENCHMARKS

AVERAGE* NUMBER OF PEOPLE WHO ENGAGE WITH A FACEBOOK PAGE POST COMPARED TO POST REACH

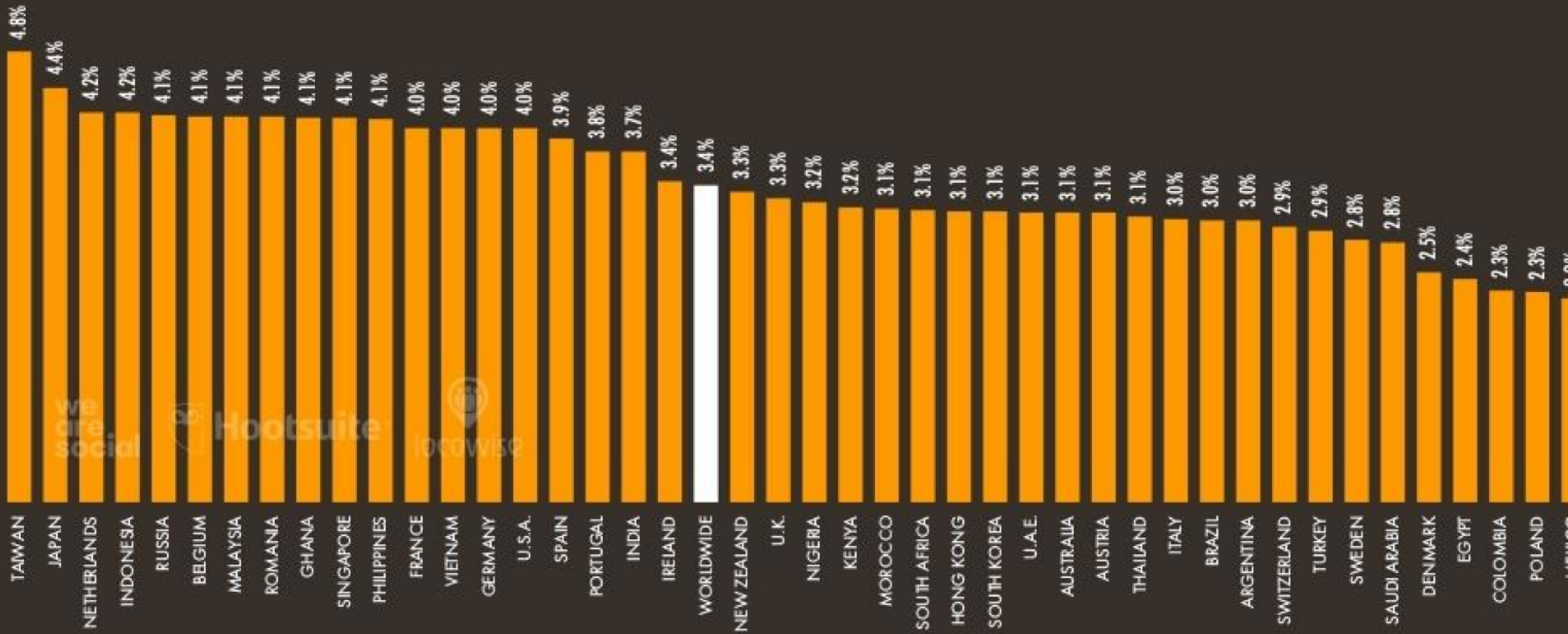
AVERAGE ENGAGEMENT RATE FOR FACEBOOK PAGE POSTS OF ANY KIND	AVERAGE ENGAGEMENT RATE FOR FACEBOOK PAGE VIDEO POSTS	AVERAGE ENGAGEMENT RATE FOR FACEBOOK PAGE IMAGE POSTS	AVERAGE ENGAGEMENT RATE FOR FACEBOOK PAGE LINK POSTS	AVERAGE ENGAGEMENT RATE FOR FACEBOOK PAGE STATUS POSTS
3.39%	6.09%	4.42%	2.72%	1.44%
Q-O-Q CHANGE: -0.9% -3 BPS	Q-O-Q CHANGE: +0.8% +5 BPS	Q-O-Q CHANGE: +1.5% +7 BPS	Q-O-Q CHANGE: -2.3% -6 BPS	Q-O-Q CHANGE: -13.5% -23 BPS

SOURCE: LOCOWISE (JANUARY 2020). FIGURES REPRESENT AVERAGES FOR Q4 2019. "Q-O-Q CHANGE" FIGURES REPRESENT THE QUARTER-ON-QUARTER CHANGE vs. Q3 2019. "BPS" STANDS

JAN 2020

FACEBOOK PAGES: AVERAGE ENGAGEMENT RATES

AVERAGE NUMBER* OF CLICKS, TAPS, LIKES, COMMENTS, AND SHARES ON FACEBOOK PAGE POSTS COMPARED TO POST REACH



SOURCE: LOCOWISE (JANUARY 2020). FIGURES REPRESENT AVERAGES FOR Q4 2019. *ADVISORY: FIGURES REPRESENT AVERAGES FOR A BROAD RANGE OF DIFFERENT PAGES AND PAGE TYPES.

JAN 2020

COMPARING FACEBOOK PERFORMANCE BY PAGE SIZE

COMPARING THE ORGANIC REACH AND OVERALL ENGAGEMENT RATES OF PAGES WITH FEWER THAN 10,000 FANS, AND MORE THAN 100,000 FA

PAGES WITH FEWER THAN 10,000 'FANS'

AVERAGE ORGANIC PAGE POST REACH vs. PAGE LIKES*

4.62%

AVERAGE ENGAGEMENT RATE FOR FACEBOOK PAGE POSTS*

8.21%

PAGES WITH MORE THAN 100,000 'FANS'

AVERAGE ORGANIC PAGE POST REACH vs. PAGE LIKES*

2.34%

AVERAGE ENGAGEMENT RAT FOR FACEBOOK PAGE POSTS

2.19%

SOURCE: LOCOWISE (JANUARY 2020). FIGURES REPRESENT AVERAGES FOR Q4 2019. NOTE: COMPARISONS ARE BETWEEN PAGES WITH FEWER THAN TEN THOUSAND PAGE LIKES, AND PAGES

JAN 2020

TOP FACEBOOK PAGES

FACEBOOK PAGES WITH THE GREATEST NUMBER OF PAGE LIKES IN JANUARY 2020

#	FACEBOOK PAGE	PAGE LIKES	FOLLOWERS
01	FACEBOOK	214,710,000	214,720,000
02	SAMSUNG	160,180,000	160,180,000
03	CRISTIANO RONALDO	122,200,000	123,210,000
04	REAL MADRID FC	110,820,000	108,950,000
05	COCA-COLA	107,370,000	107,370,000
06	FC BARCELONA	103,170,000	101,150,000
07	SHAKIRA	100,100,000	97,380,000
08	TASTY	97,650,000	100,870,000
09	VIN DIESEL	96,880,000	94,440,000
10	CGTN	91,720,000	91,580,000
11	LEO MESSI	90,160,000	91,460,00
12	EMINEM	86,600,000	82,850,00
13	CHINA DAILY	84,640,000	84,940,00
14	MR. BEAN	84,460,000	89,720,00
15	YOUTUBE	84,130,000	88,790,00
16	MCDONALD'S	79,830,000	79,830,00
17	RIHANNA	79,030,000	74,580,00
18	WILL SMITH	77,000,000	79,060,00
19	JUSTIN BIEBER	76,450,000	75,630,00
20	MANCHESTER UNITED	73,240,000	71,900,00

SOURCE: KEPIOS ANALYSIS, BASED ON PUBLICLY DISPLAYED FIGURES FOR EACH FACEBOOK PAGE IN MID-JANUARY 2020. NOTES: FIGURES IN THE "FOLLOWERS" COLUMN REPRESENT EACH

INSTAGRAM

JAN 2020

INSTAGRAM AUDIENCE OVERVIEW

THE POTENTIAL NUMBER OF PEOPLE THAT MARKETERS CAN REACH USING ADVERTS ON INSTAGRAM

NUMBER OF PEOPLE THAT INSTAGRAM REPORTS CAN BE REACHED WITH ADVERTS ON INSTAGRAM	SHARE OF POPULATION AGED 13+ THAT MARKETERS CAN REACH WITH ADVERTS ON INSTAGRAM	QUARTER-ON-QUARTER CHANGE IN INSTAGRAM'S ADVERTISING REACH	PERCENTAGE OF ITS AD AUDIENCE THAT INSTAGRAM REPORTS IS FEMALE*	PERCENTAGE OF ITS AD AUDIENCE THAT INSTAGRAM REPORTS IS MALE*
928.5 MILLION	15%	+5.7%	50.9%	49.1%

SOURCE: FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS FOR INSTAGRAM (ACCESSED JANUARY 2020). NOTE: FACEBOOK'S TOOLS DO NOT PUBLISH ADVERTISING AUDIENCE DATA FOR

JAN 2020

INSTAGRAM REACH RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST POTENTIAL INSTAGRAM ADVERTISING REACH

#	COUNTRY / TERRITORY	REACH	▲QOQ	▲QOQ
01	U.S.A.	120,000,000	+3.4%	+4,000,000
02	INDIA	80,000,000	+9.6%	+7,000,000
03	BRAZIL	77,000,000	+6.9%	+5,000,000
04	INDONESIA	63,000,000	+5.0%	+3,000,000
05	RUSSIA	44,000,000	+4.8%	+2,000,000
06	TURKEY	38,000,000	+2.7%	+1,000,000
07	JAPAN	29,000,000	+7.4%	+2,000,000
08=	MEXICO	24,000,000	+9.1%	+2,000,000
08=	U.K.	24,000,000	+4.8%	+2,000,000
10	GERMANY	21,000,000	+5.5%	+1,100,000

#	COUNTRY / TERRITORY	REACH	▲QOQ	▲QOQ
11	ITALY	20,000,000	+2.6%	+500,00
12	FRANCE	18,000,000	+6.5%	+1,100,00
13	ARGENTINA	17,000,000	+4.3%	+700,00
14	SPAIN	16,000,000	+2.6%	+400,00
15=	CANADA	13,000,000	+4.8%	+600,00
15=	SOUTH KOREA	13,000,000	+8.3%	+600,00
17=	COLOMBIA	12,000,000	+6.2%	+700,00
17=	MALAYSIA	12,000,000	+9.1%	+700,00
17=	SAUDI ARABIA	12,000,000	0%	+700,00
17=	THAILAND	12,000,000	+2.6%	+700,00

SOURCE: EXTRAPOLATIONS OF INSTAGRAM DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). *NOTE: ONLY INCLUDES COUNTRIES AND TERRITORIES WITH

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JAN 2020

ELIGIBLE AUDIENCE REACH RATE: INSTAGRAM

TOTAL POTENTIAL INSTAGRAM ADVERTISING REACH COMPARED TO POPULATION AGED 13+

SOURCE: EXTRAPOLATIONS OF INSTAGRAM DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE UNITED NATIONS

JAN 2020

INSTAGRAM ELIGIBLE AUDIENCE REACH RATE RANKING

COUNTRIES AND TERRITORIES* WITH THE HIGHEST LEVELS OF POTENTIAL INSTAGRAM ADVERTISING REACH COMPARED TO POPULATION AGED 13+

#	COUNTRY	% 13+	REACH	▲QOQ
01	ICELAND	60%	170,000	+4.9%
02	KAZAKHSTAN	60%	8,300,000	+6.4%
03	BRUNEI	60%	210,000	+2.4%
04	CYPRUS	57%	590,000	+11%
05	TURKEY	57%	38,000,000	+2.7%
06	SWEDEN	56%	4,800,000	+2.1%
07	KUWAIT	55%	1,900,000	+6.1%
08	GUAM	53%	71,000	+6.0%
09	CHILE	52%	8,200,000	+6.5%
10	BAHRAIN	51%	720,000	+4.3%

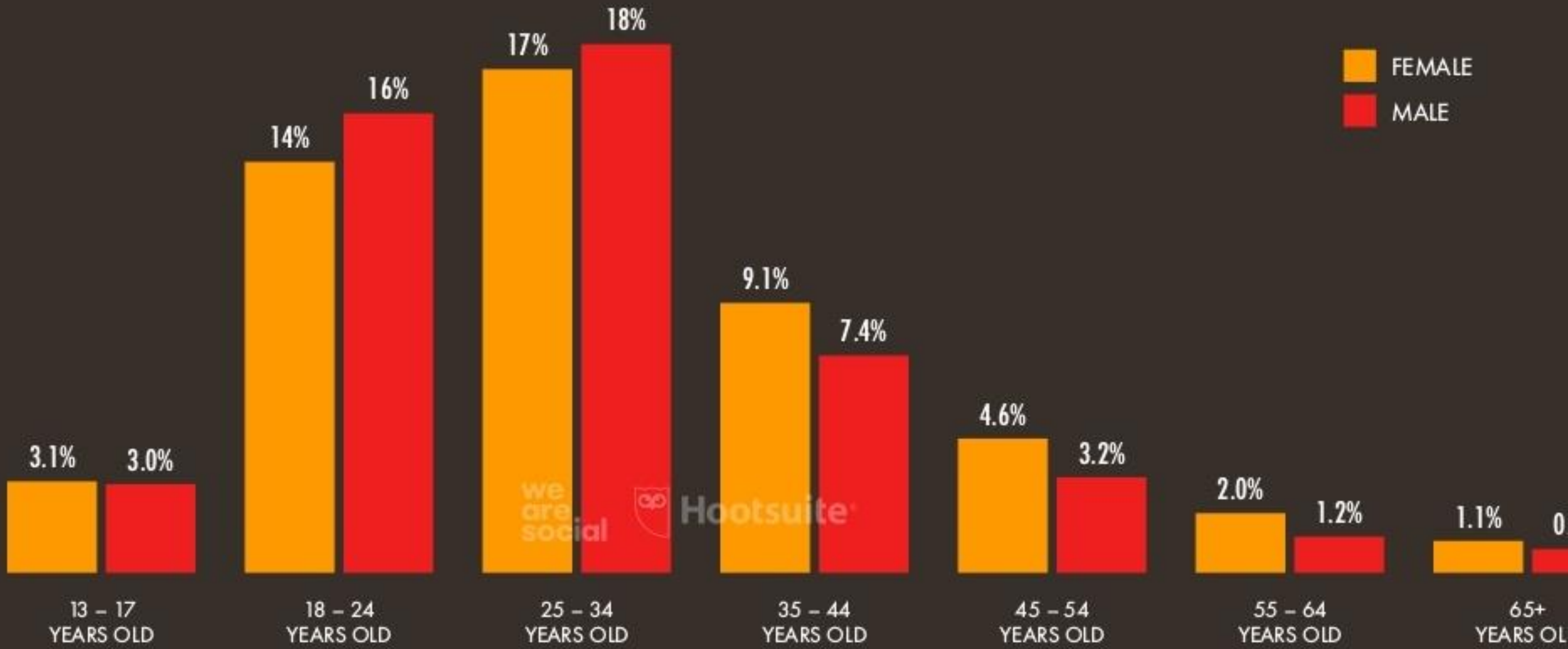
#	COUNTRY	% 13+	REACH	▲QOQ
11	ARUBA	51%	46,000	+7.0%
12	NORWAY	50%	2,300,000	+2.7%
13	ISRAEL	49%	3,200,000	+3.2%
14	MONTENEGRO	49%	260,000	0%
15	URUGUAY	49%	1,400,000	+6.9%
16	PANAMA	49%	1,600,000	+3.9%
17	ARGENTINA	48%	17,000,000	+4.3%
18	CAYMAN IS.	47%	31,000	+6.9%
19	MALAYSIA	47%	12,000,000	+9.1%
20	AUSTRALIA	46%	9,700,000	+4.3%

SOURCE: EXTRAPOLATIONS OF INSTAGRAM DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE UNITED NATIONS

JAN
2020

PROFILE OF INSTAGRAM'S ADVERTISING AUDIENCE

SHARE OF INSTAGRAM'S GLOBAL ADVERTISING AUDIENCE* BY AGE GROUP AND GENDER



SOURCE: EXTRAPOLATIONS OF INSTAGRAM DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). **NOTE:** FACEBOOK'S TOOLS DO NOT PUBLISH AUDIENCE DATA FOR

JAN 2020

INSTAGRAM'S ADVERTISING AUDIENCE

POTENTIAL REACH OF ADVERTISING ON INSTAGRAM BY AGE GROUP AND BY GENDER*

AGE	TOTAL AUDIENCE	FEMALE TOTAL	FEMALE SHARE	MALE TOTAL	MALE SHARE
13–17	56,600,000	28,900,000	3.1%	27,700,000	3.0%
18–24	274,000,000	129,500,000	14%	144,500,000	16%
25–34	325,200,000	158,600,000	17%	166,600,000	18%
35–44	153,100,000	84,800,000	9.1%	68,300,000	7.4%
45–54	72,200,000	42,300,000	4.6%	29,900,000	3.2%
55–64	30,000,000	18,900,000	2.0%	11,100,000	1.2%
65+	17,500,000	10,000,000	1.1%	7,400,000	0.8%
TOTAL	**928,500,000**	**472,900,000**	**50.9%**	**455,600,000**	**49.1%**

SOURCE: EXTRAPOLATIONS OF INSTAGRAM DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). **NOTE:** FACEBOOK'S TOOLS DO NOT PUBLISH AUDIENCE DATA FOR

JAN 2020

INSTAGRAM GENDER COMPARISON RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST SHARE OF INSTAGRAM AUDIENCE BY GENDER*

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT FEMALE SKEW

#	HIGHEST FEMALE RATIO	% ♀	FEMALE USERS
01	LAOS	64%	130,000
02	PHILIPPINES	64%	6,700,000
03	THAILAND	64%	7,700,000
04	FED. STATES OF MICRONESIA	62%	2,300
05	MONGOLIA	62%	260,000
06=	TONGA	62%	3,900
06=	BELARUS	62%	1,600,000
08	VIETNAM	61%	3,300,000
09	AMERICAN SAMOA	61%	3,100
10	UKRAINE	60%	6,800,000

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT MALE SKEW

#	HIGHEST MALE RATIO	% ♂	MALE USERS
01	AFGHANISTAN	81%	370,000
02	TAJIKISTAN	80%	390,000
03	CHAD	76%	20,000
04	SOUTH SUDAN	76%	15,000
05	BURKINA FASO	74%	69,000
06	CENTRAL AFRICAN REP.	74%	6,000
07	UZBEKISTAN	73%	1,700,000
08=	INDIA	73%	58,000,000
08=	YEMEN	73%	290,000
10	NIGER	72%	50,000

SOURCE: EXTRAPOLATIONS OF DATA FROM FACEBOOK'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO UNITED NATIONS POPULATION DATA. *NOTES: FACEBOOK'S

JAN 2020

INSTAGRAM ENGAGEMENT BENCHMARKS

AVERAGE ENGAGEMENT RATES FOR POSTS PUBLISHED BY INSTAGRAM BUSINESS ACCOUNTS

AVERAGE ENGAGEMENT RATE FOR ALL POST TYPES	AVERAGE ENGAGEMENT RATE FOR VIDEO POSTS	AVERAGE ENGAGEMENT RATE FOR PHOTO POSTS	AVERAGE COMMENTS-TO- FOLLOWERS RATIO FOR VIDEO POSTS	AVERAGE COMMENTS-TO- FOLLOWERS RATIO FOR PHOTO POSTS
1.49%	1.87%	1.11%	0.06%	0.08%

SOURCE: LOCOWISE (JANUARY 2020). FIGURES REPRESENT AVERAGES FOR Q4 2019. *NOTE: ENGAGEMENT RATE (AS USED HERE) REFERS TO THE COMBINED NUMBER OF LIKES, COMMENTS

JAN 2020

INSTAGRAM BUSINESS ACCOUNT BENCHMARKS

AVERAGE ACCOUNT GROWTH AND PUBLISHING FREQUENCY BENCHMARKS FOR INSTAGRAM BUSINESS ACCOUNTS

AVERAGE MONTHLY GROWTH IN ACCOUNT FOLLOWERS	AVERAGE NUMBER OF MAIN FEED POSTS PER DAY	PHOTO POSTS AS A PERCENTAGE OF ALL MAIN FEED POSTS	VIDEO POSTS AS A PERCENTAGE OF ALL MAIN FEED POSTS	AVERAGE NUMBER OF INSTAGRAM STORIES POS PUBLISHED EACH MONT
+2.5%	1.7	79%	21%	13.1

JAN 2020

TOP INSTAGRAM ACCOUNTS

INSTAGRAM ACCOUNTS WITH THE GREATEST NUMBER OF FOLLOWERS IN JANUARY 2020

#	ACCOUNT HOLDER	HANDLE	FOLLOWERS
01	INSTAGRAM	@INSTAGRAM	325,850,000
02	CRISTIANO RONALDO	@CRISTIANO	196,476,000
03	ARIANA GRANDE	@ARIANAGRANDE	170,790,000
04	DWAYNE JOHNSON	@THEROCK	167,329,000
05	SELENA GOMEZ	@SELENAGOMEZ	165,012,000
06	KYLIE JENNER	@KYLIEJENNER	156,579,000
07	KIM KARDASHIAN	@KIMKARDASHIAN	156,188,000
08	LIONEL MESSI	@LEOMESSI	140,268,000
09	BEYONCÉ	@BEYONCE	137,471,000
10	NEYMAR	@NEYMARJR	131,094,000

#	ACCOUNT HOLDER	HANDLE	FOLLOWERS
11	NATIONAL GEOGRAPHIC	@NATGEO	129,228,00
12	TAYLOR SWIFT	@TAYLORSWIFT	125,127,00
13	JUSTIN BIEBER	@JUSTINBIEBER	124,384,00
14	KENDALL JENNER	@KENDALLJENNER	120,927,00
15	NICKI MINAJ	@NICKIMINAJ	109,469,00
16	JENNIFER LOPEZ	@JLO	108,730,00
17	KHLOÉ KARDASHIAN	@KHLOEKARDASHIAN	102,858,00
18	MILEY CYRUS	@MILEYCYRUS	102,711,00
19	NIKE	@NIKE	98,146,00
20	KATY PERRY	@KATYPERRY	88,325,00

JAN 2020

MOST-USED HASHTAGS ON INSTAGRAM

HASHTAGS THAT HAVE BEEN USED ON THE GREATEST NUMBER OF INSTAGRAM POSTS (ALL-TIME)

#	HASHTAG	Nº OF POSTS
01	#LOVE	1,731,400,000
02	#INSTAGOOD	1,076,000,000
03	#FASHION	760,000,000
04	#PHOTOOFTHEDAY	745,300,000
05	#BEAUTIFUL	629,200,000
06	#ART	583,900,000
07	#HAPPY	556,800,000
08	#CUTE	542,800,000
09	#PICOFTHEDAY	540,200,000
10	#FOLLOW	524,600,000

#	HASHTAG	Nº OF POSTS
11	#TBT	513,900,000
12	#PHOTOGRAPHY	513,200,000
13	#FOLLOWME	508,900,000
14	#LIKE4LIKE	507,600,000
15	#NATURE	481,500,000
16	#TRAVEL	466,000,000
17	#SUMMER	445,000,000
18	#REPOST	443,000,000
19	#STYLE	441,900,000
20	#INSTADAILY	420,400,000

#	HASHTAG	Nº OF POSTS
21	#INSTAGRAM	419,100,000
22	#ME	410,400,000
23	#SELFIE	410,300,000
24	#FRIENDS	386,500,000
25	#GIRL	378,800,000
26	#FUN	374,000,000
27	#FITNESS	372,700,000
28	#FOOD	368,700,000
29	#INSTALIKE	355,600,000
30	#BEAUTY	355,400,000

LINKEDIN

JAN 2020

LINKEDIN AUDIENCE OVERVIEW

THE POTENTIAL NUMBER OF PEOPLE THAT MARKETERS CAN REACH USING ADVERTS ON LINKEDIN

NUMBER OF PEOPLE THAT LINKEDIN REPORTS CAN BE REACHED WITH ADVERTS ON LINKEDIN*	SHARE OF POPULATION AGED 18+ THAT MARKETERS CAN REACH WITH ADVERTS ON LINKEDIN	QUARTER-ON-QUARTER CHANGE IN LINKEDIN'S ADVERTISING REACH	PERCENTAGE OF ITS AD AUDIENCE THAT LINKEDIN REPORTS IS FEMALE*	PERCENTAGE OF ITS AD AUDIENCE THAT LINKEDIN REPORTS IS MALE*
663.3 MILLION	12%	+1.6%	43%	57%

JAN 2020

LINKEDIN REACH RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST POTENTIAL LINKEDIN ADVERTISING REACH

#	COUNTRY	REACH	▲QOQ	▲QOQ
01	U.S.A.	160,000,000	0%	[UNCHANGED]
02	INDIA	62,000,000	+1.6%	+1,000,000
03	CHINA	50,000,000	0%	[UNCHANGED]
04	BRAZIL	39,000,000	0%	[UNCHANGED]
05	U.K.	28,000,000	0%	[UNCHANGED]
06	FRANCE	19,000,000	0%	[UNCHANGED]
07	CANADA	17,000,000	+6.3%	+1,000,000
08	INDONESIA	15,000,000	+7.1%	+1,000,000
09	ITALY	14,000,000	+7.7%	+1,000,000
10=	MEXICO	13,000,000	0%	[UNCHANGED]
10=	SPAIN	13,000,000	+8.3%	[UNCHANGE
12	AUSTRALIA	11,000,000	0%	[UNCHANGE
13	GERMANY	10,000,000	+3.1%	+300,00
14	NETHERLANDS	8,500,000	+1.2%	+100,00
15	TURKEY	8,400,000	+1.2%	+100,00
16	PHILIPPINES	8,300,000	+3.8%	+300,00
17=	ARGENTINA	7,800,000	+5.4%	+400,00
17=	COLOMBIA	7,800,000	+1.3%	+400,00
19	SOUTH AFRICA	7,600,000	+2.7%	+200,00
20	RUSSIA	6,500,000	-5.8%	-400,00

SOURCE: EXTRAPOLATIONS OF DATA FROM LINKEDIN'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020)

JAN 2020

ELIGIBLE AUDIENCE REACH RATE: LINKEDIN

TOTAL POTENTIAL LINKEDIN ADVERTISING REACH COMPARED TO POPULATION AGED 18+

SOURCE: EXTRAPOLATIONS OF DATA FROM LINKEDIN'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE UNITED NATIONS AND THE U.S.

JAN 2020

LINKEDIN ELIGIBLE AUDIENCE REACH RATE RANKING

COUNTRIES AND TERRITORIES* WITH THE HIGHEST LEVELS OF POTENTIAL LINKEDIN ADVERTISING REACH COMPARED TO POPULATION AGED 18+

#	COUNTRY	% 18+	REACH	▲ QOQ
01	ICELAND	88%	230,000	0%
02	U.S. VIRGIN IS.	69%	55,000	+1.9%
03	AMERICAN SAMOA	65%	36,000	+2.9%
04	ANDORRA	63%	49,000	+6.5%
05	U.S.A.	62%	160,000,000	0%
06	NETHERLANDS	62%	8,500,000	+1.2%
07	CAYMAN IS.	61%	40,000	0%
08	ARUBA	60%	50,000	+2.0%
09	NEW ZEALAND	57%	2,100,000	0%
10	IRELAND	57%	2,100,000	0%

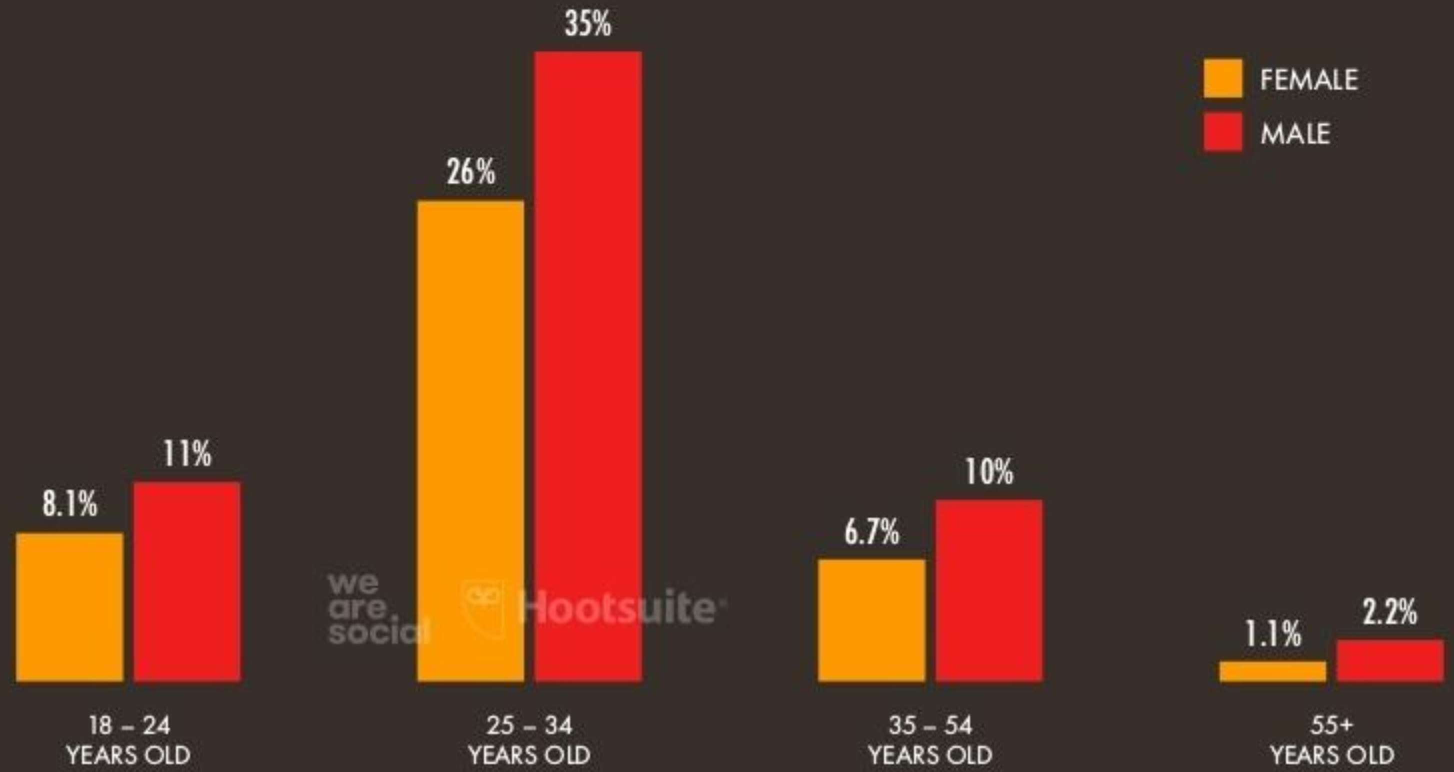
#	COUNTRY	% 18+	REACH	▲ QOQ
11	AUSTRALIA	56%	11,000,000	0%
12	DENMARK	56%	2,600,000	0%
13	CANADA	56%	17,000,000	+6.3%
14	MALTA	55%	200,000	0%
15	SINGAPORE	54%	2,700,000	+3.8%
16	CURAÇAO	54%	69,000	[N/A
17	GUAM	53%	63,000	+1.6%
18	U.A.E.	53%	4,300,000	-2.3%
19	U.K.	52%	28,000,000	0%
20	LUXEMBOURG	52%	260,000	0%

SOURCE: EXTRAPOLATIONS OF DATA FROM LINKEDIN'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020)

JAN 2020

PROFILE OF LINKEDIN'S ADVERTISING AUDIENCE

SHARE OF LINKEDIN'S GLOBAL ADVERTISING AUDIENCE* BY AGE GROUP AND GENDER*



SOURCE: EXTRAPOLATIONS OF DATA FROM LINKEDIN'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). BASED ON SHARE OF AVAILABLE DATA FOR GENDER AND AGE GROUP

SNAPCHAT

JAN 2020

SNAPCHAT AUDIENCE OVERVIEW

THE POTENTIAL NUMBER OF PEOPLE THAT MARKETERS CAN REACH USING ADVERTS ON SNAPCHAT

NUMBER OF PEOPLE THAT SNAPCHAT REPORTS CAN BE REACHED WITH ADVERTS ON SNAPCHAT	SHARE OF POPULATION AGED 13+ THAT MARKETERS CAN REACH WITH ADVERTS ON SNAPCHAT	QUARTER-ON-QUARTER CHANGE IN SNAPCHAT'S ADVERTISING REACH	PERCENTAGE OF ITS AD AUDIENCE THAT SNAPCHAT REPORTS IS FEMALE*	PERCENTAGE OF ITS AD AUDIENCE THAT SNAPCHAT REPORTS IS MALE*
381.5 MILLION	6.3%	+5.9%	61%	38%

SOURCE: EXTRAPOLATIONS OF DATA FROM SNAPCHAT'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). FIGURES BASED ON MID-POINTS OF PUBLISHED RANGES. *NOTE: SNAPCHAT'S

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JAN 2020

SNAPCHAT REACH RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST POTENTIAL SNAPCHAT ADVERTISING REACH

#	COUNTRY / TERRITORY	REACH	▲QOQ	▲QOQ
01	U.S.A.	101,250,000	+3.8%	+3,700,000
02	INDIA	22,950,000	+22%	+4,150,000
03	FRANCE	21,250,000	+4.2%	+850,000
04	U.K.	18,700,000	+4.8%	+850,000
05	SAUDI ARABIA	16,100,000	+2.9%	+450,000
06	MEXICO	14,800,000	+15%	+1,950,000
07	BRAZIL	13,950,000	+3.3%	+450,000
08	GERMANY	12,150,000	+8.0%	+900,000
09	CANADA	8,150,000	+1.9%	+150,000
10	RUSSIA	7,750,000	+5.4%	+400,000

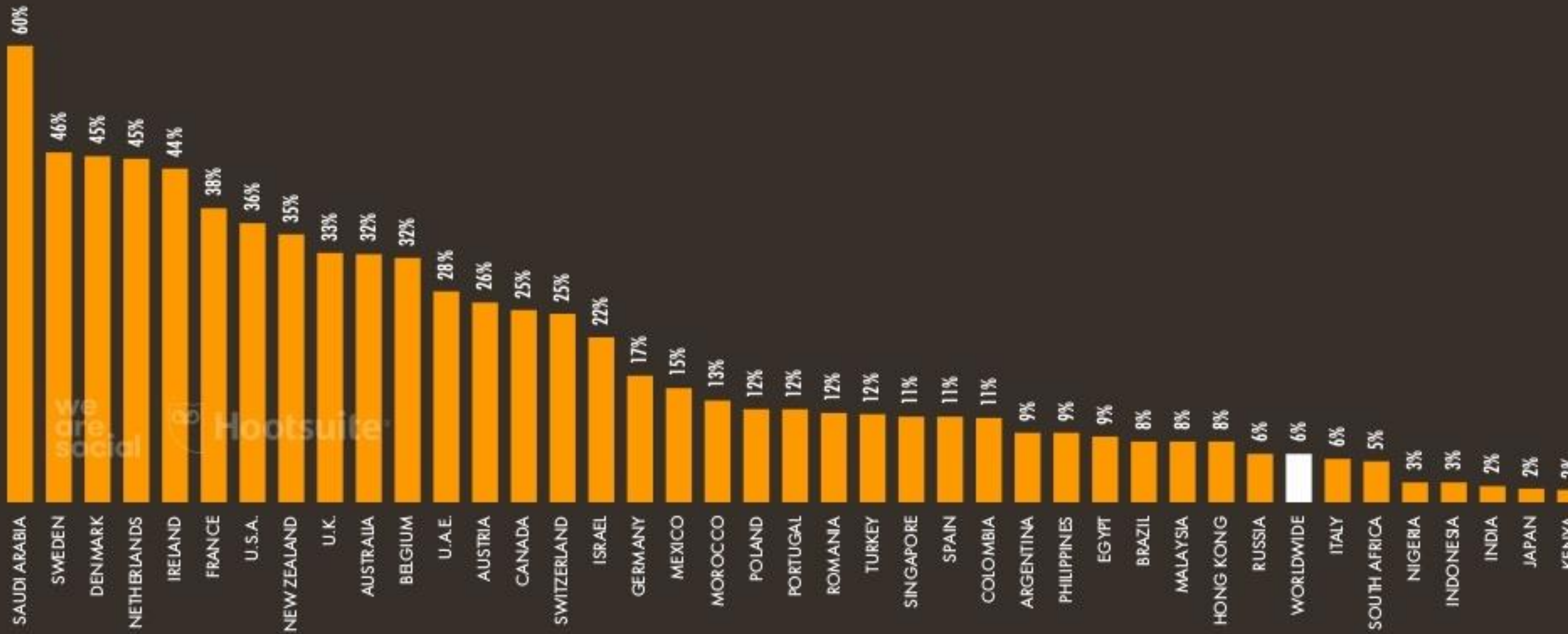
#	COUNTRY / TERRITORY	REACH	▲QOQ	▲QOQ
11	TURKEY	7,700,000	+3.4%	+250,00
12	PHILIPPINES	7,350,000	+12%	+800,00
13	AUSTRALIA	6,850,000	+3.8%	+250,00
14	NETHERLANDS	6,650,000	+8.1%	+500,00
15	IRAQ	6,550,000	+4.8%	+300,00
16	EGYPT	6,100,000	+17%	+900,00
17	INDONESIA	5,400,000	-14%	-900,00
18	SPAIN	4,600,000	-8.0%	-400,00
19	COLOMBIA	4,500,000	+15%	+600,00
20	PAKISTAN	4,400,000	+22%	+800,00

SOURCE: EXTRAPOLATIONS OF DATA FROM SNAPCHAT'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). FIGURES BASED ON MID-POINTS OF PUBLISHED RANGES.

JAN 2020

ELIGIBLE AUDIENCE REACH RATE: SNAPCHAT

TOTAL POTENTIAL SNAPCHAT ADVERTISING REACH COMPARED TO POPULATION AGED 13+



SOURCE: EXTRAPOLATIONS OF DATA FROM SNAPCHAT'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE UNITED NATIONS AND THE U.S.

SNAPCHAT ELIGIBLE AUDIENCE REACH RATE RANKING

COUNTRIES AND TERRITORIES* WITH THE HIGHEST LEVELS OF POTENTIAL SNAPCHAT ADVERTISING REACH COMPARED TO POPULATION AGED 13+

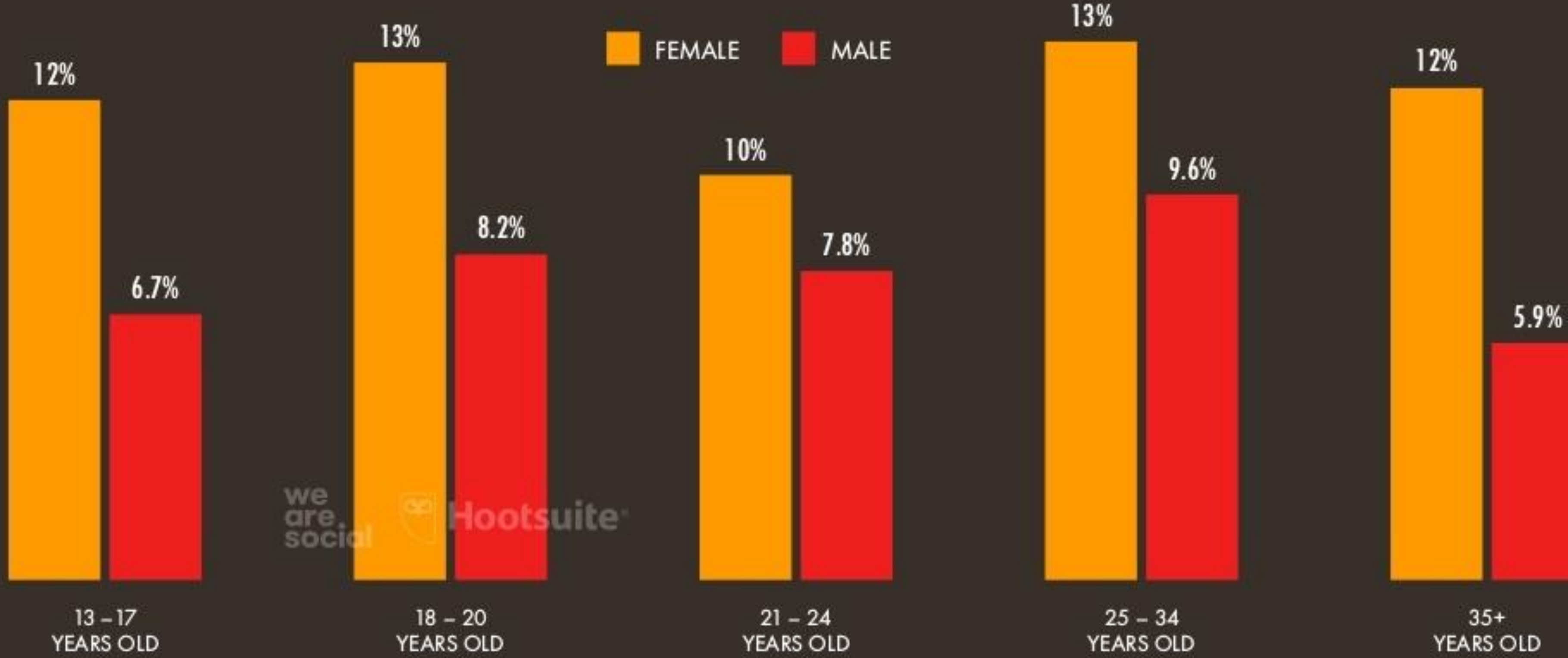
#	COUNTRY / TERRITORY	% 13+	REACH	▲QOQ
01	LUXEMBOURG	74%	397,500	+13%
02	NORWAY	64%	2,950,000	+3.5%
03	BAHRAIN	63%	885,000	+11%
04	SAUDI ARABIA	60%	16,100,000	+2.9%
05	URUGUAY	54%	1,550,000	+35%
06	KUWAIT	54%	1,850,000	+5.7%
07	SWEDEN	46%	3,900,000	+2.6%
08	DENMARK	45%	2,250,000	0%
09	NETHERLANDS	45%	6,650,000	+8.1%
10	IRELAND	44%	1,750,000	0%
11	FRANCE	38%	21,250,000	+4.2%
12	U.S.A.	36%	101,250,000	+3.8%
13	NEW ZEALAND	35%	1,400,000	+12%
14	U.K.	33%	18,700,000	+4.8%
15	AUSTRALIA	32%	6,850,000	+3.8%
16	BELGIUM	32%	3,150,000	+6.8%
17	PUERTO RICO	32%	795,000	+13%
18	JORDAN	30%	2,150,000	0%
19	OMAN	29%	1,150,000	+4.5%
20	PALESTINE	28%	915,000	+7.0%

SOURCE: EXTRAPOLATIONS OF DATA FROM SNAPCHAT'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE UNITED NATIONS AND THE U.S.

JAN 2020

PROFILE OF SNAPCHAT'S ADVERTISING AUDIENCE

SHARE OF SNAPCHAT'S GLOBAL ADVERTISING AUDIENCE* BY AGE GROUP AND GENDER*



SOURCE: EXTRAPOLATIONS OF DATA FROM SNAPCHAT'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020) **NOTE:** SNAPCHAT'S TOOLS DO NOT PUBLISH DATA FOR GENDERS OTHER THAN

JAN 2020

SNAPCHAT'S ADVERTISING AUDIENCE

POTENTIAL REACH OF ADVERTISING ON SNAPCHAT BY AGE GROUP AND BY GENDER*

AGE	TOTAL AUDIENCE	FEMALE TOTAL	FEMALE SHARE	MALE TOTAL	MALE SHARE
13–17	71,200,000	45,800,000	12%	25,400,000	6.7%
18–20	80,700,000	49,500,000	13%	31,200,000	8.2%
21–24	68,200,000	38,600,000	10%	29,600,000	7.8%
25–34	88,200,000	51,400,000	13%	36,800,000	9.6%
35+	69,800,000	47,100,000	12%	22,700,000	5.9%
TOTAL	**381,500,000**	**232,400,000**	**61%**	**145,700,000**	**38%**

SOURCE: EXTRAPOLATIONS OF DATA FROM SNAPCHAT'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). FIGURES BASED ON MID-POINTS OF PUBLISHED RANGES. *NOTE: SNAPCHAT'S

JAN 2020

SNAPCHAT GENDER COMPARISON RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST SHARE OF SNAPCHAT AUDIENCE BY GENDER*

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT FEMALE SKEW

#	HIGHEST FEMALE RATIO	% ♀	FEMALE USERS
01	INDONESIA	88%	4,746,600
02	KAZAKHSTAN	86%	1,756,850
03	RUSSIA	85%	6,548,750
04	PHILIPPINES	79%	5,799,150
05	SOUTH AFRICA	78%	1,842,400
06	CHILE	78%	1,204,350
07	PERU	77%	1,338,750
08	COLOMBIA	76%	3,420,000
09	URUGUAY	75%	1,165,600
10	BRAZIL	75%	10,462,500

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT MALE SKEW

#	HIGHEST MALE RATIO	% ♂	MALE USERS
01	BAHRAIN	52%	458,430
02	INDIA	49%	11,153,700
03	SAUDI ARABIA	49%	7,808,500
04	SLOVENIA	48%	175,298
05	NORWAY	47%	1,386,500
06	QATAR	47%	273,780
07	FINLAND	46%	510,400
08	IRELAND	46%	810,250
09	BELGIUM	46%	1,445,850
10	KUWAIT	46%	847,300

SOURCE: EXTRAPOLATIONS OF DATA FROM SNAPCHAT'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020), COMPARED TO POPULATION DATA FROM THE U.N. AND U.S. CENSUS BUREAU.

TWITTER

JAN 2020

TWITTER AUDIENCE OVERVIEW

THE POTENTIAL NUMBER OF PEOPLE THAT MARKETERS CAN REACH USING ADVERTS ON TWITTER

NUMBER OF PEOPLE THAT TWITTER REPORTS CAN BE REACHED WITH ADVERTS ON TWITTER	SHARE OF POPULATION AGED 13+ THAT MARKETERS CAN REACH WITH ADVERTS ON TWITTER	QUARTER-ON-QUARTER CHANGE IN TWITTER'S ADVERTISING REACH	PERCENTAGE OF ITS AD AUDIENCE THAT TWITTER REPORTS IS FEMALE*	PERCENTAGE OF ITS AD AUDIENCE THAT TWITTER REPORTS IS MALE*
339.6 MILLION	5.6%	-3.1%	38%	62%

SOURCE: EXTRAPOLATIONS OF DATA FROM TWITTER'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). FIGURES BASED ON MID-POINTS OF PUBLISHED RANGES. *NOTE: TWITTER DOES

JAN 2020

TWITTER REACH RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST POTENTIAL TWITTER ADVERTISING REACH

#	COUNTRY / TERRITORY	REACH	▲QOQ
01	U.S.A.	59,350,000	+0.6%
02	JAPAN	45,750,000	-2.7%
03	U.K.	16,700,000	+0.7%
04	SAUDI ARABIA	14,350,000	-2.6%
05	BRAZIL	12,150,000	+0.4%
06	TURKEY	11,800,000	-3.2%
07	INDIA	11,450,000	-4.9%
08	INDONESIA	10,645,000	-0.2%
09	RUSSIA	9,460,000	-42%
10	MEXICO	9,450,000	+1.1%

#	COUNTRY / TERRITORY	REACH	▲QOQ
11	SPAIN	7,500,000	-4.6%
12	FRANCE	7,445,000	+2.7%
13	CANADA	6,880,000	0%
14	PHILIPPINES	6,625,000	-5.1%
15	THAILAND	6,545,000	-3.2%
16	AUSTRALIA	6,230,000	-3.3%
17	SOUTH KOREA	5,700,000	+0.9%
18	GERMANY	5,245,000	+4.4%
19	ARGENTINA	4,955,000	-4.4%
20	MALAYSIA	3,855,000	+1.4%

SOURCE: EXTRAPOLATIONS OF DATA FROM TWITTER'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). FIGURES BASED ON MID-POINTS OF PUBLISHED RANGES. *NOTE: ONLY INCLUDES

JAN 2020

ELIGIBLE AUDIENCE REACH RATE: TWITTER

TOTAL POTENTIAL TWITTER ADVERTISING REACH COMPARED TO POPULATION AGED 13+

SOURCE: EXTRAPOLATIONS OF DATA FROM TWITTER'S SELF-SERVICE ADVERTISING TOOLS BASED ON MID-POINTS OF PUBLISHED RANGES (JANUARY 2020), COMPARED TO POPULATION DATA

JAN 2020

TWITTER ELIGIBLE AUDIENCE REACH RATE RANKING

COUNTRIES AND TERRITORIES* WITH THE HIGHEST LEVELS OF POTENTIAL TWITTER ADVERTISING REACH COMPARED TO POPULATION AGED 13+

#	COUNTRY	% 13+	REACH	▲QOQ
01	KUWAIT	61%	2,105,000	-0.7%
02	ANDORRA	61%	47,200	+82%
03	BAHRAIN	58%	817,000	-2.3%
04	SAUDI ARABIA	53%	14,350,000	-2.6%
05	CAYMAN IS.	49%	32,000	+18%
06	ARUBA	49%	44,000	+22%
07	ISLE OF MAN	46%	39,200	+3.5%
08	BERMUDA	46%	28,400	+47%
09	JAPAN	40%	45,750,000	-2.7%
10	IRELAND	40%	1,610,000	+2.8%

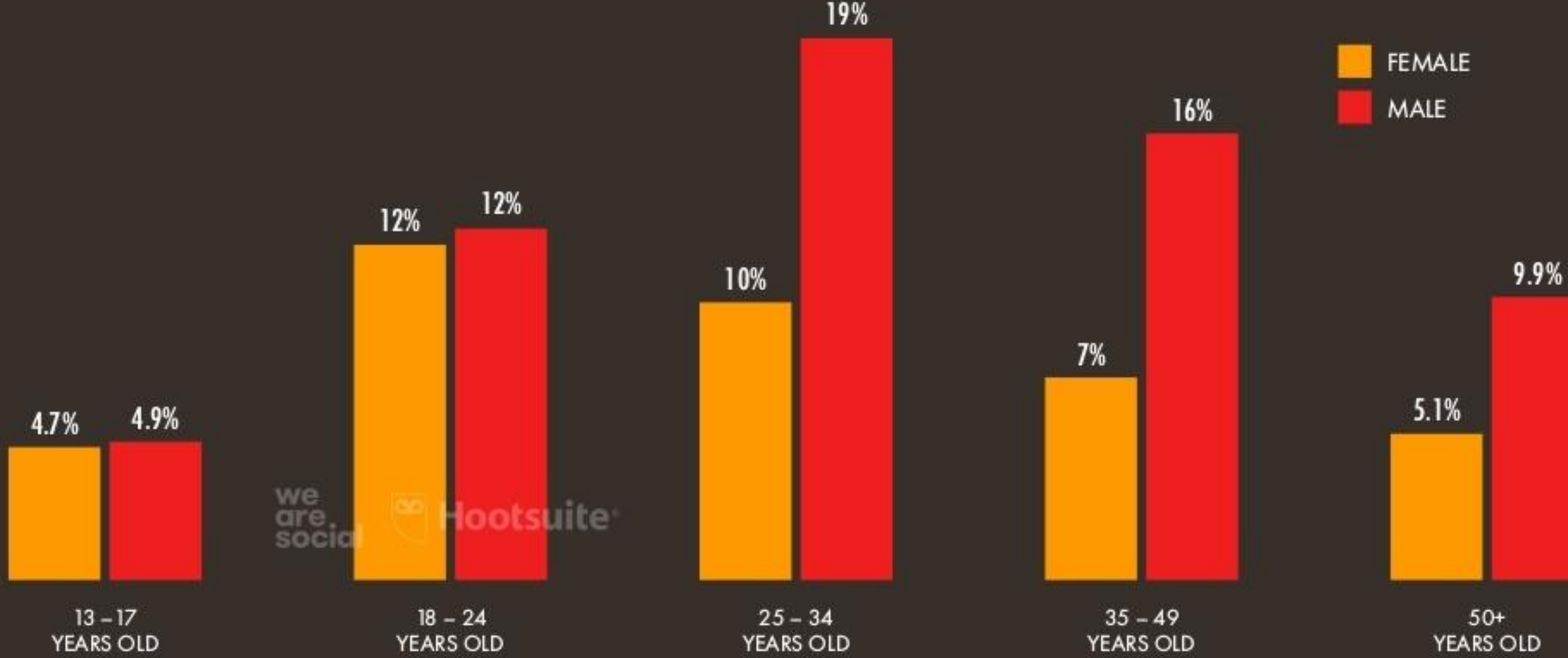
#	COUNTRY	% 13+	REACH	▲QOQ
11	QATAR	39%	974,500	-2.4
12	PUERTO RICO	37%	926,000	+40
13	ICELAND	36%	101,700	+5.3
14	U.A.E.	35%	3,030,000	-0.5
15	BRUNEI	34%	117,500	+0.5
16	OMAN	33%	1,330,000	+1.8
17	BAHAMAS	32%	101,900	+57
18	NORTHERN MARIANAS	31%	17,600	+36
19	AUSTRALIA	30%	6,230,000	-3.3
20	U.K.	29%	16,700,000	+0.7

SOURCE: EXTRAPOLATIONS OF DATA FROM TWITTER'S SELF-SERVICE ADVERTISING TOOLS BASED ON MID-POINTS OF PUBLISHED RANGES (JANUARY 2020), COMPARED TO POPULATION DATA

JAN 2020

PROFILE OF TWITTER'S ADVERTISING AUDIENCE

SHARE OF TWITTER'S GLOBAL ADVERTISING AUDIENCE* BY AGE GROUP AND GENDER*



SOURCE: EXTRAPOLATIONS OF DATA FROM TWITTER'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). BASED ON MID-POINTS OF PUBLISHED RANGES FOR GENDER AND AGE GROUP.

JAN 2020

TWITTER GENDER COMPARISON RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST SHARE OF TWITTER AUDIENCE BY GENDER*

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT FEMALE SKEW

#	HIGHEST FEMALE RATIO	% ♀	FEMALE USERS
01	PHILIPPINES	86%	935,000
02	THAILAND	78%	1,430,000
03	INDONESIA	68%	3,390,000
04	MALAYSIA	67%	1,235,000
05	LAOS	64%	61,600
06	BRUNEI	60%	48,400
07	ST. KITTS & NEVIS	58%	5,600
08	CAMBODIA	53%	126,500
09	ARGENTINA	51%	2,400,000
10	BELIZE	51%	14,800

COUNTRIES AND TERRITORIES WITH THE MOST SIGNIFICANT MALE SKEW

#	HIGHEST MALE RATIO	% ♂	MALE USERS
01	GUINEA	87%	32,40
02	DEM. REP. OF THE CONGO	86%	86,80
03	INDIA	85%	9,655,00
04=	GAMBIA	83%	14,00
04=	SOLOMON IS.	83%	2,00
06	NIGER	83%	15,60
07	BURUNDI	83%	13,20
08	NEW CALEDONIA	82%	11,20
09	BURKINA FASO	82%	24,00
10	RWANDA	81%	62,40

SOURCE: EXTRAPOLATIONS OF DATA FROM TWITTER'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). *NOTES: TWITTER'S TOOLS DO NOT PUBLISH DATA FOR GENDERS OTHER THAN

JAN 2020

TWITTER ACCOUNTS WITH THE MOST FOLLOWERS

TWITTER ACCOUNTS WITH THE GREATEST NUMBER OF FOLLOWERS IN JANUARY 2020

#	ACCOUNT HOLDER	HANDLE	FOLLOWERS
01	BARACK OBAMA	@BARACKOBAMA	111,470,000
02	KATY PERRY	@KATYPERRY	108,307,000
03	JUSTIN BIEBER	@JUSTINBIEBER	107,671,000
04	RIHANNA	@RIHANNA	95,188,000
05	TAYLOR SWIFT	@TAYLORSWIFT13	85,558,000
06	CRISTIANO RONALDO	@CRISTIANO	81,889,000
07	LADY GAGA	@LADYGAGA	80,635,000
08	ELLEN DEGENERES	@THEELLENSHOW	79,229,000
09	YOUTUBE	@YOUTUBE	72,170,000
10	DONALD TRUMP	@REALDONALDTRUMP	69,234,000
11	ARIANA GRANDE	@ARIANAGRANDE	68,749,00
12	JUSTIN TIMBERLAKE	@JTIMBERLAKE	65,011,00
13	KIM KARDASHIAN	@KIMKARDASHIAN	62,850,00
14	SELENA GOMEZ	@SELENAGOMEZ	59,328,00
15	TWITTER	@TWITTER	56,938,00
16	CNN BREAKING NEWS	@CNNBRK	56,368,00
17	BRITNEY SPEARS	@BRITNEYSPEARS	56,224,00
18	NARENDRA MODI	@NARENDRAMODI	52,381,00
19	SHAKIRA	@SHAKIRA	51,708,00
20	JIMMY FALLON	@JIMMYFALLON	51,569,00

JAN 2020

MOST-USED EMOJI ON TWITTER

EMOJI THAT HAVE BEEN USED THE GREATEST NUMBER OF TIMES ON TWITTER (ALL TIME)

#	EMOJI	TIMES USED	#	EMOJI	TIMES USED	#	EMOJI	TIMES USED	#	EMOJI	TIMES USED
01	😂	2,671,000,000	11	😩	428,000,000	21	👀	245,000,000	31	😳	198,000,000
02	❤️	1,289,000,000	12	☺️	389,000,000	22	😌	238,000,000	32	🙌	193,000,000
03	♻️	966,000,000	13	😔	382,000,000	23	😢	237,000,000	33	🔥	191,000,000
04	😍	964,000,000	14	😁	365,000,000	24	💔	236,000,000	34	💖	187,000,000
05	😭	817,000,000	15	👌	359,000,000	25	😎	232,000,000	35	💯	182,000,000
06	❤	743,000,000	16	😏	336,000,000	26	⬅️	229,000,000	36	🙈	181,000,000
07	😊	632,000,000	17	😉	309,000,000	27	🎶	217,000,000	37	✌️	168,000,000
08	😒	500,000,000	18	👍	273,000,000	28	💙	216,000,000	38	😄	165,000,000
09	💕	493,000,000	19	😅	258,000,000	29	💜	212,000,000	39	😪	163,000,000
10	😘	475,000,000	20	🙏	246,000,000	30	✨	199,000,000	40	😑	163,000,000

PINTEREST

JAN 2020

PINTEREST AUDIENCE OVERVIEW

THE POTENTIAL NUMBER OF PEOPLE THAT MARKETERS CAN REACH USING ADVERTS ON PINTEREST

NUMBER OF PEOPLE THAT PINTEREST REPORTS CAN BE REACHED WITH ADVERTS ON PINTEREST	SHARE OF POPULATION AGED 13+ THAT MARKETERS CAN REACH WITH ADVERTS ON PINTEREST	QUARTER-ON-QUARTER CHANGE IN PINTEREST'S ADVERTISING REACH	PERCENTAGE OF ITS AD AUDIENCE THAT PINTEREST REPORTS IS FEMALE*	PERCENTAGE OF ITS AD AUDIENCE THAT PINTEREST REPORTS IS MALE*
169.0 MILLION	2.8%	+12%	72%	20%

SOURCE: EXTRAPOLATIONS OF DATA FROM PINTEREST'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). FIGURES BASED ON MID-POINTS OF PUBLISHED RANGES. ***NOTE:** PINTEREST

JAN 2020

PINTEREST REACH RANKINGS

COUNTRIES AND TERRITORIES* WITH THE GREATEST POTENTIAL PINTEREST ADVERTISING REACH (AVAILABLE COUNTRIES ONLY)

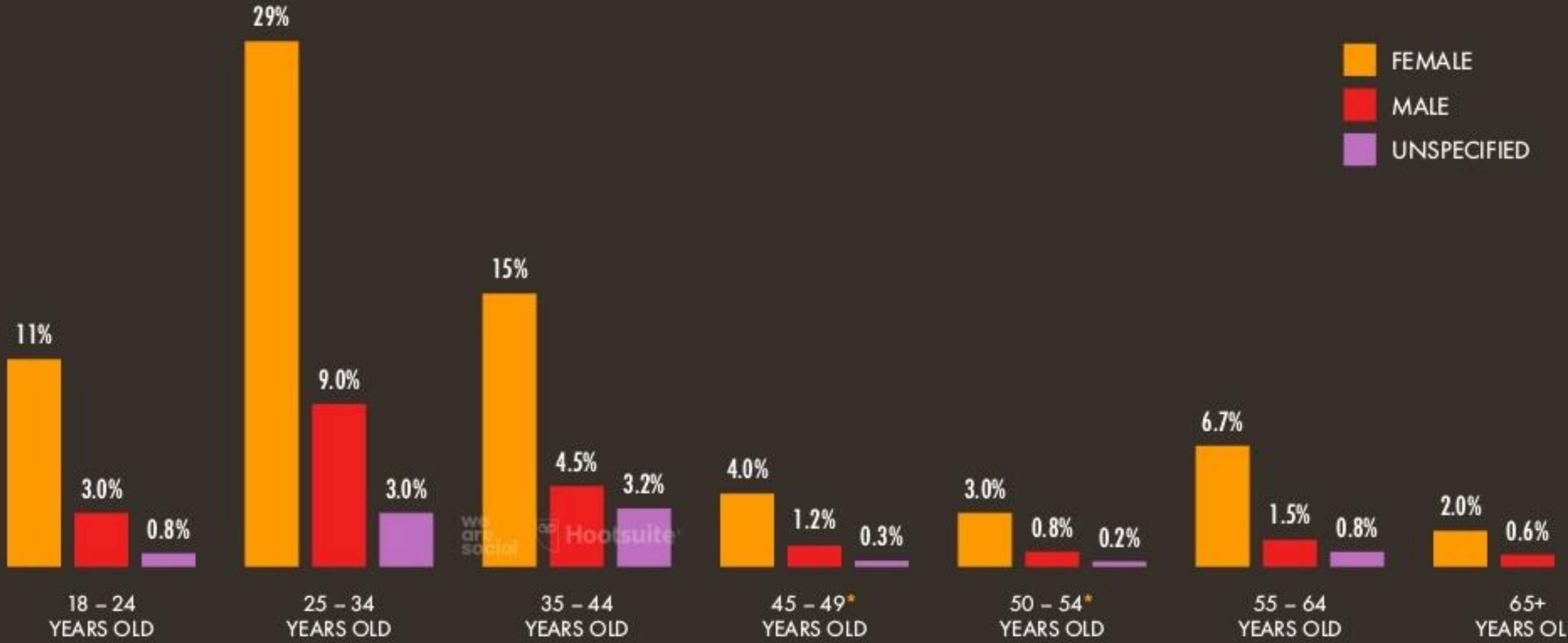
#	COUNTRY / TERRITORY	REACH	▲QOQ	▲QOQ
01	U.S.A.	79,430,000	+2.7%	+2,110,000
02	GERMANY	12,501,000	+12%	+1,293,000
03	FRANCE	10,760,500	+1.7%	+176,000
04	U.K.	10,655,000	+2.8%	+287,000
05	CANADA	8,251,000	+4.0%	+316,500
06	SPAIN	6,825,500	+18%	+1,022,500
07	ITALY	5,527,500	+6.4%	+330,500
08	AUSTRALIA	4,602,000	-8.3%	-415,000
09	NETHERLANDS	4,080,000	+3.2%	+126,000
10	POLAND	3,747,000	+548%	+3,168,500

#	COUNTRY / TERRITORY	REACH	▲QOQ	▲QOQ
11	BELGIUM	2,900,500	+83%	+1,317,000
12	PORTUGAL	1,994,500	+40%	+565,500
13	SWEDEN	1,915,000	+41%	+557,500
14	GREECE	1,884,500	+430%	+1,529,000
15	ROMANIA	1,854,500	+473%	+1,531,000
16	HUNGARY	1,620,000	+468%	+1,335,000
17	SWITZERLAND	1,399,500	+6.9%	+90,000
18	CZECH REP.	1,354,500	+419%	+1,093,500
19	AUSTRIA	1,309,500	-0.04%	-500
20	DENMARK	1,189,000	+40%	+339,500

JAN 2020

PROFILE OF PINTEREST'S ADVERTISING AUDIENCE

SHARE OF PINTEREST'S GLOBAL ADVERTISING AUDIENCE* BY AGE GROUP AND GENDER*



JAN 2020

PINTEREST'S ADVERTISING AUDIENCE

POTENTIAL REACH OF ADVERTISING ON PINTEREST BY AGE GROUP AND BY GENDER*

AGE	TOTAL	FEMALE	FEMALE %	MALE	MALE %	UNSPECIFIED	UNSPEC. %
18 - 24	24,300,000	19,280,000	11%	5,020,000	3.0%	1,270,000	0.8%
25 - 34	64,040,000	48,880,000	29%	15,160,000	9.0%	4,990,000	3.0%
35 - 44	32,950,000	25,410,000	15%	7,540,000	4.5%	5,370,000	3.2%
45 - 49*	8,740,000	6,730,000	4.0%	2,010,000	1.2%	550,000	0.3%
50 - 54*	6,420,000	5,000,000	3.0%	1,420,000	0.8%	410,000	0.2%
55 - 64	13,810,000	11,250,000	6.7%	2,560,000	1.5%	1,350,000	0.8%
65+	4,450,000	3,400,000	2.0%	1,050,000	0.6%	310,000	0.2%
TOTAL	**168,950,500**	**119,950,000**	**71%**	**34,760,000**	**21%**	**14,250,000**	**8%**

SOURCE: EXTRAPOLATIONS OF DATA FROM PINTEREST'S SELF-SERVICE ADVERTISING TOOLS (JANUARY 2020). FIGURES BASED ON MID-POINTS OF PUBLISHED RANGES. ***NOTES:** AGE GROUPS

YOUTUBE

JAN 2020

YOUTUBE OVERVIEW

ESSENTIAL HEADLINES FOR YOUTUBE USE AROUND THE WORLD

NUMBER OF LOGGED-IN USERS OF YOUTUBE EACH MONTH	SHARE OF POPULATION AGED 13+ THAT LOGS IN TO YOUTUBE EACH MONTH	TOTAL NUMBER OF HOURS WATCHED ON YOUTUBE EACH DAY	FEMALE USERS AS A PERCENTAGE OF TOTAL MALE AND FEMALE USERS*	MALE USERS AS A PERCENTAGE OF TOTAL MALE AND FEMALE USERS
2 BILLION	33%	1 BILLION	45%	55%

SOURCES: COMPANY STATEMENTS; GENDER SHARE DATA FROM GLOBALWEBINDEX (Q3 2019) BASED ON THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE

JAN 2020

TOP YOUTUBE SEARCH QUERIES

USERS' TOP SEARCH QUERIES ON YOUTUBE THROUGHOUT 2019

#	SEARCH QUERY	INDEX
01	SONG	100
02	LA LA LA	65
03	SONGS	49
04	VIDEO	38
05	DJ	21
06	BABY	19
07	MUSIC	18
08	KARAOKE	15
09	MUSICA	13
10	NEW SONG	12

#	SEARCH QUERY	INDEX
11	FORTNITE	11
12	MINECRAFT	11
13	TIK TOK	9
14	STORY	9
15	BTS	8
16	ASMR	8
17	CARTOON	8
18	CARTOON CARTOON	8
19	PUBG	8
20	เพลง	8

SOURCE: GOOGLE TRENDS (ACCESSED JANUARY 2020). RANKINGS AND INDICES ARE BASED ON SEARCHES ENTERED INTO YOUTUBE'S SEARCH BAR THROUGHOUT 2019. NOTES: "เพลง" IS

JAN 2020

MOST-VIEWED YOUTUBE VIDEOS OF ALL TIME

BASED ON THE TOTAL NUMBER OF ALL-TIME GLOBAL VIEWS UP TO JANUARY 2020

#	VIDEO	VIDEO VIEWS	LIKES	DISLIKE
01	LUIS FONSI FEAT. DADDY YANKEE – DESPACITO	6,590,000,000	36,040,000	4,340,0
02	ED SHEERAN – SHAPE OF YOU	4,550,000,000	21,760,000	1,190,0
03	WHIZ KHALIFA FEAT. CHARLIE PUTH – SEE YOU AGAIN	4,350,000,000	26,460,000	830,0
04	PINKFONG! KIDS SONGS & STORIES – BABY SHARK DANCE	4,290,000,000	13,220,000	5,220,0
05	GET MOVIES – MASHA AND THE BEAR (EPISODE 17): RECIPE FOR DISASTER	4,210,000,000	6,740,000	3,690,0
06	MARK RONSON FEAT. BRUNO MARS – UPTOWN FUNK	3,750,000,000	13,760,000	850,0
07	PSY – GANGNAM STYLE	3,480,000,000	16,970,000	2,300,0
08	JUSTIN BIEBER – SORRY (PURPOSE: THE MOVEMENT)	3,230,000,000	12,370,000	1,540,0
09	MAROON 5 – SUGAR	3,100,000,000	11,070,000	490,0
10	KATY PERRY – ROAR	2,980,000,000	10,520,000	840,0

SOURCE: KEPIOS ANALYSIS; BASED ON PUBLICLY DISPLAYED COUNTS PUBLISHED ON YOUTUBE (JANUARY 2020). NOTE: VIEW COUNTS HAVE BEEN ROUNDED DOWN TO THE NEAREST 10

JAN 2020

TOP YOUTUBE ACCOUNTS

YOUTUBE ACCOUNTS WITH THE GREATEST NUMBER OF SUBSCRIBERS IN JANUARY 2020

#	ACCOUNT NAME	SUBSCRIBERS	TOTAL VIEWS
01	T-SERIES	123,000,000	94,461,200,000
02	PEWDIEPIE	102,000,000	24,438,100,000
03	COCOMELON	69,300,000	47,535,900,000
04	5-MINUTE CRAFTS	63,300,000	16,855,700,000
05	SET INDIA	62,400,000	45,979,700,000
06	CANAL KONDZILLA	54,500,000	27,866,300,000
07	WWE	52,900,000	38,368,400,000
08	ZEE MUSIC COMPANY	48,500,000	22,700,800,000
09	DUDE PERFECT	48,200,000	9,638,400,000
10	JUSTIN BIEBER	48,100,000	20,065,500,000

#	ACCOUNT NAME	SUBSCRIBERS	TOTAL VIEWS
11	LIKE NASTYA VLOG	43,900,000	22,678,800,00
12	ED SHEERAN	43,200,000	19,317,900,00
13	✿ KIDS DIANA SHOW	42,600,000	17,013,800,00
14	BADABUN	42,000,000	15,243,300,00
15	MARSHMELLO	42,000,000	8,084,500,00
16	EMINEMMUSIC	40,200,000	15,350,400,00
17	HOLASOYGERMAN.	40,200,000	4,137,200,00
18	ZEE TV	39,600,000	37,633,900,00
19	ARIANA GRANDE	39,300,000	14,706,700,00
20	WHINDERSSONNUNES	38,000,000	3,208,300,00

OTHER SOCIAL PLATFORMS

JAN 2020

WECHAT OVERVIEW

ESSENTIAL HEADLINES FOR WECHAT USE AROUND THE WORLD

NUMBER OF WORLDWIDE MONTHLY ACTIVE USERS OF WECHAT AND WEIXIN*	SHARE OF POPULATION AGED 13+ THAT USES WECHAT OR WEIXIN EACH MONTH	QUARTER-ON-QUARTER INCREASE IN MONTHLY ACTIVE USERS OF WECHAT AND WEIXIN	YEAR-ON-YEAR INCREASE IN MONTHLY ACTIVE USERS OF WECHAT AND WEIXIN
1.15 BILLION	19%	+1.6%	+6.3%

SOURCE: TENCENT Q3 2019 EARNINGS ANNOUNCEMENT (NOVEMBER 2019). *NOTE: FIGURES REFLECT COMBINED DATA FOR USAGE OF BOTH WECHAT AND WEIXIN (THE VERSION OF

JAN
2020

QQ OVERVIEW

ESSENTIAL HEADLINES FOR QQ USE AROUND THE WORLD

NUMBER OF WORLDWIDE MONTHLY ACTIVE QQ USERS	SHARE OF POPULATION AGED 13+ THAT USES QQ EACH MONTH	YEAR-ON-YEAR INCREASE IN THE NUMBER OF MONTHLY ACTIVE QQ USERS	PERCENTAGE OF ACTIVE QQ USERS WHO ACCESS VIA SMARTPHONES
731.0 MILLION	**12%**	**-8.9%**	**89%**

JAN 2020

QZONE OVERVIEW

ESSENTIAL HEADLINES FOR QZONE USE AROUND THE WORLD

NUMBER OF WORLDWIDE MONTHLY ACTIVE QZONE USERS*	SHARE OF POPULATION AGED 13+ THAT USES QZONE EACH MONTH*	QUARTER-ON-QUARTER INCREASE IN THE NUMBER OF MONTHLY ACTIVE QZONE USERS*	YEAR-ON-YEAR INCREASE IN THE NUMBER OF MONTHLY ACTIVE QZONE USERS*
517.0 MILLION	8.6%	-6.6%	-2.7%

SOURCE: TENCENT Q3 2019 EARNINGS ANNOUNCEMENT (NOVEMBER 2019). *NOTE: FIGURES BASED ON SMART DEVICE MONTHLY ACTIVE USERS OF QZONE, AS PUBLISHED IN TENCENT'S

JAN 2020

SINA WEIBO OVERVIEW

ESSENTIAL HEADLINES FOR SINA WEIBO USE AROUND THE WORLD

NUMBER OF WORLDWIDE MONTHLY ACTIVE SINA WEIBO USERS	SHARE OF POPULATION AGED 14+ THAT USES SINA WEIBO EACH MONTH*	YEAR-ON-YEAR INCREASE IN THE NUMBER OF MONTHLY ACTIVE SINA WEIBO USERS	PERCENTAGE OF ACTIVE SINA WEIBO USERS WHO ACCESS VIA MOBILE DEVICES
497 MILLION	8.4%	+11%	94%

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KEPIOS

JAN
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REDDIT OVERVIEW

ESSENTIAL HEADLINES FOR REDDIT USE AROUND THE WORLD

NUMBER OF WORLDWIDE MONTHLY ACTIVE REDDIT USERS

430 MILLION

SHARE OF POPULATION AGED 13+ THAT USES REDDIT EACH MONTH

7.1%

YEAR-ON-YEAR INCREASE IN MONTHLY ACTIVE REDDIT USERS

+30%

NUMBER OF NEW POSTS PUBLISHED TO REDDIT DURING 2019*

199 MILLION

ANNUAL INCREASE IN TH NUMBER OF COMMENT POSTED TO REDDIT*

+37%

SOURCE: REDDIT (JANUARY 2020). *NOTE: FIGURE FOR NEW POSTS PUBLISHED TO REDDIT ONLY INCLUDES POSTS PUBLISHED BETWEEN JANUARY AND OCTOBER 2019, SO THE FIGURE FOR

MOBILE IN 2020

JAN 2020

MOBILE USERS vs. MOBILE CONNECTIONS

A COMPARISON OF UNIQUE MOBILE USERS TO MOBILE CONNECTIONS

NUMBER OF UNIQUE MOBILE USERS (ANY TYPE OF HANDSET)	UNIQUE MOBILE USERS AS A PERCENTAGE OF TOTAL POPULATION	NUMBER OF MOBILE CONNECTIONS (EXCLUDING IOT)	MOBILE CONNECTIONS AS A PERCENTAGE OF TOTAL POPULATION	AVERAGE NUMBER OF CONNECTIONS PER UNIQUE MOBILE USER
5.19 BILLION	67%	7.95 BILLION	103%	1.53

SOURCE: GSMA INTELLIGENCE (JANUARY 2020, BASED ON DATA FOR Q4 2019). **NOTE:** PERCENTAGES MAY EXCEED 100% DUE TO INDIVIDUAL USE OF MULTIPLE CONNECTIONS. TOTAL

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JAN 2020

PERSPECTIVES: MOBILE USERS vs. CONNECTIONS

COMPARING THE NUMBER OF UNIQUE INDIVIDUALS USING MOBILE PHONES TO THE NUMBER OF MOBILE CONNECTIONS

GSMA INTELLIGENCE DATA

TOTAL NUMBER OF MOBILE USERS (UNIQUE INDIVIDUALS)	TOTAL NUMBER OF MOBILE CONNECTIONS
5.19 BILLION	7.95 BILLION

ERICSSON MOBILITY REPORT DATA

TOTAL NUMBER OF MOBILE USERS (UNIQUE INDIVIDUALS)	TOTAL NUMBER OF MOBILE CONNECTIONS
5.91 BILLION	8.04 BILLION

JAN 2020

SHARE OF GLOBAL MOBILE CONNECTIONS BY DEVICE

PERCENTAGE OF GLOBAL MOBILE CONNECTIONS* ASSOCIATED WITH EACH TYPE OF MOBILE DEVICE

SHARE OF CONNECTIONS ASSOCIATED WITH SMARTPHONES

73.0%

SHARE OF CONNECTIONS ASSOCIATED WITH FEATURE PHONES

23.5%

SHARE OF CONNECTIONS ASSOCIATED WITH ROUTERS, TABLETS, AND MOBILE PCS

3.6%

JAN 2020

UNIQUE MOBILE USERS OVER TIME

NUMBER OF UNIQUE MOBILE SUBSCRIBERS* (IN MILLIONS) AT THE START OF EACH YEAR, WITH RESPECTIVE YEAR-ON-YEAR CHANGE

JAN 2020

TOTAL MOBILE CONNECTIONS OVER TIME

NUMBER OF MOBILE CONNECTIONS* (IN MILLIONS) AT THE START OF EACH YEAR, WITH RESPECTIVE YEAR-ON-YEAR CHANGE

JAN 2020

MOBILE CONNECTIVITY BY REGION

NUMBER OF MOBILE CONNECTIONS* IN EACH REGION COMPARED TO TOTAL POPULATION (REGARDLESS OF AGE)

SOURCE: GSMA INTELLIGENCE (JANUARY 2020, BASED ON DATA FOR Q4 2019). *NOTES: CONNECTION FIGURES DO NOT INCLUDE IOT CELLULAR CONNECTIONS. PERCENTAGES MAY

JAN 2020

MOBILE CONNECTIONS vs. TOTAL POPULATION

MOBILE CONNECTIONS* BY COUNTRY OR TERRITORY, COMPARED TO TOTAL POPULATION (REGARDLESS OF AGE)

SOURCE: GSMA INTELLIGENCE (JANUARY 2020, BASED ON DATA FOR Q4 2019). *NOTES: PERCENTAGES MAY EXCEED 100% DUE TO INDIVIDUAL USE OF MULTIPLE CONNECTIONS.

JAN 2020

MOBILE CONNECTIVITY RANKINGS

NUMBER OF MOBILE CONNECTIONS* COMPARED TO TOTAL POPULATION (REGARDLESS OF AGE)

HIGHEST LEVELS OF MOBILE CONNECTIVITY

#	HIGHEST CONNECTIVITY	%	CONNECTIONS
01	MACAU	295%	1,901,733
02	U.S. VIRGIN IS.	198%	207,104
03	ANTIGUA & BARBUDA	195%	190,058
04	MONTENEGRO	191%	1,197,600
05	U.A.E.	187%	18,382,033
06	HONG KONG	181%	13,548,698
07	FINLAND	179%	9,911,448
08	COSTA RICA	178%	9,048,028
09	SEYCHELLES	176%	172,878
10	SOUTH AFRICA	176%	103,484,614

LOWEST LEVELS OF MOBILE CONNECTIVITY

#	LOWEST CONNECTIVITY	%	CONNECTIONS
212	MARSHALL IS.	11%	6,655
211	NORTH KOREA	18%	4,522,387
210	SOUTH SUDAN	20%	2,199,885
209	ERITREA	20%	710,987
208	FED. STATES OF MICRONESIA	22%	24,780
207	PAPUA NEW GUINEA	32%	2,869,869
206	MADAGASCAR	33%	9,118,957
205	CHAD	37%	5,937,520
204	DEM. REP. OF THE CONGO	40%	35,129,427
203	ETHIOPIA	41%	46,745,015

JAN 2020

CONNECTIVITY GROWTH RANKING: RELATIVE CHANGE

COUNTRIES AND TERRITORIES* WITH THE HIGHEST YEAR-ON-YEAR PERCENTAGE CHANGE IN MOBILE CONNECTIVITY

GREATEST PERCENTAGE CHANGE IN MOBILE CONNECTIVITY

#	COUNTRY / TERRITORY	▲%	▲ CONNECTIONS
01	LIBERIA	+32%	+995,144
02	PHILIPPINES	+28%	+38,365,709
03	CUBA	+26%	+1,199,358
04	CAMEROON	+19%	+3,729,196
05	ETHIOPIA	+18%	+7,205,015
06	MYANMAR	+18%	+10,169,609
07	MALI	+17%	+3,185,930
08	SOUTH SUDAN	+16%	+310,885
09	MALAWI	+12%	+942,398
10	NIGER	+12%	+1,204,075
11	CENTRAL AFRICAN REP.	+11%	+226,083
12	CHAD	+10%	+557,425
13	BURUNDI	+9.9%	+623,277
14	KIRIBATI	+9.6%	+5,362
15	GUINEA	+9.5%	+1,144,667
16	MADAGASCAR	+9.4%	+782,831
17	MAYOTTE	+9.0%	+26,074
18	KENYA	+8.7%	+4,180,366
19	SOMALIA	+8.7%	+604,212
20	GABON	+8.7%	+261,016

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CONNECTIVITY GROWTH RANKING: ABSOLUTE CHANG

COUNTRIES AND TERRITORIES* WITH THE LARGEST YEAR-ON-YEAR CHANGE IN THE ABSOLUTE NUMBER OF MOBILE CONNECTIONS

GREATEST ABSOLUTE CHANGE IN MOBILE CONNECTIVITY

#	COUNTRY / TERRITORY	▲ CONNECTIONS	▲ %
01	CHINA	+66,815,202	+4.3%
02	PHILIPPINES	+38,365,709	+28%
03	INDONESIA	+14,762,173	+4.6%
04	NIGERIA	+12,062,396	+7.7%
05	MYANMAR	+10,169,609	+18%
06	PAKISTAN	+9,622,898	+6.2%
07	ETHIOPIA	+7,205,015	+18%
08	BANGLADESH	+6,992,473	+4.5%
09	U.S.A.	+6,345,550	+1.8%
10	JAPAN	+6,056,462	+3.3%

GREATEST ABSOLUTE CHANGE IN MOBILE CONNECTIVITY (CONTINUED)

#	COUNTRY / TERRITORY	▲ CONNECTIONS	▲ %
11	KENYA	+4,180,366	+8.7%
12	CAMEROON	+3,729,196	+19%
13	MALI	+3,185,930	+17%
14	SOUTH AFRICA	+3,082,701	+3.1%
15	NEPAL	+3,016,466	+7.6%
16	IRAN	+2,994,040	+2.4%
17	VIETNAM	+2,724,108	+1.9%
18	TURKEY	+2,551,158	+3.4%
19	SUDAN	+2,267,502	+7.4%
20	SRI LANKA	+2,206,420	+7.5%

SOURCE: GSMA INTELLIGENCE (JANUARY 2020, BASED ON DATA FOR Q4 2019); KEPIOS ANALYSIS. *NOTES: DATA DO NOT INCLUDE IOT CONNECTIONS. ONLY INCLUDES COUNTRIES AND

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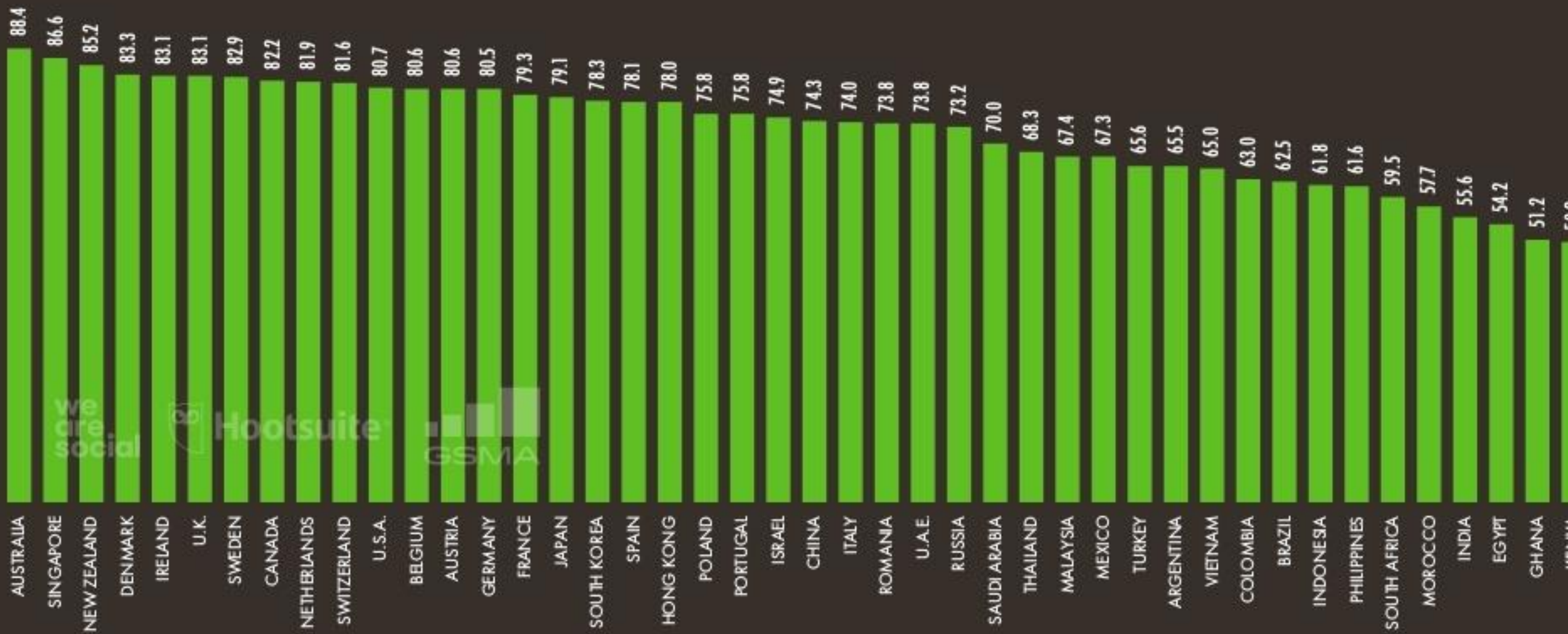
GSMA INTELLIGENCE'S MOBILE CONNECTIVITY INDEX

GSMA INTELLIGENCE'S ASSESSMENT OF MOBILE CONNECTIVITY DRIVERS AND ENABLERS BY COUNTRY OR TERRITORY



SOURCE: GSMA INTELLIGENCE MOBILE CONNECTIVITY INDEX (ACCESSED JANUARY 2020). THE MOBILE CONNECTIVITY INDEX MEASURES THE PERFORMANCE OF 165 COUNTRIES AGAINST

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MOBILE CONNECTIONS BY TYPE

OVERVIEW OF MOBILE CONNECTIONS WITH SHARE BY PAYMENT TYPE AND CONNECTION BANDWIDTH

NUMBER OF MOBILE CONNECTIONS (EXCLUDING IOT)	MOBILE CONNECTIONS AS A PERCENTAGE OF TOTAL POPULATION	PERCENTAGE OF MOBILE CONNECTIONS THAT ARE PRE-PAID	PERCENTAGE OF MOBILE CONNECTIONS THAT ARE POST-PAID	PERCENTAGE OF MOBILE CONNECTIONS THAT AR[E] BROADBAND (3G – 5G)
7.95 BILLION	103%	73%	27%	77%

SOURCE: GSMA INTELLIGENCE (JANUARY 2020, BASED ON DATA FOR Q4 2019). NOTE: PERCENTAGES vs. POPULATION MAY EXCEED 100% DUE TO INDIVIDUAL USE OF MULTIPLE

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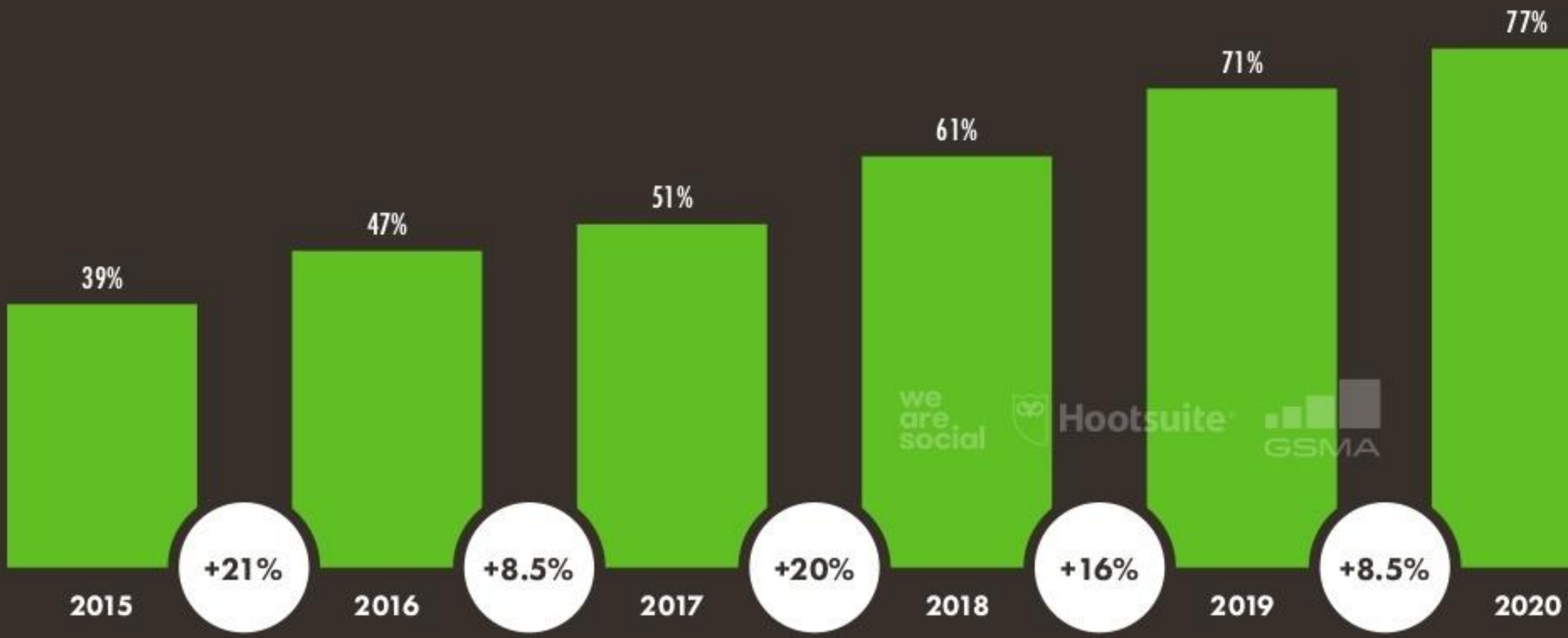
MOBILE BROADBAND CONNECTIVITY OVER TIME

3G, 4G, AND 5G CONNECTIONS AS A SHARE OF TOTAL MOBILE CONNECTIONS AT THE START OF EACH YEAR, WITH YEAR-ON-YEAR RELATIVE CHAN



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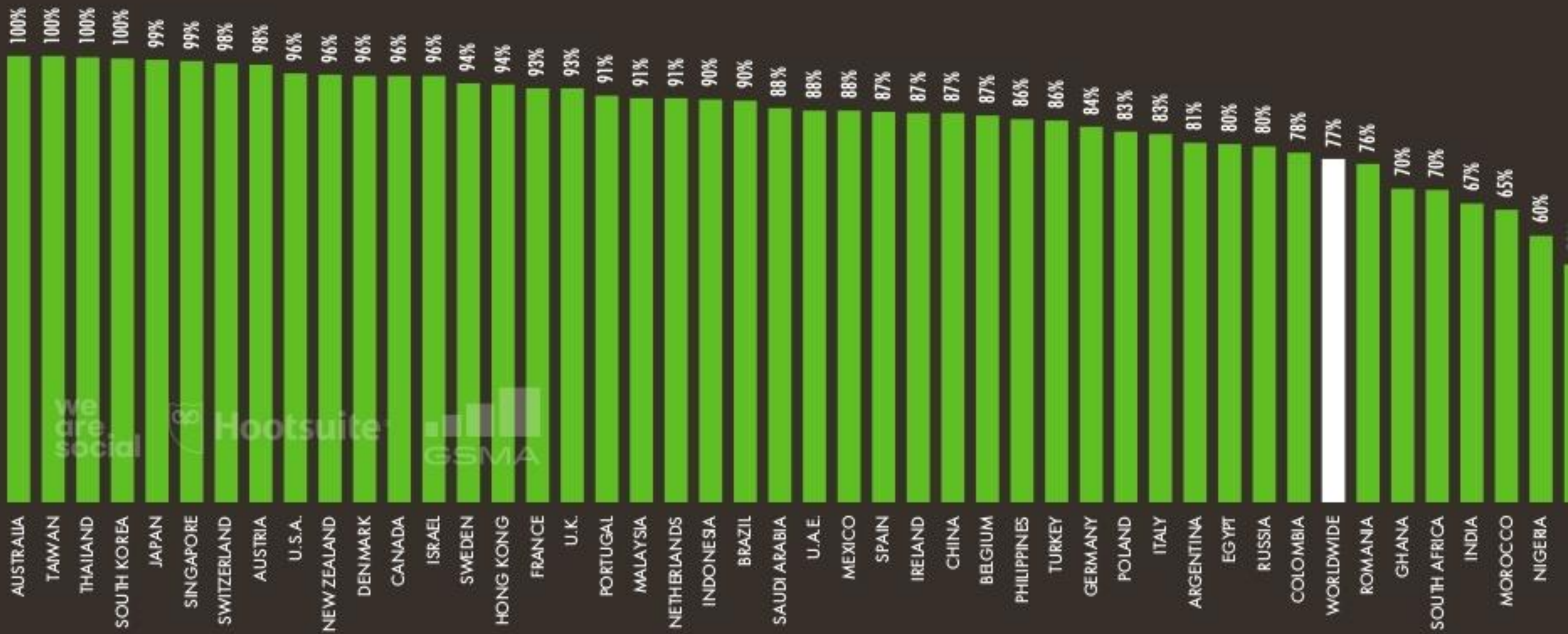
BROADBAND CONNECTIONS vs. TOTAL CONNECTIONS

3G, 4G, AND 5G MOBILE CONNECTIONS AS A PERCENTAGE OF TOTAL MOBILE CONNECTIONS*



SOURCE: GSMA INTELLIGENCE (JANUARY 2020, BASED ON DATA FOR Q4 2019). *NOTES: CONNECTIONS FIGURES DO NOT INCLUDE IOT CELLULAR CONNECTIONS.

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MOBILE BROADBAND: CONNECTION SHARE RANKING

COUNTRIES AND TERRITORIES* WITH THE HIGHEST AND LOWEST SHARES OF MOBILE BROADBAND CONNECTIONS vs. TOTAL MOBILE CONNECTION

HIGHEST RATES OF BROADBAND SHARE vs. ALL CONNECTIONS

#	COUNTRY / TERRITORY	SHARE	CONNECTIONS
01=	AUSTRALIA	100%	32,894,754
01=	NORTH KOREA	100%	4,522,381
01=	MACAU	100%	1,901,733
01=	TAIWAN	100%	28,428,492
05	THAILAND	100%	93,198,452
06	SOUTH KOREA	100%	60,359,753
07	JAPAN	99%	189,902,405
08	SINGAPORE	99%	8,470,602
09	SWITZERLAND	98%	10,276,958
10	AUSTRIA	98%	13,101,211

LOWEST RATES OF BROADBAND SHARE vs. ALL CONNECTIONS

#	COUNTRY / TERRITORY	SHARE	CONNECTION
211	COMOROS	4.9%	22,022
210	EQUATORIAL GUINEA	6.8%	49,520
209	MARSHALL IS.	7.2%	480
208	CUBA	12%	677,066
207	GREENLAND	12%	7,062
206	PALESTINE	15%	628,011
205	YEMEN	17%	3,059,647
204	GRENADA	21%	26,964
203	FED. STATES OF MICRONESIA	23%	5,606
202	NIGER	24%	2,702,266

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BROADBAND CONNECTIONS vs. POPULATION

3G, 4G, AND 5G MOBILE CONNECTIONS* AS A PERCENTAGE OF TOTAL POPULATION (REGARDLESS OF AGE)

SOURCE: GSMA INTELLIGENCE (JANUARY 2020, BASED ON DATA FOR Q4 2019). *NOTES: CONNECTIONS FIGURES DO NOT INCLUDE IOT CELLULAR CONNECTIONS

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MOBILE BROADBAND CONNECTIVITY RANKINGS

COUNTRIES AND TERRITORIES* WITH THE HIGHEST AND LOWEST RATES OF MOBILE BROADBAND CONNECTIVITY vs. TOTAL POPULATION

HIGHEST RATES OF BROADBAND CONNECTIVITY vs. POPULATION

#	COUNTRY / TERRITORY	% POP.	CONNECTIONS
01	MACAU	295%	1,901,733
02	HONG KONG	170%	12,700,075
03	FINLAND	168%	9,281,084
04	KUWAIT	166%	7,050,777
05	U.A.E.	164%	16,148,853
06	JAPAN	150%	189,902,405
07	DENMARK	147%	8,521,111
08	AUSTRIA	146%	13,101,211
09	SINGAPORE	145%	8,470,602
10	PORTUGAL	141%	14,419,497

LOWEST RATES OF BROADBAND CONNECTIVITY vs. POPULATION

#	COUNTRY / TERRITORY	% POP.	CONNECTIONS
211	MARSHALL IS.	0.8%	480
210	COMOROS	2.6%	22,022
209	EQUATORIAL GUINEA	3.6%	49,520
208	FED. STATES OF MICRONESIA	4.9%	5,606
207	CUBA	6.0%	677,066
206	SOUTH SUDAN	8.5%	945,790
205	CHAD	9.4%	1,516,100
204	YEMEN	10%	3,059,647
203	NIGER	11%	2,702,266
202	CENTRAL AFRICAN REP.	12%	593,548

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PRE-PAID CONNECTIONS vs. ALL CONNECTIONS

MOBILE CONNECTIONS THAT ARE PAID IN ADVANCE ("PAY-AS-YOU-GO") AS A PERCENTAGE OF TOTAL MOBILE CONNECTIONS*

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MOBILE CONNECTIONS: PRE-PAID vs. POST-PAID

COUNTRIES AND TERRITORIES* WITH THE HIGHEST RATES OF MOBILE CONNECTION PRE-PAYMENT AND POST-PAYMENT

HIGHEST RATES OF PRE-PAID MOBILE CONNECTIONS

#	COUNTRY / TERRITORY	%	CONNECTIONS
01=	DJIBOUTI	100%	413,750
01=	NORTH KOREA	100%	4,522,381
01=	MARSHALL IS.	100%	6,655
01=	FED. STATES OF MICRONESIA	100%	24,780
05	CHAD	100%	5,931,689
06	BURKINA FASO	100%	19,931,972
07	GUINEA	99%	13,101,834
08	CÔTE D'IVOIRE	99%	33,939,987
09	BURUNDI	99%	6,900,564
10	GUINEA-BISSAU	99%	1,521,249

HIGHEST RATES OF POST-PAID MOBILE CONNECTIONS

#	COUNTRY / TERRITORY	%	CONNECTIONS
01	JAPAN	100%	191,166,713
02	SOUTH KOREA	93%	56,324,981
03	FINLAND	92%	9,145,305
04	FRANCE	92%	60,409,023
05	JERSEY	88%	102,511
06	CANADA	88%	31,744,424
07	DENMARK	86%	7,637,794
08	ISRAEL	85%	8,630,790
09	BULGARIA	85%	8,082,764
10	NETHERLANDS	85%	14,489,292

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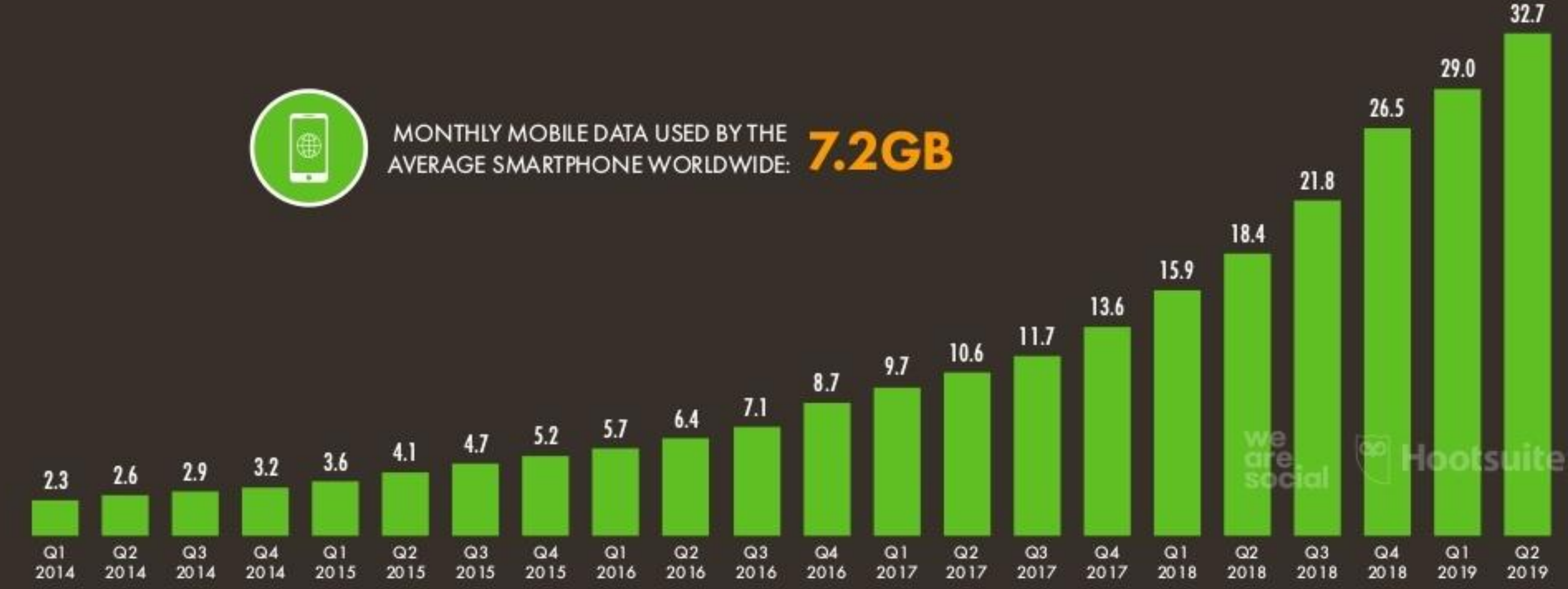
EVOLUTION OF GLOBAL MOBILE DATA CONSUMPTION

MONTHLY AVERAGE GLOBAL MOBILE DATA TRAFFIC (UPLOAD & DOWNLOAD), IN EXABYTES (BILLIONS OF GIGABYTES)



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MONTHLY MOBILE DATA USE PER SMARTPHONE

AVERAGE MONTHLY MOBILE DATA TRAFFIC PER SMARTPHONE CONNECTION, BY REGION

NORTH AMERICA	WESTERN, CENTRAL & EASTERN EUROPE	ASIA-PACIFIC	LATIN AMERICA	MIDDLE EAST & AFRICA
7.8 GIGABYTES	5.9 GIGABYTES	7.3 GIGABYTES	3.6 GIGABYTES	3.2 GIGABYTES

SOURCE: ERICSSON MOBILITY VISUALIZER (ACCESSED JANUARY 2020); KEPIOS ANALYSIS BASED ON PUBLISHED FIGURES FOR 2019 FOR MOBILE DATA TRAFFIC AND SMARTPHONE

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MOBILE TIME BY ACTIVITY

TOTAL TIME THAT MOBILE USERS SPEND USING MOBILE DEVICES EACH DAY, WITH COMPARISON OF TIME SPENT USING APPS AND WEB BROWSERS

AVERAGE TIME SPENT USING MOBILE DEVICES EACH DAY	YEAR-ON-YEAR INCREASE IN DAILY TIME SPENT USING MOBILE DEVICES	PERCENTAGE OF MOBILE TIME SPENT USING MOBILE APPLICATIONS*	PERCENTAGE OF MOBILE TIME SPENT USING A WEB BROWSER*
3H 40M	+10%	91%	9%

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USE OF MOBILE APPS BY CATEGORY

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO REPORT USING EACH TYPE OF MOBILE APP EACH MONTH

CHAT APPS (MESSENGERS)	SOCIAL NETWORKING APPS	ENTERTAINMENT OR VIDEO APPS	GAMES (ANY TYPE)	SHOPPING APPS
89%	89%	65%	47%	66%

MUSIC APPS	MAP APPS	BANKING APPS	DATING APPS	HEALTH AND FITNESS APPS
52%	65%	35%	11%	26%

SHARE OF TIME SPENT IN MOBILE APPS BY CATEGORY

AVERAGE TIME SPENT USING MOBILE DEVICES EACH DAY WORLDWIDE, WITH SHARE OF TIME SPENT IN TOP MOBILE APP CATEGORIES

AVERAGE TIME SPENT USING MOBILE DEVICES EACH DAY	SHARE OF MOBILE TIME SPENT IN SOCIAL & COMMUNICATIONS APPS	SHARE OF MOBILE TIME SPENT IN VIDEO & ENTERTAINMENT APPS	SHARE OF MOBILE TIME SPENT PLAYING GAMES (ANY GAME KIND)	SHARE OF MOBILE TIME SPENT USING OTHER KINDS OF APPS
3H 40M	50%	21%	9%	19%

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SHARE OF GLOBAL MOBILE DATA BY CATEGORY

SHARE OF TOTAL GLOBAL MOBILE DATA VOLUME BY CATEGORY OF APPLICATION

CURRENT GLOBAL MONTHLY MOBILE DATA VOLUME*	SHARE OF MOBILE DATA: VIDEO APPS	SHARE OF MOBILE DATA: SOCIAL NETWORKING	SHARE OF MOBILE DATA: SOFTWARE UPDATES
36.5 BILLION GIGABYTES	63.4%	10.4%	4.2%

SHARE OF MOBILE DATA: WEB BROWSING	SHARE OF MOBILE DATA: AUDIO APPS	SHARE OF MOBILE DATA: FILE SHARING	SHARE OF MOBILE DATA: OTHER KINDS OF APP
3.9%	1.8%	1.0%	15.3%

SOURCE: ERICSSON MOBILITY VISUALIZER (ACCESSED JANUARY 2020). *NOTES: FIGURE FOR GLOBAL MONTHLY MOBILE DATA TRAFFIC USES DATA FOR Q3 2019. PERCENTAGE SHARE FIGURES

JAN 2020

MOBILE APPS: GLOBAL TRENDS

GLOBAL APP DOWNLOADS, AND THE VALUE OF THE GLOBAL MOBILE APP MARKET IN U.S. DOLLARS, INCLUDING ANNUAL TRENDS

WORLDWIDE NUMBER OF MOBILE APP DOWNLOADS IN 2019 (ALL PLATFORMS)	ANNUAL GROWTH IN THE NUMBER OF MOBILE APP DOWNLOADS	TOTAL VALUE OF GLOBAL CONSUMER SPEND ON MOBILE APPS IN 2019	ANNUAL GROWTH IN THE VALUE OF CONSUMER SPEND ON MOBILE APPS	AVERAGE CONSUMER SPEND ON APPS PER SMARTPHONE* IN 2019
204 BILLION	+6%	$120 BILLION	+20%	$21.62

SOURCE: APP ANNIE, "STATE OF MOBILE 2020" (JANUARY 2020); ERICSSON MOBILITY VISUALIZER (ACCESSED JANUARY 2020); KEPIOS ANALYSIS.

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MOBILE APPS: GLOBAL CATEGORY RANKINGS

RANKINGS OF MOBILE APP CATEGORIES BY TOTAL GLOBAL DOWNLOADS AND ANNUAL GLOBAL CONSUMER SPEND

GOOGLE PLAY: 2019 DOWNLOADS

#	APP CATEGORY
01	GAMES
02	TOOLS
03	ENTERTAINMENT
04	COMMUNICATION
05	SOCIAL
06	PHOTOGRAPHY
07	VIDEO PLAYERS & EDITORS
08	MUSIC & AUDIO
09	SHOPPING
10	FINANCE

GOOGLE PLAY: 2019 SPEND

#	APP CATEGORY
01	GAMES
02	SOCIAL
03	ENTERTAINMENT
04	LIFESTYLE
05	PRODUCTIVITY
06	MUSIC & AUDIO
07	COMMUNICATION
08	ANDROID WEAR
09	HEALTH & FITNESS
10	DATING

IOS: 2019 DOWNLOADS

#	APP CATEGORY
01	GAMES
02	PHOTO AND VIDEO
03	ENTERTAINMENT
04	UTILITIES
05	SHOPPING
06	SOCIAL NETWORKING
07	FINANCE
08	LIFESTYLE
09	PRODUCTIVITY
10	EDUCATION

IOS: 2019 SPEND

#	APP CATEGORY
01	GAMES
02	ENTERTAINMENT
03	SOCIAL NETWORKING
04	PHOTO AND VIDEO
05	MUSIC
06	LIFESTYLE
07	HEALTH AND FITNESS
08	BOOKS
09	EDUCATION
10	PRODUCTIVITY

JAN 2020

GLOBAL MOBILE APP RANKINGS: ACTIVE USERS

GLOBAL RANKINGS OF TOP MOBILE APPS AND GAMES BY AVERAGE MONTHLY ACTIVE USERS THROUGHOUT 2019

RANKING OF MOBILE APPS BY MONTHLY ACTIVE USERS

#	APP NAME	APP DEVELOPER
01	WHATSAPP MESSENGER	FACEBOOK
02	FACEBOOK	FACEBOOK
03	FACEBOOK MESSENGER	FACEBOOK
04	WECHAT	TENCENT
05	INSTAGRAM	FACEBOOK
06	TIKTOK	BYTEDANCE
07	ALIPAY	ANT FINANCIAL SERVICES GRP.
08	QQ	TENCENT
09	TAOBAO	ALIBABA GROUP
10	BAIDU	BAIDU

RANKING OF MOBILE GAMES BY MONTHLY ACTIVE USERS

#	GAME NAME	GAME DEVELOPER
01	PUBG MOBILE	TENCENT
02	CANDY CRUSH SAGA	ACTIVISION BLIZZARD
03	HONOUR OF KINGS	TENCENT
04	ANIPOP	HAPPY ELEMENTS
05	GAME FOR PEACE	TENCENT
06	CLASH OF CLANS	SUPERCELL
07	POKÉMON GO	NIANTIC
08	SUBWAY SURFERS	KILOO
09	CLASH ROYALE	SUPERCELL
10	FREE FIRE	SEA

JAN 2020

GLOBAL MOBILE APP RANKINGS: DOWNLOADS

GLOBAL RANKINGS OF TOP MOBILE APPS AND GAMES BY TOTAL NUMBER OF DOWNLOADS IN 2019

RANKING OF MOBILE APPS BY TOTAL NUMBER OF DOWNLOADS

#	APP NAME	APP DEVELOPER
01	FACEBOOK MESSENGER	FACEBOOK
02	FACEBOOK	FACEBOOK
03	WHATSAPP MESSENGER	FACEBOOK
04	TIKTOK	BYTEDANCE
05	INSTAGRAM	FACEBOOK
06	SHAREIT	SHAREIT
07	LIKEE	YY INC
08	SNAPCHAT	SNAP
09	NETFLIX	NETFLIX
10	SPOTIFY	SPOTIFY

RANKING OF MOBILE GAMES BY TOTAL NUMBER OF DOWNLOADS

#	GAME NAME	GAME DEVELOPER
01	FREE FIRE	SEA
02	PUBG MOBILE	TENCENT
03	SUBWAY SURFERS	KILOO
04	COLOR BUMP 3D	GOOD JOB GAMES
05	FUN RACE 3D	GOOD JOB GAMES
06	MY TALKING TOM 2	OUTFIT7
07	RUN RACE 3D	GOOD JOB GAMES
08	HOMESCAPES	PLAYRIX
09	CALL OF DUTY: MOBILE	ACTIVISION BLIZZARD
10	STACK BALL	AZUR INTERACTIVE GAMES

JAN 2020

GLOBAL MOBILE APP RANKINGS: CONSUMER SPEND

GLOBAL RANKINGS OF TOP MOBILE APPS AND GAMES BY CONSUMER SPEND IN 2019

RANKING OF MOBILE APPS BY CONSUMER SPEND

#	APP NAME	APP DEVELOPER
01	TINDER	INTERACTIVECORP (IAC)
02	NETFLIX	NETFLIX
03	TENCENT VIDEO	TENCENT
04	IQIYI	BAIDU
05	YOUTUBE	GOOGLE
06	PANDORA MUSIC	SIRIUS XM RADIO
07	LINE	LINE
08	LINE MANGA	LINE
09	YOUKU	ALIBABA GROUP
10	GOOGLE ONE	GOOGLE

RANKING OF MOBILE GAMES BY CONSUMER SPEND

#	GAME NAME	GAME DEVELOPE
01	FATE / GRAND ORDER	SON
02	HONOUR OF KINGS	TENCEN
03	CANDY CRUSH SAGA	ACTIVISION BLIZZAR
04	MONSTER STRIKE	MIX
05	POKÉMON GO	NIANTI
06	LINEAGE M	NCSOF
07	FANTASY WESTWARD JOURNEY	NETEAS
08	CLASH OF CLANS	SUPERCEL
09	PUBG MOBILE	TENCEN
10	DRAGON BALL Z DOKKAN BATTLE	BANDAI NAMC

JAN 2020

SHARE OF WEB TRAFFIC BY MOBILE OS

PERCENTAGE OF WEB PAGE REQUESTS ORIGINATING FROM MOBILE HANDSETS RUNNING DIFFERENT MOBILE OPERATING SYSTEMS

SHARE OF WEB TRAFFIC ORIGINATING FROM ANDROID DEVICES	SHARE OF WEB TRAFFIC ORIGINATING FROM APPLE IOS DEVICES	SHARE OF WEB TRAFFIC ORIGINATING FROM KAI OS DEVICES	SHARE OF WEB TRAFFIC ORIGINATING FROM SAMSUNG OS DEVICES*	SHARE OF WEB TRAFFIC ORIGINATING FROM OTHER OS DEVICES
74%	25%	0.4%	0.2%	0.6%
DEC 2019 vs. DEC 2018:	DEC 2019 vs. DEC 2018:	DEC 2019 vs. DEC 2018:	DEC 2019 vs. DEC 2018:	DEC 2019 vs. DEC 2018:
-1.4%	+13%	-69%	-38%	-62%

SOURCE: STATCOUNTER (ACCESSED JANUARY 2020). FIGURES REPRESENT EACH OPERATING SYSTEM'S SHARE OF WEB PAGES SERVED TO WEB BROWSERS ONLY. SHARE FIGURES ARE FOR

JAN 2020

MOBILE ACTIONS

PERCENT OF INTERNET USERS AGED 16 TO 64 WHO PERFORM EACH ACTION USING THEIR MOBILE PHONE EACH MONTH

WATCH CONTENT ON A TV BY CASTING IT FROM A MOBILE PHONE*	USE OR SCAN QR CODES	USE AN IMAGE SEARCH TOOL OR SERVICE	USE A MOBILE PHONE AS A TICKET OR BOARDING PASS	TRANSFER MONEY TO FRIENDS OR FAMILY
29%	38%	38%	23%	46%

JAN 2020

CONNECTED DEVICES AND THE 'INTERNET OF THINGS'

THE TOTAL NUMBER OF CONNECTED DEVICES AROUND THE WORLD BY TYPE, AND EACH TYPE'S SHARE OF TOTAL CONNECTED DEVICES

FIXED PHONES	MOBILE PHONES (ANY TYPE)	PCS, LAPTOPS AND TABLETS	SHORT-RANGE IOT DEVICES*	WIDE-AREA IOT DEVICES*
1.36 BILLION	7.94 BILLION	1.57 BILLION	10.94 BILLION	1.88 BILLION
SHARE OF TOTAL: 6%	SHARE OF TOTAL: 34%	SHARE OF TOTAL: 7%	SHARE OF TOTAL: 46%	SHARE OF TOTAL: 8%

SOURCE: ERICSSON MOBILE VISUALIZER (ACCESSED JANUARY 2020). ***NOTE:** TYPICAL SHORT-RANGE IOT DEVICES HAVE A RANGE OF UP TO 100 METRES, AND ARE POWERED

WE ARE SOCIAL'S PERSPECTIVE: APPS & MOBILE IN 202

SHIFTS IN HOW WE'RE USING OUR PHONES

5G FUTURES

5G has been on the cards for years, with China already an early adopter for this technology. But with global rollout in stead, and hardware launching to accommodate, this new connectivity will open countless doors in terms of how people will use their smartphones.

In 2020, brands will be expected to unlock the value of 5G in the everyday

HARDWARE FATIGUE

Smartphone sales have been stagnating for a while, with homogeneous hardware being held accountable. Against this backdrop, manufacturers are diversifying their offering, evolving away from that single pane of glass, towards more complex devices, and there will be implications for user behaviour.

In 2020, brands will be forced to adapt their mobile offerings to a new range of formats and behaviours

MOBILE PASSPORTS

Mobile has long been considered the futu
a more seamless world. But as mobile sec
improves, verification no longer needs pa
trails. As a result, our devices are becom
all-in-one passports to more seamless phy
experiences, whether paying bills via We
or storing cinema tickets in your mobile w

In 2020, brands will use mobi interfaces to unlock experienc in the physical world

ECOMMERCE IN 2020

JAN 2020

FINANCIAL INCLUSION FACTORS

PERCENTAGE OF THE POPULATION AGED 15+ THAT REPORTS OWNING OR USING EACH FINANCIAL PRODUCT OR SERVICE

HAS AN ACCOUNT WITH A FINANCIAL INSTITUTION	HAS A CREDIT CARD	HAS A MOBILE MONEY ACCOUNT	MAKES ONLINE PURCHASES AND / OR PAYS BILLS ONLINE
67.1%	18.4%	4.4%	29.0%

PERCENTAGE OF WOMEN WITH A CREDIT CARD	PERCENTAGE OF MEN WITH A CREDIT CARD	PERCENTAGE OF WOMEN MAKING ONLINE TRANSACTIONS	PERCENTAGE OF MEN MAKING ONLINE TRANSACTIONS
17.0%	19.9%	27.7%	30.3%

SOURCE: WORLD BANK GLOBAL FINANCIAL INCLUSION DATA (LATEST DATA AVAILABLE IN JANUARY 2020)

JAN 2020

ECOMMERCE ACTIVITIES

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO REPORT PERFORMING EACH ACTIVITY IN THE PAST MONTH

SEARCHED ONLINE FOR A PRODUCT OR SERVICE TO BUY (ANY DEVICE)	VISITED AN ONLINE RETAIL STORE ON THE WEB (ANY DEVICE)	PURCHASED A PRODUCT ONLINE (ANY DEVICE)	MADE AN ONLINE PURCHASE VIA A LAPTOP OR DESKTOP COMPUTER	MADE AN ONLINE PURCHASE VIA A MOBILE DEVICE
80%	90%	74%	36%	52%

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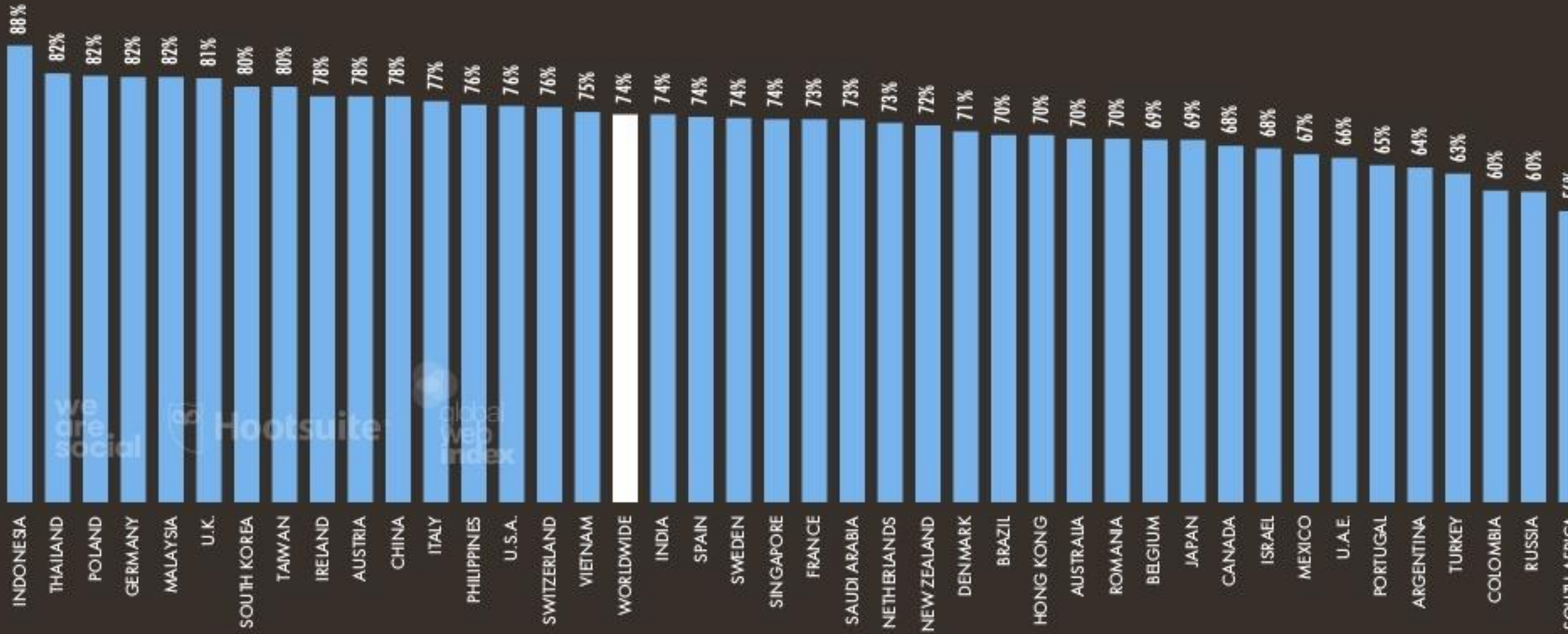
ECOMMERCE ADOPTION

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO SAY THEY BOUGHT SOMETHING ONLINE VIA ANY DEVICE IN THE PAST MONTH



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MOBILE ECOMMERCE ADOPTION

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO SAY THEY BOUGHT SOMETHING ONLINE VIA A MOBILE DEVICE IN THE PAST MONTH

JAN 2020

GLOBAL ECOMMERCE SPEND BY CATEGORY

THE TOTAL AMOUNT SPENT IN CONSUMER ECOMMERCE CATEGORIES AROUND THE WORLD IN 2019, IN U.S. DOLLARS

FASHION & BEAUTY	ELECTRONICS & PHYSICAL MEDIA	FOOD & PERSONAL CARE	FURNITURE & APPLIANCES
$620.1 BILLION	**$456.9 BILLION**	**$168.8 BILLION**	**$316.7 BILLION**

TOYS, DIY & HOBBIES	TRAVEL (INCLUDING ACCOMMODATION)*	DIGITAL MUSIC	VIDEO GAMES
$383.2 BILLION	**$1.19 TRILLION**	**$13.59 BILLION**	**$83.15 BILLION**

SOURCES: STATISTA MARKET OUTLOOKS FOR E-COMMERCE, TRAVEL, MOBILITY, AND DIGITAL MEDIA (ACCESSED JANUARY 2020). FIGURES BASED ON ESTIMATES OF FULL-YEAR CONSUMER

JAN 2020

GLOBAL ECOMMERCE GROWTH BY CATEGORY

YEAR-ON-YEAR GROWTH IN THE TOTAL AMOUNT SPENT IN CONSUMER ECOMMERCE CATEGORIES AROUND THE WORLD IN 2019, IN U.S. DOLLARS

FASHION & BEAUTY	ELECTRONICS & PHYSICAL MEDIA	FOOD & PERSONAL CARE	FURNITURE & APPLIANCES
+18%	+18%	+13%	+19%

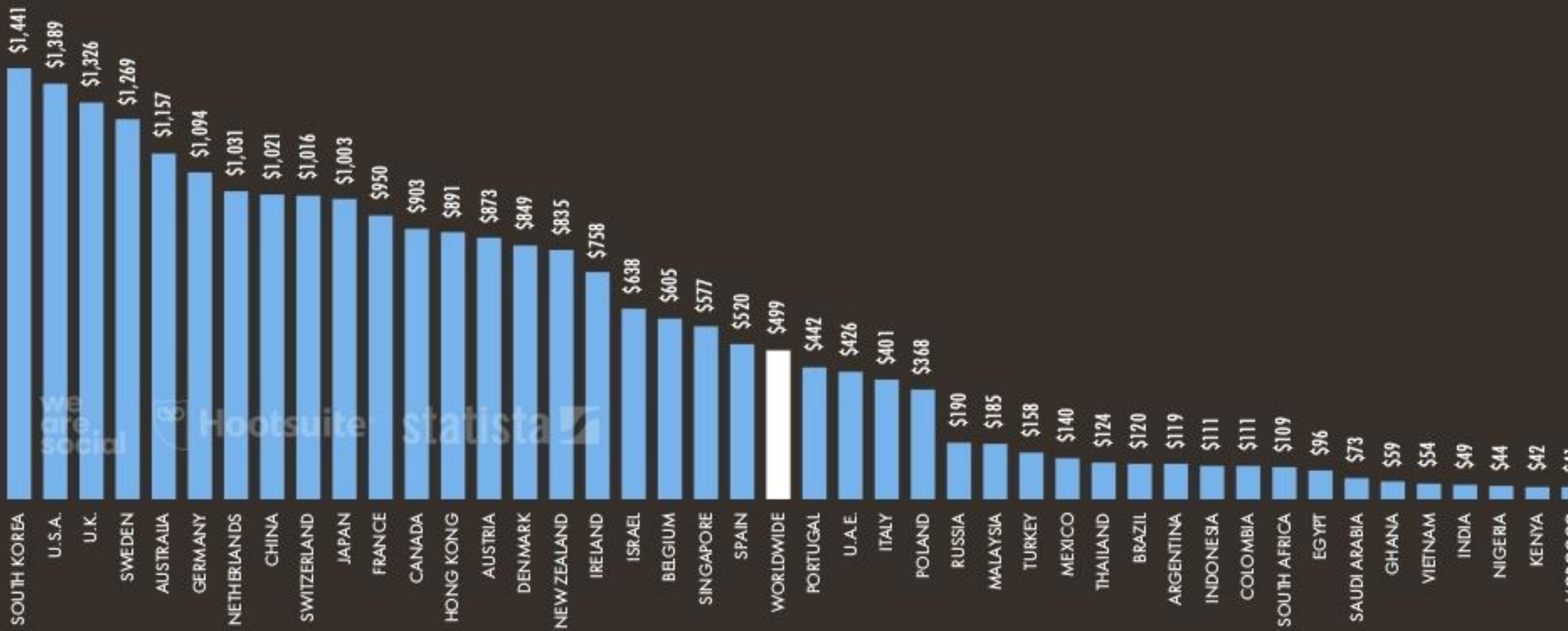
TOYS, DIY & HOBBIES	TRAVEL (INCLUDING ACCOMMODATION)	DIGITAL MUSIC	VIDEO GAMES
+16%	+7.9%	+4.8%	+4.9%

SOURCES: STATISTA MARKET OUTLOOKS FOR E-COMMERCE, TRAVEL, MOBILITY, AND DIGITAL MEDIA (ACCESSED JANUARY 2020). FIGURES BASED ON COMPARISONS OF ESTIMATES OF FULL-

JAN 2020

ECOMMERCE ARPU: CONSUMER GOODS PURCHASES

AVERAGE AMOUNT SPENT ON ONLINE PURCHASES OF CONSUMER GOODS* BY EACH ECOMMERCE USER IN 2019, IN U.S. DOLLARS

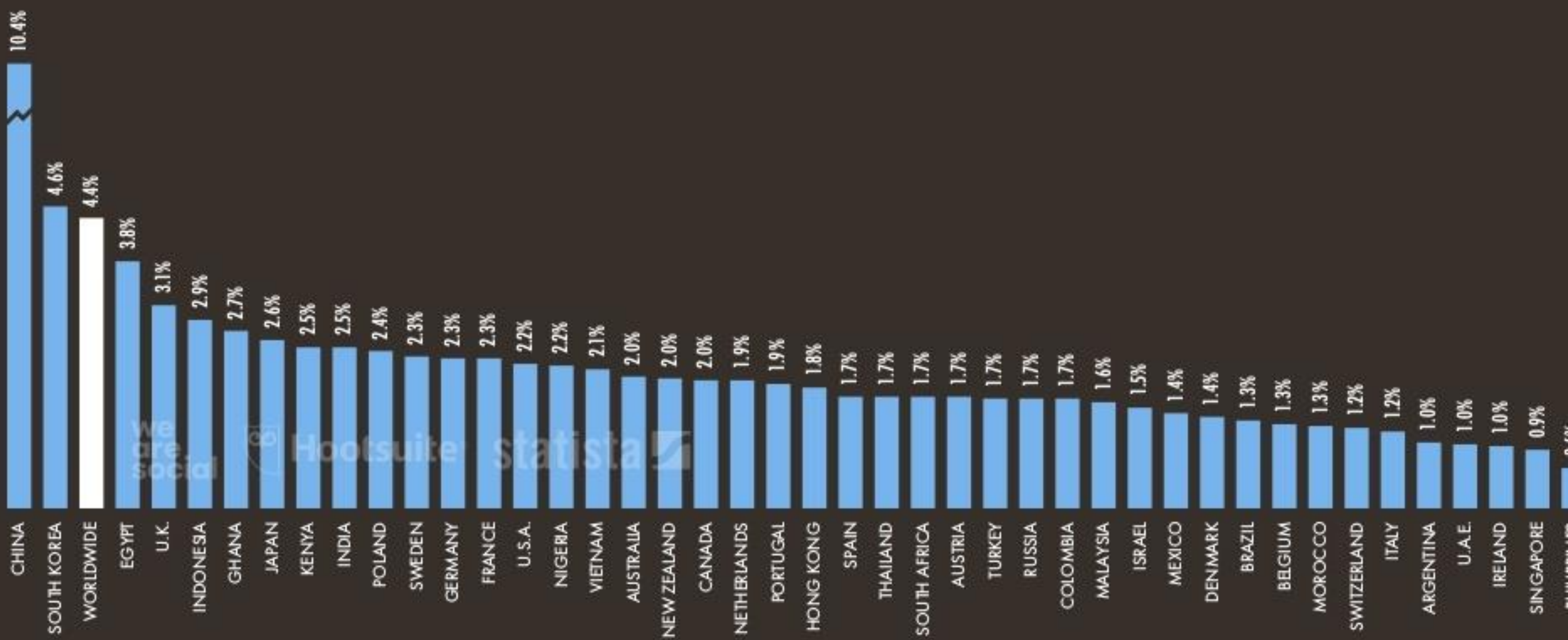


SOURCE: STATISTA DIGITAL MARKET OUTLOOK (ACCESSED JANUARY 2020). SEE STATISTA.COM/OUTLOOK/DIGITAL-MARKETS FOR MORE DETAILS. *NOTES: FIGURES REPRESENT ONLINE B2C

JAN 2020

CONSUMER ECOMMERCE ARPU vs. GDP PER CAPITA

AVERAGE AMOUNT SPENT ON ONLINE PURCHASES OF CONSUMER GOODS* BY EACH ECOMMERCE USER IN 2019 vs. GDP PER CAPITA



SOURCE: STATISTA DIGITAL MARKET OUTLOOK (ACCESSED JANUARY 2020). SEE STATISTA.COM/OUTLOOK/DIGITAL-MARKETS FOR MORE DETAILS. *NOTES: ARPU VALUES REPRESENT ONLINE

JAN 2020

TOP GOOGLE SHOPPING QUERIES

TOP GLOBAL GOOGLE SHOPPING SEARCH QUERIES THROUGHOUT 2019

#	SEARCH QUERY	INDEX
01	NIKE	100
02	AMAZON	94
03	IPHONE	75
04	SAMSUNG	73
05	SHOES	68
06	WALMART	52
07	ADIDAS	51
08	TV	44
09	EBAY	37
10	PS4	27
11	APPLE	25
12	AIR MAX	21
13	XIAOMI	20
14	HUAWEI	19
15	IKEA	19
16	MERCADO LIVRE	19
17	GUCCI	18
18	VANS	17
19	LAPTOP	16
20	GOOGLE	16

SOURCE: GOOGLE TRENDS (ACCESSED JANUARY 2020); KEPIOS ANALYSIS. NOTES: GOOGLE DOES NOT PUBLISH SEARCH VOLUMES, BUT THE "INDEX" COLUMN SHOWS RELATIVE VOLUMES

JAN 2020

GLOBAL ECOMMERCE VALUE: ALTERNATIVE PERSPECTIV

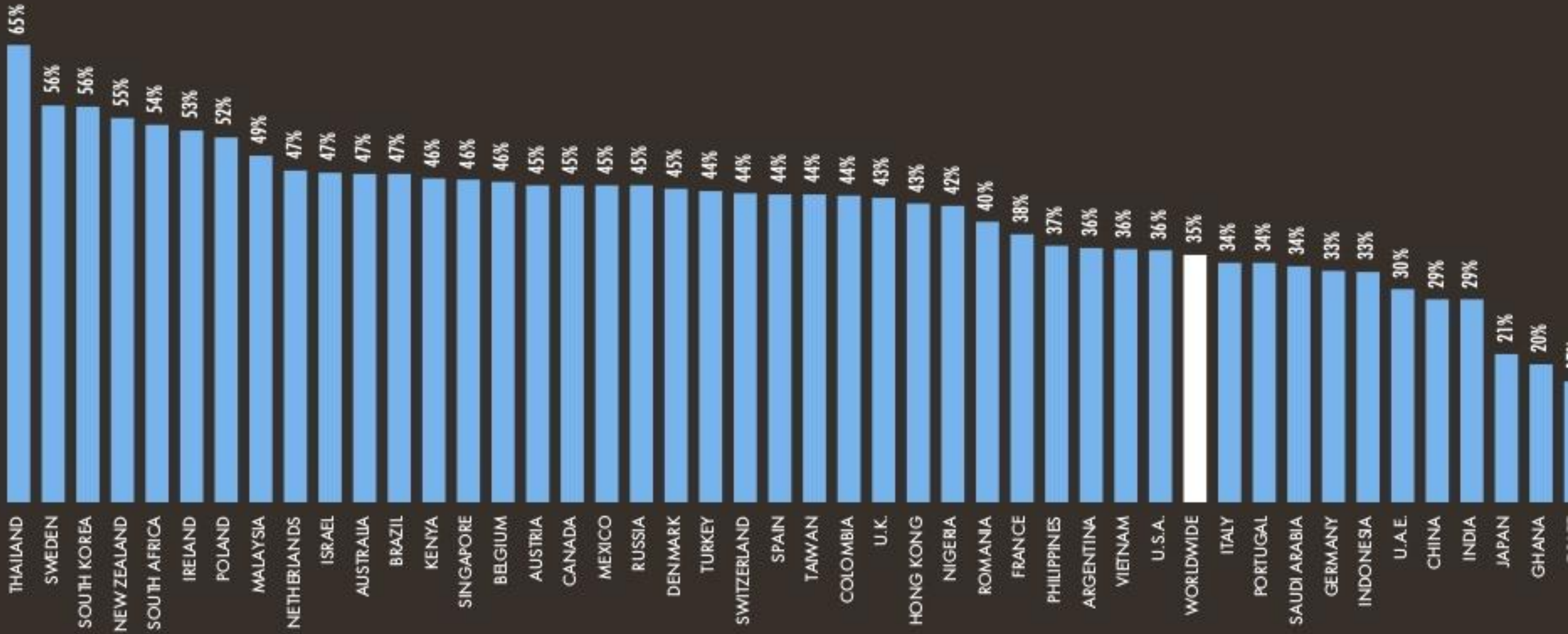
PERSPECTIVES ON THE OVERALL SIZE AND GROWTH OF THE GLOBAL ECOMMERCE MARKET (IN U.S. DOLLARS)

TOTAL VALUE OF THE GLOBAL CONSUMER (B2C) ECOMMERCE MARKET	ANNUAL GROWTH IN THE VALUE OF GLOBAL B2C ECOMMERCE SPEND	ECOMMERCE SPEND AS A PERCENTAGE OF TOTAL GLOBAL RETAIL SPEND	WORLDWIDE AVERAGE ANNUAL ONLINE SPEND PER B2C CONSUMER	MOBILE'S SHARE OF GLOBAL B2C ECOMMERC TRANSACTION VALUE
$3.43 TRILLION	**+18%**	**16%**	**$2,594**	**50%**

JAN 2020

USE OF BANKING AND FINANCIAL SERVICES APPS

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO SAY THEY USE MOBILE BANKING OR FINANCIAL SERVICES APPS EACH MONTH



SOURCE: GLOBALWEBINDEX (Q3 2019). FIGURES REPRESENT THE FINDINGS OF A BROAD SURVEY OF INTERNET USERS AGED 16 TO 64. SEE GLOBALWEBINDEX.COM FOR MORE DETAILS.

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JAN 2020

DIGITAL PAYMENTS OVERVIEW

SIZE AND GROWTH OF THE DIGITAL PAYMENTS MARKET (IN U.S. DOLLARS)

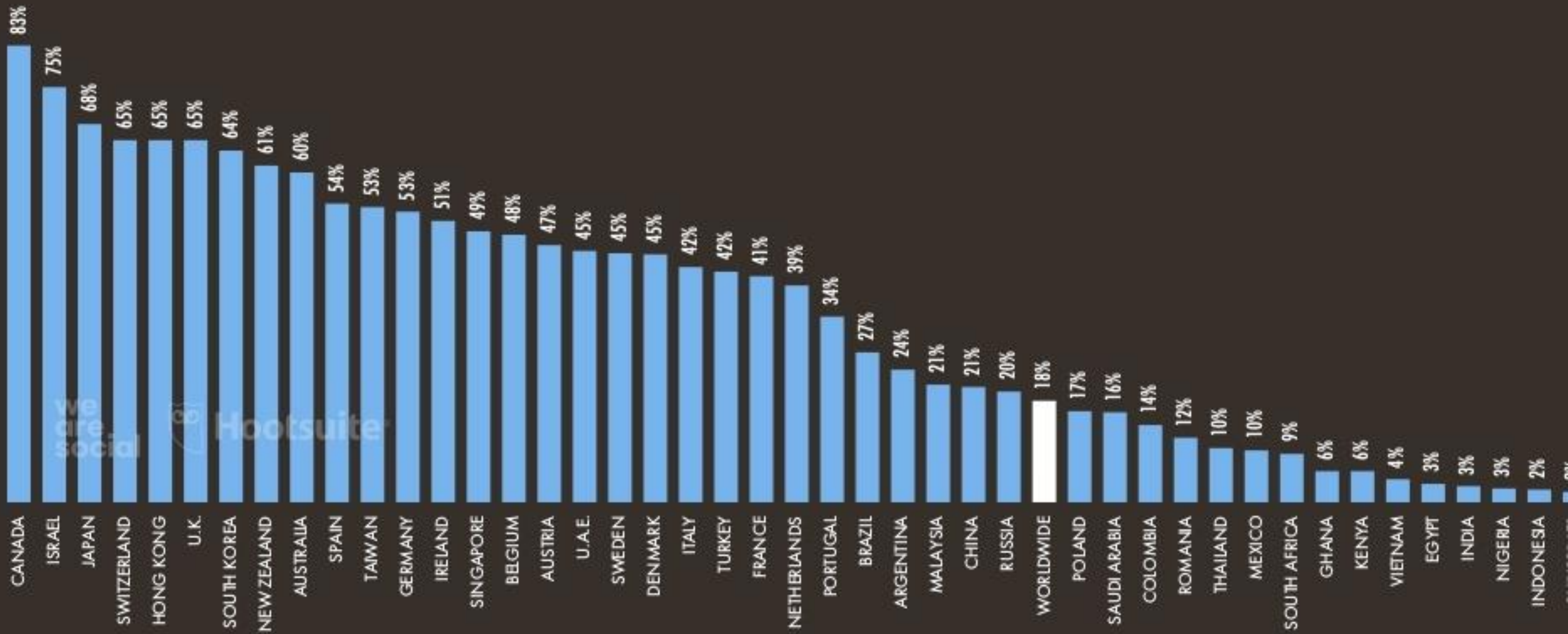
NUMBER OF PEOPLE MAKING DIGITALLY ENABLED PAYMENT TRANSACTIONS*	TOTAL ANNUAL VALUE OF DIGITALLY ENABLED CONSUMER PAYMENTS	ANNUAL CHANGE IN THE VALUE OF DIGITALLY ENABLED CONSUMER PAYMENTS	AVERAGE TOTAL ANNUAL VALUE OF DIGITAL PAYMENT TRANSACTIONS PER DIGITAL PAYMENTS USER
3.76 BILLION	$4.14 TRILLION	+15%	$1,102

SOURCE: STATISTA DIGITAL MARKET OUTLOOK FOR FINTECH (ACCESSED JANUARY 2020). FIGURES USE FULL-YEAR VALUES FOR 2019, WITH COMPARISONS TO EQUIVALENT 2018 DATA.

JAN 2020

CREDIT CARD PENETRATION

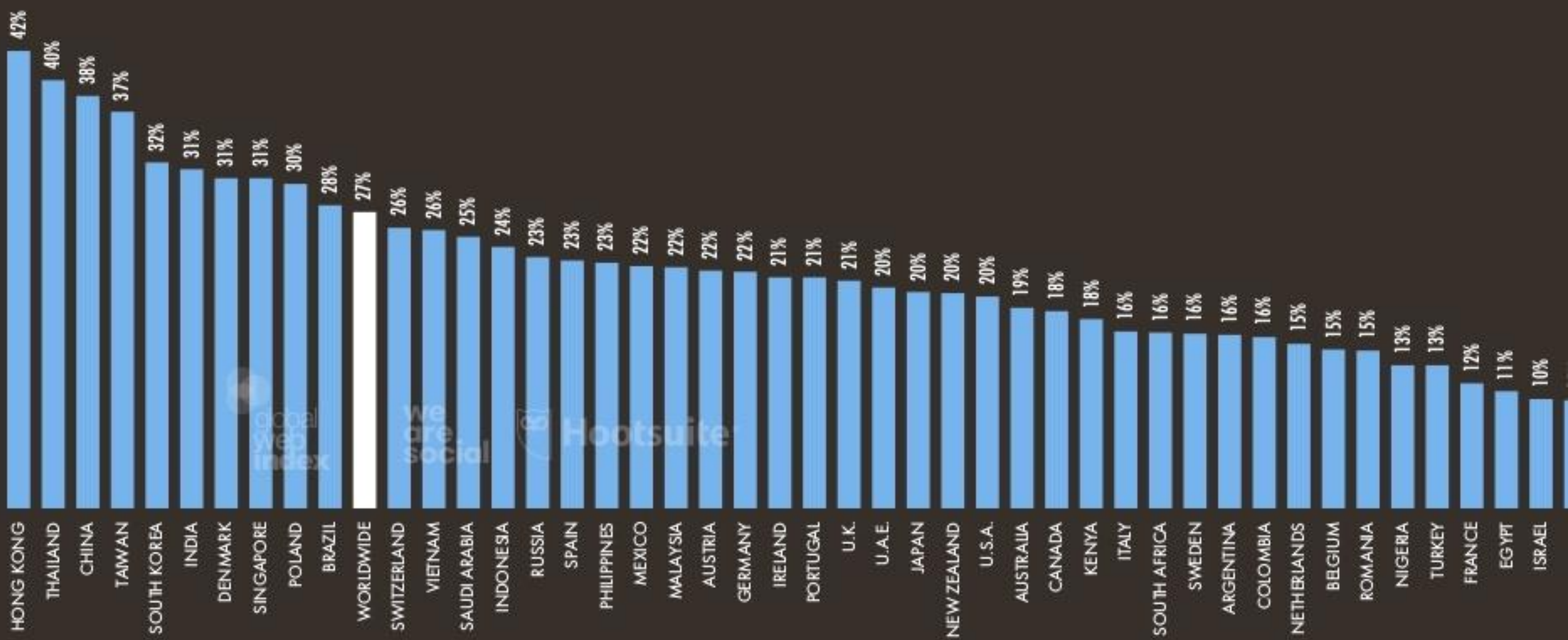
PERCENTAGE OF ADULTS AGED 15+ THAT POSSESS A CREDIT CARD



JAN 2020

USE OF MOBILE PAYMENT SERVICES

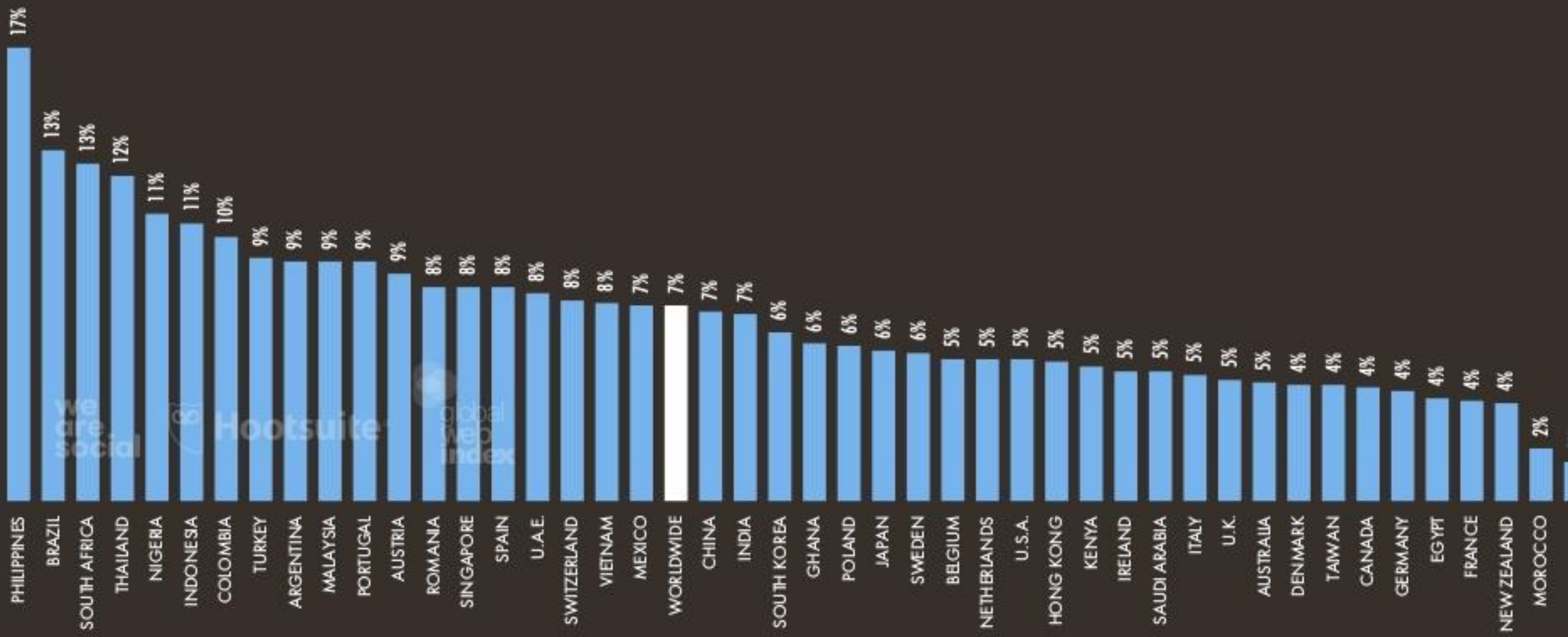
PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO REPORT USING MOBILE PAYMENT SERVICES (E.G. APPLE PAY OR SAMSUNG PAY) EACH MON



JAN 2020

OWNERSHIP OF CRYPTOCURRENCY

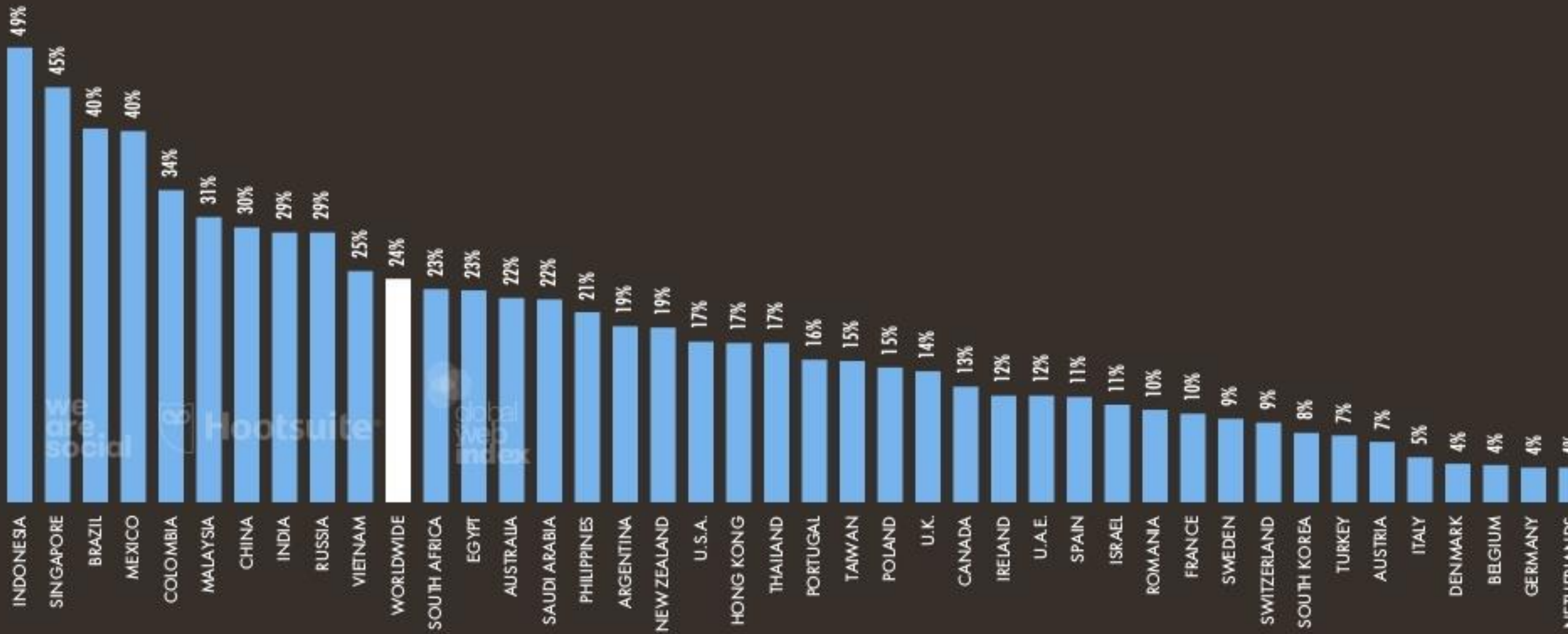
PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO REPORT OWNING ANY FORM OF CRYPTOCURRENCY



JAN 2020

USE OF RIDE-HAILING APPS

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO USE RIDE-HAILING APPS EACH MONTH



JAN 2020

RIDE-HAILING MARKET OVERVIEW

SIZE AND GROWTH OF THE RIDE-HAILING MARKET (IN U.S. DOLLARS)

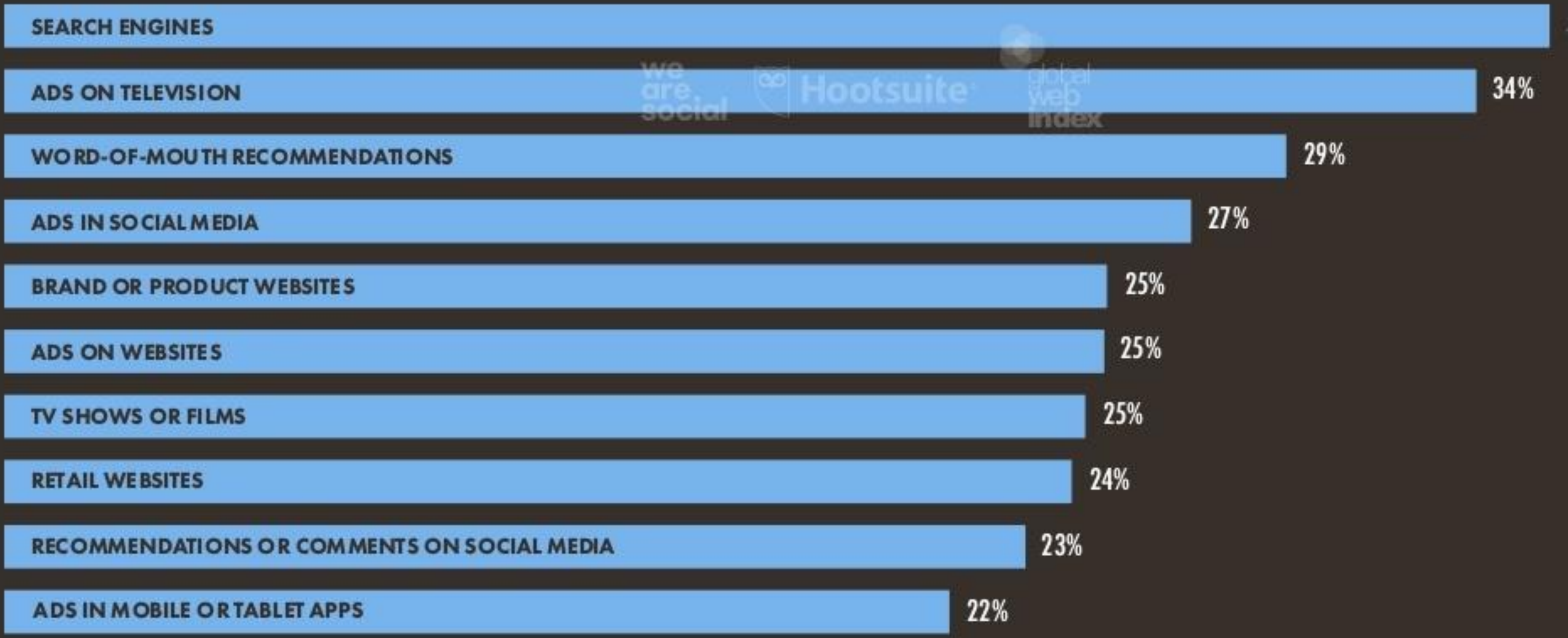
NUMBER OF PEOPLE USING DIGITALLY ENABLED RIDE-HAILING SERVICES*	TOTAL VALUE OF THE DIGITALLY ENABLED RIDE-HAILING MARKET	ANNUAL GROWTH IN THE TOTAL VALUE OF THE DIGITALLY ENABLED RIDE-HAILING MARKET	ANNUAL REVENUE PER USER OF DIGITALLY ENABLED RIDE-HAILING SERVICES
996.7 MILLION	**$183.7 BILLION**	**+20%**	**$184**

SOURCE: STATISTA MARKET OUTLOOK FOR ONLINE MOBILITY SERVICES (ACCESSED JANUARY 2020). FIGURES USE FULL-YEAR VALUES FOR 2019, WITH COMPARISONS TO EQUIVALENT 2018

JAN 2020

SOURCES OF NEW BRAND DISCOVERY

PERCENTAGE OF INTERNET USERS AGED 16 TO 64 WHO SAY THEY DISCOVER NEW BRANDS AND PRODUCTS THROUGH EACH MEDIUM OR ACTIVITY



JAN 2020

VALUE OF THE DIGITAL ADVERTISING MARKET

TOTAL SPEND (IN U.S. DOLLARS) ON DIGITAL ADVERTISING IN 2019, WITH DETAIL OF SPEND IN INDIVIDUAL DIGITAL ADVERTISING SUB-CATEGORIES

TOTAL DIGITAL AD SPEND IN 2019	SPEND ON DIGITAL SEARCH ADS IN 2019	SPEND ON SOCIAL MEDIA ADS IN 2019
$334.0 BILLION	**$127.9 BILLION**	**$89.91 BILLION**

SPEND ON DIGITAL BANNER ADS IN 2019	SPEND ON DIGITAL VIDEO ADS IN 2019	SPEND ON DIGITAL CLASSIFIED ADS IN 2019
$59.76 BILLION	**$35.24 BILLION**	**$21.23 BILLION**

SOURCE: STATISTA MARKET OUTLOOK FOR DIGITAL ADVERTISING (ACCESSED JANUARY 2020). FIGURES RESPRESENT FULL-YEAR DIGITAL ADVERTISING SPEND FOR 2019.

JAN 2020

DIGITAL ADVERTISING MARKET: VALUE GROWTH

YEAR-ON-YEAR CHANGE IN THE VALUE OF THE DIGITAL ADVERTISING MARKET BETWEEN 2018 AND 2019, INCLUDING SUB-CATEGORY CHANGES

YEAR-ON-YEAR CHANGE IN TOTAL DIGITAL AD SPEND

+12%

YEAR-ON-YEAR CHANGE IN DIGITAL SEARCH AD SPEND

+11%

YEAR-ON-YEAR CHANGE IN SOCIAL MEDIA AD SPEND

+18%

YEAR-ON-YEAR CHANGE IN DIGITAL BANNER AD SPEND

+7.0%

YEAR-ON-YEAR CHANGE IN DIGITAL VIDEO AD SPEND

+9.4%

YEAR-ON-YEAR CHANGE IN DIGITAL CLASSIFIED AD SPEND

+3.8%

SOURCE: STATISTA MARKET OUTLOOK FOR DIGITAL ADVERTISING (ACCESSED JANUARY 2020). FIGURES COMPARE FULL-YEAR DIGITAL ADVERTISING SPEND IN 2019 TO EQUIVALENT DATA FOR

JAN 2020

DIGITAL AD SPEND: ALTERNATIVE PERSPECTIVE

WHERE ADVERTISERS SPENT THEIR DIGITAL ADVERTISING BDUGETS IN 2019 (IN U.S. DOLLARS)

TOTAL GLOBAL DIGITAL AD SPEND	TOTAL GLOBAL AD SPEND ON GOOGLE	TOTAL GLOBAL AD SPEND ON FACEBOOK	TOTAL GLOBAL AD SPEND ON ALIBABA	TOTAL GLOBAL AD SPEND ON AMAZON
$333.3 BILLION	$103.7 BILLION	$67.4 BILLION	$29.2 BILLION	$14.0 BILLION
SHARE OF TOTAL GLOBAL AD SPEND:*	SHARE OF TOTAL DIGITAL AD SPEND:	SHARE OF TOTAL DIGITAL AD SPEND:	SHARE OF TOTAL DIGITAL AD SPEND:	SHARE OF TOTAL DIGITAL AD SPEND:
50.1%	31.1%	20.2%	8.8%	4.2%

WE ARE SOCIAL'S PERSPECTIVE: SOCIAL COMMERCE IN 202

SHIFTS IN HOW WE SHOP AND SPEND ON SOCIAL

HUMAN COMMERCE

Gen Z are expecting more intimate communication with the brands and people they shop with on social. With reselling or 'flea market' platforms like Depop and Poshmark increasingly influential, habits and preferences learnt on these platforms are spilling onto traditional social selling tools.

In 2020, brands will behave more like people to sell on social

AR SHOPPERS

AR is being experimented with as a tool to help people experience products in the digital space. Whether immersing them in a truly brand-led experience – as LEGO did with its AR Snapchat store – or using the tech to try on clothes or make-up, this tech has evolved from glitchy and experimental, to an effective tool for experiencing brands and products in the digital space.

In 2020, AR will be used to help people experience products and brands in the digital space

SHOPPABLE CONTENT

Shoppable content is ubiquitous, regardl of platform. And people are happy to engage with it – provided it's doing mo than a hard sell. Whether an in-feed gar telling a background story, or offering an education, people want shoppable posts and ads on social to make their in-feed experiences tangibly better.

In 2020, ads and shoppable posts will add functionality and value to people's feeds

HOOTSUITE'S PERSPECTIVE: ECOMMERCE IN 2020

From Instagram Checkout to Facebook Pay, social media is rapidly evolving into a full-blown ecommerce machine. But social commerce efforts still need to be rooted in the fundamentals of smart social media strategy.

BREAK DOWN CAMPAIGN SILOS FOR CROSS-CHANNEL RESULTS

According to Forrester, social ads drive customers towards the purchase funnel more effectively than other digital ads. While many organizations occasionally boost organic social posts, few run fully integrated social ad campaigns. Instead of ad-hoc post promotion, integrate your social ad strategy with campaigns across other channels such as email, search, and paid media to drive sales.

MAKE SMARTER DECISIONS WITH MULTI-TOUCH ATTRIBUTION

Social commerce features create a wealth of measurable insights around the conversion side of the social customer journey, making it easier to demonstrate clear ROI. But sales made directly on social platforms should still be measured alongside other marketing touchpoints within a cross-channel attribution model. Use these insights to clarify the full picture of your customers' journey, refine your strategy, and optimize tactics across all channels.

MORE INFORMATION

CLICK THE LOGOS TO ACCESS ADDITIONAL CONTENT, INSIGHTS, AND RESOURCES FROM WE ARE SOCIAL AND HOOTSUITE:

we are social

WE ARE SOCIAL

HOOTSUITE

SPECIAL THANKS: GLOBALWEBINDEX

GlobalWebIndex is the leading provider of audience profiling data to agencies, publishers, and brands worldwide.

90% GLOBAL COVERAGE

ONGOING DATA COLLECTION ACROSS 46 MARKETS

CROSS-DEVICE COVERAGE

Learn more at https://www.globalwebindex.com

SPECIAL THANKS: STATISTA

Statista is one of the world's largest online statistics databases. Its Digital Market Outlook products provide forecasts, detailed market insights, and key indicators on over 90 digital markets within verticals including e-commerce, digital media, advertising, smart home, and fintech for over 150 countries and regions.

96% OF THE GLOBAL INTERNET POPULATION

OVER 150 COUNTRIES AND REGIONS

98% OF WORLDWIDE ECONOMIC POWER

MORE THAN 30,000 INTERACTIVE STATISTICS

Learn more about Statista at https://www.statista.com

SPECIAL THANKS: GSMA INTELLIGENCE

GSMA Intelligence is the unit within the GSMA that houses the organisation's extensive database of mobile operator statistics, forecasts, and industry reports. GSMA Intelligence's data covers every operator group, network and MVNO in every country – from Afghanistan to Zimbabwe. Updated daily, it is the most accurate and complete set of industry metrics available, comprising tens of millions of individual data points.

Leading operators, vendors, regulators, financial institutions and third-party industry players rely on GSMA Intelligence to support strategic decision-making and long-term investment planning. The data is used as an industry reference point and is frequently cited by the media and by the industry itself. GSMA Intelligence's team of analysts and experts produce regular thought-leading research reports across a range of industry topics.

Learn more about GSMA Intelligence at https://www.gsmaintelligence.com

SPECIAL THANKS: APP ANNIE

App Annie is the industry's most trusted mobile data and analytics platform. App Annie's mission is to help customers create winning mobile experiences and achieve excellence. The company created the mobile app data market and is committed to delivering the industry's most complete mobile performance offering. More than 1,100 enterprise clients and 1 million registered users across the globe and spanning all industries rely on App Annie as the standard to revolutionize their mobile business. The company is headquartered in San Francisco with 12 offices worldwide.

1 MILLION REGISTERED USERS

BEST-IN-CLASS DATA

COVERAGE ACROSS 150 COUNTRIES

UNPARALLELED SERVICE & SUPPORT

Learn more about App Annie at https://www.appannie.com

SPECIAL THANKS: SIMILARWEB

SimilarWeb provides the measure of the digital world. With an international online panel consisting of hundreds of millions of devices, SimilarWeb provides granular insights about any website or app across a wide array of industries. Global brands such as Google, eBay, and adidas rely on SimilarWeb to understand, track and grow their digital market share. The company has 450 employees and offices spanning four continents. SimilarWeb has been named one of Wall Street's Secret Weapons, and one of Calcalist's 2018 List of 50 Most Promising Israeli Startups.

WEB INTELLIGENCE

APP INTELLIGENCE

GLOBAL COVERAGE

GRANULAR ANALYSIS

Learn more about SimilarWeb at https://www.similarweb.com

SPECIAL THANKS: LOCOWISE

Locowise is a social media performance measurement platform that helps agencies to manage clients, produce and prove value, and win new business.

CUSTOM REPORT BUILDER WITH OVER 300 METRICS

CAMPAIGN ANALYSIS, TRACKING AND REPORTING

INSIGHTS FROM ALL YOUR NETWORKS IN ONE PLACE

PREDICTIVE METRICS TO DRIVE FUTURE STRATEGY

Learn more about Locowise at https://locowise.com

DATA SOURCES

POPULATION & DEMOGRAPHICS: United Nations World Population Prospects, 2019 Revision; US Census Bureau (accessed January 2020); United Nations World Urbanization Prospects, 2018 Revision; local government bodies (latest data available in January 2020). Literacy rates: UNESCO Institute for Statistics; UNICEF Data; World Bank DataBank; Pew Research; Ethnologue; IndexMundi; CIA World Factbook; Phrasebase (all accessed January 2020). GDP and financial inclusions data: World Bank DataBank; IMF Data; CIA World Factbook (all accessed January 2020). Device owenserhip and time spent by media: GlobalWebIndex (Q3 2019).*

INTERNET USERS: ITU Statistics; Eurostat Data Explorer; GlobalWebIndex; Facebook's self-serve advertising tools; local government authorities and telecom regulatory bodies; APJII (all accessed January 2020). Mobile internet share based on data from GlobalWebIndex (Q3 2019)*, and extrapolations of data reported in Facebook's self-serve advertising tools. Internet connection speed data from Ookla Speedtest (values for December 2019). Time spent on the internet from GlobalWebIndex (Q3 2019).* World's top websites from SimilarWeb (December 2019) and Alexa (monthly average based on 3-month period to mid-January 2020). Web language insights via W3Techs (January 2020). Google search insights from Google Trends (data for full year 2019). Data on use of data misuse fears, voice search, and ad blockers from GlobalWebIndex (Q3 2019).* Data on concerns about 'fake news' from Reuters Institute Digital News Report (2019 edition). Content streaming insights from GlobalWebIndex (Q3 2019).* Smart Home insights from Statista Digital Market Outlook* (accessed January 2020); GlobalWebIndex (Q3 2019).

SOCIAL MEDIA USERS & ADVERTISING AUDIENCES: Social media platforms' self-service advertising tools (including extrapolations); company earnings announcements; press releases and promotional materials; remarks by senior platform executives at public events; statements on company websites; reports in reputable media (all latest data available in January 2020). TikTok data from a company sales presentation published by AdAge (October 2019). YouTube insights via YouTube press website (accessed January 2020). Top messenger platforms from SimilarWeb (January 2020, based on data for December 2019). Time spent on social media from GlobalWebIndex (Q3 2019)*. Facebook and Instagram reach and engagement data from Locowise (January 2020, based on averages for Q4 2019).

MOBILE USERS & CONNECTIONS: GSMA Intelligence (January 2020); Ericsson Mobility Repo (November 2019); Ericsson Mobility Calculator anc Visualizer tools (accessed January 2020). Mobile Apps: App Annie (January 2020); SimilarWeb (January 2020). Mobile actions: GlobalWebIndex (Q3 2019).

ECOMMERCE USERS & SPEND: Statista Digital Market Outlook* (accessed January 2020); GlobalWebIndex (Q3 2019)*; PPRO Payments & Ecommerce reports (2019 and 2020 editions). Brar discovery channels: GlobalWebIndex (Q3 2019). Ride-Hailing insights from Statista Digital Market Outlook* (accessed January 2020); GlobalWebIn (Q3 2019). Digital advertising market: Statista Digital Market Outlook* (accessed January 2020); eMarketer (February 2019).

*For more details of GlobalWebIndex's methodolo visit https://www.globalwebindex.com.

*For more details of Statista's Market Outlook, visit https://www.statista.com/outlook/digital-markets.

NOTES ON DATA VARIANCE, MISMATCHES, AND CURIOSITIES

This report uses data from a wide variety of sources, including market research agencies, internet and social media companies, governments and public bodies, news media, journalists, and our own internal analysis.

Wherever possible, we've prioritised data sources that provide broader geographical coverage, in order to minimise the potential variations between data points, and offer more reliable comparison across countries. However, where we believe that an individual metric provides a more reliable reference, we've used such individual numbers to ensure the most accurate reporting.

Furthermore, due to differing data collection and treatment methodologies used by these organisations, and the different sample periods during which data were collected, there may be significant differences in the reported metrics for similar data points throughout this report. In particular, data collected via surveys often vary from one report to another, even if those data were collected by the same organisation using the same approach in each wave.

Similarly, reports of internet user numbers vary considerably between different sources. In part, this is because there are fewer commercial imperatives for governments and regulators to collect and publish regular internet user data. However, the user numbers published by social media platforms can be a useful proxy for the number of internet users in countries where no other reliable data are available, because all active social media users must have an active internet connection in order to access social media. These data are also more likely to be updated on a regular basis, as social media companies relies on this data to help sell their advertising products and services.

As a result, on occasion, we've used the latest addressable advertising audience data from social media platforms' self-service advertising tools to inform our internet user numbers, especially in less-developed economies, where 'official' internet user numbers are published less frequently. Consequently, there are a number of instances in this report where the reported number of social media users equals the reported number of internet users.

It's unlikely that one hundred percent of internet users in any given country will use the same social media platform though, so i cases where internet and social media user numbers are the same, it's likely that the actu number of internet users will be higher than number we've reported.

Lastly, we've changed the source for a numb of our data points in this year's reports, and a number of metrics that we reported in last year's Global Digital reports have also bee revised by the original data provider since publication. As a result, some figures in this year's reports may appear to have changec in unexpected ways. Wherever we're aware of these changes, we've included details in the footnotes of each relevant chart, but please use caution when comparing data fr different reports in case the original base ha changed.

If you have any questions about specific dat points in these reports, or if you'd like to offe your organisation's data for consideration i future reports, please email our reports tean reports@kepios.com.

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While Kepios, We Are Social, and Hootsuite strive to ensure that all data and charts contained in this report are, as at the time of publishing, accurate and up-to-date, neither Kepios, nor We Are Social, nor Hootsuite shall be responsible for any errors or omissions contained in this report, or for the results obtained from its use.

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We are a socially-led creative agency. We are a global team of more than 850 people in 15 offices around the world with a common purpose: to connect people and brands in meaningful ways.

We believe in people before platforms and the power of social insight to drive business value. We call this social thinking.

We work with many of the world's biggest brands, including adidas, Netflix, Samsung, Lavazza, and Google on global, regional and local projects.

If you'd like to work with us, visit https://wearesocial.com

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