

# **Consumer Segmentation: Multiscreen Use and Service Bundles**

**360 VIEW UPDATE** 

#### SERVICE: ACCESS AND ENTERTAINMENT

4Q 2015

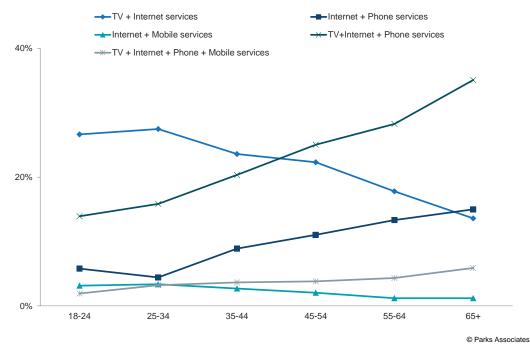
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#### **SYNOPSIS**

# This 360 View Update examines two critically important trends in operator services today - bundling and multiscreen consumption. Service bundling is a key operator strategy. Multiscreen video is an important element of video services today and drives demand for broadband services. This research examines trends in service bundling in the U.S. market and explores links between multiscreen use and uptake of bundles.

## Home Bundled Service Subscription by Age





### ANALYST INSIGHT

"Cable and telco operators have, for years, used bundles to drive higher ARPUs among consumers. Yet, new perceptions of video, voice, and broadband service could change the dynamic for service bundling. We are finding that certain segments of multiscreen consumers prefer particular types of bundles. These findings can impact the way that operators package and market bundles in the future."

- Brett Sappington, Director, Research, Parks Associates

### CONTENTS

## **About the Research**

#### **Previous Research**

- TV Services: The Fight for Premium Revenues (Q4/15)
- The Need for Speed: Broadband and Data Consumption (Q3/15)
- · 360 View: Entertainment Services in U.S. Broadband Households (Q3/15)
- Segmentation: VOD & OTT Usage (Q2/15)





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- TV Everywhere and the New World of OTT (Q2/15)
- Under Attack: Assessing New Threats to Pay-TV (Q4/14)

# **Key Findings**

## **Industry Insight**

#### Recommendations

## **Introduction to Video Viewing Segments:**

- Parks Associates Video Viewing Segments
- · Video Viewing Segments (2010 2015)

# **Segments & Broadband Services:**

- Broadband Service Speed by Video Viewing Segment (Q2/15)
- Likelihood of Making Changes to Broadband Service by Video Viewing Segment (Q2/15)

## **Adoption of Bundles:**

- · Bundled Service Adoption (2014 2015)
- Bundled Service Subscriptions Among U.S. BB HHs (2014 2015)
- Trend in Adoption of Bundles by Cable Service Provider (2011 2015)
- Trends in Bundle Types by Cable Service Provider (2011 2015)
- Trend in Adoption of Bundles by Service Provider (2011 2015)
- Trend in Bundle Types by Service Provider (2011 2015)
- Home Bundled Service Subscription by Video Viewing Segment (Q2/15)
- Premium Pay-TV Features by Home Bundled Service Subscription (2014 2015)
- Home Bundled Service Subscription by Age (Q2/15)
- Home Bundled Service Subscription by Household Income (Q2/15)

#### **Bundle ARPUs:**

- Home Service ARPU (2010 2015)
- Monthly Cost of Home Bundled Service (2011 2015)
- Trends in Home Bundled Service ARPU (Q2/15)
- Trends in Double-Play Service ARPU by Broadband Service Provider (2014 2015)
- Trends in Bundled Service ARPU by Broadband Service Provider (2014 2015)





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#### Changes in Bundled Service:

- Intention to Make Changes to Current Broadband Service by Type of Home Bundled Service Subscription (Q2/15)
- Changes in Pay-TV Service by Video Viewing Segment (Q2/15)
- Steps Taken to Downgrade Pay-TV Service by Video Viewing Segment (Q2/15)
- · Likely Changes in Pay-TV Service by Video Viewing Segment (Q2/15)
- · Reason for Intending to Downgrade Pay-TV Service by Video Viewing Segment (Q2/15)

# Appendix: Details on Video Viewing Segments:

Segment Descriptions

#### **ATTRIBUTES**

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Number of Slides: 62 Published by Parks Associates

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