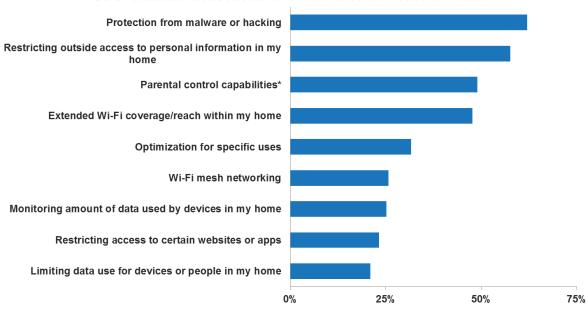


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High Interest in Router Features

US Broadband Households that own a Home Network Router



Consumer Analytics Team



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SYNOPSIS

With the number of connected devices per household increasing and consumer demand for streaming video rising, consumer demand for home networking performance continues to grow. This research investigates the changing home networking space. It examines consumer demand for home networking products and services, including an inquiry into the issues consumers experience with their home networks, how consumers resolve these issues, and the emerging space of mesh networking products.

ANALYST INSIGHT

"The home broadband and Wi-Fi network has become as essential as air for the connected home. In the midst of the COVID-19 crisis, the home network has become more valuable than ever as it has become the lifeline for everyday life, work, school, information, commerce and play."

- Brad Russell, Research Director, Connected Home, Parks Associates

Number of Slides: 96

Industry Analyst



Brad Russell, Research Director, Connected Home





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PRELIMINARY CONTENTS

Consumer Analytics: CE Devices

Key Questions Answered

Executive Summary

- · Industry Insight
- Total Average Number of Connected Devices Per US BB HH
- Impact of COVID-19 on Service Usage (Q1/20)
- Self-Reported Download Speed of Home Broadband Service (2015 - 2019)
- Home Networking Device Ownership (2019 2020)
- Home Networking Device Purchase Intention by Segments (Q1/20)
- Technical Issues Experienced with Wi-Fi Network (2019 - 2020)

Connected Device Demand on the Home Network

- Adoption of Consumer Electronics Products (Q1/20)
- Adoption of Smart Home Products (Q4/19)
- Smart Home Device Ownership (2014 2019)
- Adoption of Connected Health Products (Q2/20)
- Total Average Number of Connected Devices Per US BB HH

Consumer Demand for Streaming Video Services

- Penetration of Major US Video Services (Q1/20)
- Number of OTT Service Subscriptions (2014 - 2020)

- Average Number of Hours Spent Weekly on Digital Media Activities (2018-2020)
- Home Networking Device Ownership by OTT Service Subscription (Q1/20)
- Home Networking Device Purchase Intention by Usage of Service (Q1/20)
- Home Networking Device Purchase Intention by Increased Usage of Home Service (Q1/20)
- Home Networking Device Purchase Intention by Gaming Platforms (Q1/20)
- Home Networking Device Purchase Intention by Gaming Platforms (Q1/20)

COVID-19 Impact: Home Network Reliance and Consumer Demand for Streaming Video Services

- Personal Lifestyle Habits During COVID-19 (Q2/20)
- The New Normal Places New Demands on Home Networks
- Impact of COVID-19 on Service Usage (Q1/20)
- Increased Usage of Service Due to COVID

 19 by Number of Connected CE Device
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Broadband Service Demand

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- Download Speed of Home Broadband by Service Provider (Q3/19)
- Average ARPU for Stand-Alone Internet Service by Broadband Speed (Q3/19)





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Home Networking Devices Demand & Purchasing

- Home Networking Device Ownership (2019 2020)
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Consumer Interest in Advanced Router Features

- High Interest in Router Features (Q1/20)
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- High Interest in Router Feature by Numbers of Connected CE Devices Owned (Q1/20)
- High Interest in Router Feature by Interest in Cloud Gaming Services (Q1/20)
- High Interest in Router Features by Purchase Channels (Q1/20)
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- Technical Issues Experienced with Wi-Fi Network (2019 - 2020)
- Technical Issues Experienced with Wi-Fi Network by Segments (Q1/20)
- Technical Issues Experienced with Wi-Fi Network by Remote Working Segments (Q1/20)





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- Numbers of Technical Issues with Home Wi-Fi by Numbers of Connected CE Device Owned (Q1/20)
- Technical Issues Experienced with Wi-Fi by Router Purchase Channel (Q1/20)
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- Actions Taken to Troubleshoot Wi-Fi Problems by Router Purchase Channel (Q1/20)
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- Appeal of 5G Fixed Wireless Internet (Q1/20)
- Appeal of 5G Wireless Internet by Segments (Q1/20)
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- Demographic Breakdown of those Rating Specified 5G Internet Services Very Appealing (Q1/20)
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- Purchase Channel for 5G Internet Router (Q1/20)

Appendix





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ATTRIBUTES

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