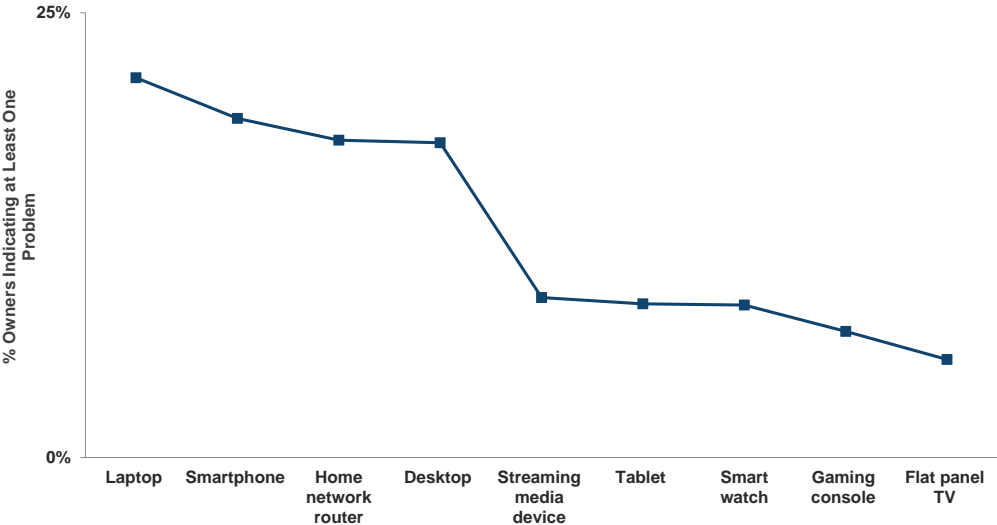


By Patrice Samuels, Senior Analyst, Parks Associates

Synopsis	Device Tech Problems																				
<p>This report examines trends in device adoption among broadband households in the U.S., Europe, and other regions worldwide. It also examines the primary gaps in product and support experiences faced by consumers and assesses the market demand for premium support services. The report includes a five-year global forecast for premium support services.</p>	<div data-bbox="657 401 1268 453" style="text-align: center;"> <p><b>Problems Experienced with Devices</b> U.S. Broadband Households Owning Specified Devices/Services</p> </div>  <table border="1" data-bbox="467 489 1458 1010"> <caption>Problems Experienced with Devices Data</caption> <thead> <tr> <th>Device/Service</th> <th>% Owners Indicating at Least One Problem</th> </tr> </thead> <tbody> <tr> <td>Laptop</td> <td>~20%</td> </tr> <tr> <td>Smartphone</td> <td>~18%</td> </tr> <tr> <td>Home network router</td> <td>~16%</td> </tr> <tr> <td>Desktop</td> <td>~16%</td> </tr> <tr> <td>Streaming media device</td> <td>~12%</td> </tr> <tr> <td>Tablet</td> <td>~12%</td> </tr> <tr> <td>Smart watch</td> <td>~12%</td> </tr> <tr> <td>Gaming console</td> <td>~11%</td> </tr> <tr> <td>Flat panel TV</td> <td>~10%</td> </tr> </tbody> </table> <p style="text-align: right; font-size: small;">© Parks Associates</p>	Device/Service	% Owners Indicating at Least One Problem	Laptop	~20%	Smartphone	~18%	Home network router	~16%	Desktop	~16%	Streaming media device	~12%	Tablet	~12%	Smart watch	~12%	Gaming console	~11%	Flat panel TV	~10%
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<p><b>Publish Date:</b> 4Q 16</p>	<p>“The percentage of U.S. consumers who experience problems with various connected computing and entertainment devices has declined over the past few years. This decline is due to maturing technologies being used in these devices, which leads to greater device reliability and performance,” said Patrice Samuels, Senior Analyst.</p>																				
Contents																					
	<ul style="list-style-type: none"> <li><b>1.0 Report Summary</b> <ul style="list-style-type: none"> <li>1.1 Purpose of Report</li> <li>1.2 Scope of Report</li> <li>1.3 Research Approach/Sources</li> </ul> </li> <li><b>2.0 Drivers of Support Needs</b></li> <li><b>3.0 Device Adoption</b> <ul style="list-style-type: none"> <li>3.1 Computing and Entertainment Devices</li> <li>3.2 Smart Home Devices</li> <li>3.3 Connected Healthcare Devices</li> </ul> </li> <li><b>4.0 Device Problems</b> <ul style="list-style-type: none"> <li>4.1 Connected Computing and Entertainment Device Problems</li> <li>4.2 Smart Home Device Problems</li> <li>4.3 Connected Healthcare Device Problems</li> </ul> </li> <li><b>5.0 Use of Support Resources</b> <ul style="list-style-type: none"> <li>5.1 Self-Support versus Professional Support</li> <li>5.2 Paying for Support</li> <li>5.3 Support Subscriptions</li> </ul> </li> </ul>																				

	<p><b>6.0 Trends and Outlook</b></p> <ul style="list-style-type: none"> <li>6.1 Proactive and Personalized Support</li> <li>6.2 Reducing Customer Effort Using Technology</li> <li>6.3 Social Support Initiatives</li> <li>6.4 Cognizant of Security</li> </ul> <p><b>7.0 Forecast</b></p> <ul style="list-style-type: none"> <li>7.1 Forecast Methodology               <ul style="list-style-type: none"> <li>7.1.1 Setup and Installation Services</li> <li>7.1.2 One-time Support Services</li> <li>7.1.3 Subscription Services</li> </ul> </li> <li>7.2 North America</li> <li>7.3 Western Europe</li> <li>7.4 Asia-Pacific</li> </ul> <p><b>8.0 Implications and Recommendations</b></p> <p><b>9.0 Appendix</b></p> <ul style="list-style-type: none"> <li>9.1 Glossary</li> <li>9.2 Index</li> <li>9.3 Image Sources</li> </ul>
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Figures	
	<p>Global Computing and Entertainment Device Penetration</p> <p>Global Smart Home Device Penetration</p> <p>Connected Healthcare Device Adoption</p> <p>Problems Experienced with Devices (2014 &amp; 2016)</p> <p>Problems with Connected Computing and Entertainment Devices (2016)</p> <p>Smart Home Devices: Technical Problems Experienced (2014 &amp; 2016)</p> <p>Leading Smart Home Access and Lighting Device Problems (2015 - 2016)</p> <p>Leading Smart Sensor and Smart Home Device Problems (2015 - 2016)</p> <p>Leading Connected Healthcare Device Problems (2015 - 2016)</p> <p>Technical Problem Resolution: Professional Channels (2014 &amp; 2016)</p> <p>Technical Problem Resolution: Self-Help Channels (2014 &amp; 2016)</p> <p>Problems Resolution in the U.S Market (2014)</p> <p>Problems Resolution in the U.S Market (2016)</p> <p>Problems Resolution Western Europe (2015)</p> <p>Trends in Subscription Technical Support Service Adoption (2012 - 2016)</p> <p>Premium Support Services from Major Brands in North America</p> <p>Premium Support Services from Major Brands in Western Europe and Asia-Pacific</p> <p>Proactive and Personalized Support Solutions</p> <p>Importance of and Satisfaction with Aspect of Support (Q1/16)</p> <p>Automation Strategies that Reduce Customer Effort</p> <p>Importance of and Satisfaction with Aspect of Support (Q1/16)</p> <p>Consumer Concerns when Using Connected Devices (Q3/15)</p> <p>Bask Premium Technical Support Service</p> <p>Forecast Methodology – Setup/Installation Services</p> <p>Forecast Methodology – One-time Support Services</p> <p>Forecast Methodology – Subscription Support Services</p> <p>Total Revenue – Premium Technical Support Services in North America</p> <p>Total Revenue – Premium Technical Support Services – Western Europe</p>

## TABLE OF CONTENTS

	Total Revenue – Premium Technical Support Services – Asia-Pacific	
<b>List of Companies</b>	<p>Amazon AOL Asia-Pacific Asurion AT&amp;T AVG Best Buy BT Carbon Monoxide Detectors Carphone Warehouse Cincinnati Bell Comodo Connected World Services Cox CSS Corp Dell Deutsche Telekom Dixons Carphone Elisa Fitbit Frontier Geek Squad Holistic Labs HP Ihiji KPN Krika</p>	<p>Lenovo McAfee Microsoft Netflix Norton NTT Docomo Office Depot OnProcess Technology Optus Orange PayPal PC World Phone House Rogers Communications Sam's Club Solutio Spotify Support.com Swisscom Telefónica Telenor Telia Sonera Telstra Trusource Labs Verizon Virgin Media</p>

<b>Attributes</b>	<p>           Parks Associates            5080 Spectrum Drive            Suite 1000W            Addison, TX 75001             800.727.5711 toll free            972.490.1113 phone            972.490.1133 fax             parksassociates.com            sales@            parksassociates.com         </p>	<p>           Authored by Patrice Samuels            Executive Editor: Jennifer Kent            Published by Parks Associates             © December 2016 Parks Associates            Addison, Texas 75001             All rights reserved. No part of this book may be reproduced, in any form or by any means,            without permission in writing from the publisher.             Printed in the United States of America.             Disclaimer            Parks Associates has made every reasonable effort to ensure that all information in this            report is correct. We assume no responsibility for any inadvertent errors.         </p>
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