## INTERNET SERVICE PROVIDER PULSE SURVEY, VOLUME 2

How do ISP customers feel about the coronavirus situation?



**20**%

of ISP customers rate performance as **Excellent** or **Perfect**, **up from 14%** since Volume 1 [March 23] | 55% rate ISPs as Average or Good



**74**%

say their internet reliability has been about the same as before the crisis, down from 82% in Volume 1



**71**%

say their internet speed has been about the same as before the crisis, down from 73% in Volume 1



**71**%

of households have had **internet problems** |
The average number problems respondents reported was 2.5 |
20% of respondents have experienced 5 or more internet problems in the past month | New England has the fewest internet problems



**6.9 5.9**hours

**General browsing** and **streaming** consume the most hours online for households on a typical weekday | Online gaming is prevalent in many households at 3.5 hours on a typical weekday



41%

of respondents perceive internet speeds to be **the same** all day | Evening hours (5–10 p.m.) are perceived to be the slowest times | Early morning (before 8 a.m.) hours are perceived to have the fastest internet times



**28**%

of customers have **taken action** on their internet service | Younger customers (under 45 years old) are more likely to take action on their service | Some customers (13%) have upped their internet speed subscriptions | Other customers (11%) have changed or upgraded their internet/wi-fi equipment



## **WANT MORE DETAILS?**

Contact your J.D. Power data and analytics expert or email us at TMTInfo@jdpa.com to learn more.

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