

INTERNET SERVICE PROVIDER PULSE SURVEY:

How do ISP customers feel about the coronavirus situation?



36%

are **extremely** or **very stressed** (only 7% are not stressed at all) | All regions expressed high stress levels, but the South is the least stressed | The oldest respondents (60+ years old) are the least stressed | 45 to 59-year-olds are the most stressed



47%

say their financial situation is likely to be **somewhat** or **much worse** in two months



40%

believe their ISPs are **extremely** or **very prepared** to provide network quality during the crisis



82%

say their **internet reliability** has been about **the same** as before the crisis



73%

say their **internet speed** has been about **the same** as before the crisis, with some perception of slowing in the initial stage



60%

The more topics customers recall from their ISPs, the higher they rate their ISPs' handling of the coronavirus situation | 60% do not recall hearing from their ISP about coronavirus related actions | Safety and entertainment content lifted overall perceptions the most



30%

rate their ISPs' response to the coronavirus situation **great, excellent or perfect**



WANT MORE DETAILS?

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