

WIRELESS CARRIER PULSE SURVEY:

How do wireless customers feel about the coronavirus situation?



34%

are **extremely or very stressed** (only 7% are not stressed at all) | The Northeast region is the most stressed | The oldest respondents (60+ years old) are the least stressed | 30 to 44-year-olds are the most stressed



46%

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



40%

believe their wireless carrier is **extremely or very prepared** to provide network quality during the crisis



89%

say voice call quality has been **about the same** as before the crisis



78%

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



65%

The more topics customers recall from their wireless carriers, the higher they rate their wireless carriers' handling of the coronavirus situation | 65% do not recall hearing from their wireless carrier about coronavirus related actions | Waiving fees and providing flexible payment options lifted overall perceptions the most



49%
28%

Switching wireless carriers during the coronavirus crisis is **less likely** | 49% say they definitely will not switch in the next 30 days | 28% say they probably will not switch in the next 30 days



32%

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.