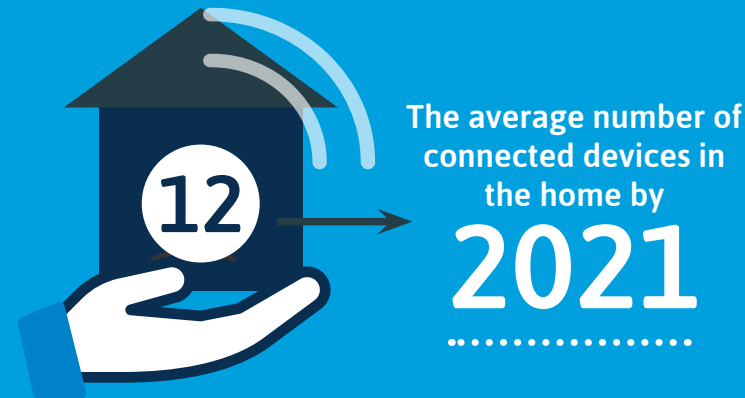


## HOME INTERNET USAGE



**VIDEO STREAMING SERVICES** will continue to be the most valued services by 2021



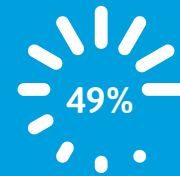
Followed in virtual assistants and IoT sensors

THE NUMBER OF SERVICE PROVIDERS THAT WILL DEPLOY

**WI-FI 6**  
AFTER 2020



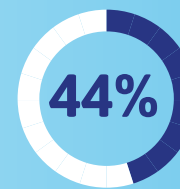
## WI-FI KPIs



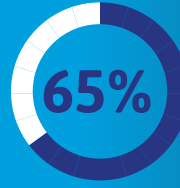
Slow Wi-Fi speed is the #1 reason triggering service calls

followed with 23% for **UNSTABLE WI-FI**

The average cost for a truck roll is



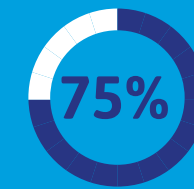
of service providers want to solve the coverage issue and provide a good quality Wi-Fi experience... **THROUGHOUT THE HOME**



of service providers will not charge for managed Wi-Fi, but rather use it to reduce churn and increase their Net Promoter Score



## THE SECURE HOME

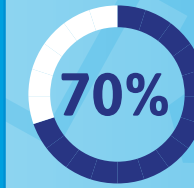


of service providers indicated that by **2021**

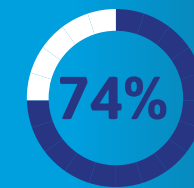
they envision selling services related to connecting appliances in the home



**IoT INTEROPERABILITY ISSUES** Ranked challenge by 52% of respondents



of operators place a priority on understanding internet threats their customers are facing



Service providers that have not selected their home security platform provider yet



## PROJECTIONS:

The number of homes with managed Wi-Fi will grow from

**40 million in 2020**

to

**294 million in 2025**

The online survey took place during September and October 2019 and gathered 218 responses, 42% of which were from service providers worldwide.

[shop.maravedis-bwa.com](http://shop.maravedis-bwa.com)