

By Patrice Samuels, Senior Analyst, Parks Associates

Synopsis	Devices in Households																									
<p>As the connected home ecosystem continues to grow and the technical complexity of broadband households increase, the technical support needs of consumers change. This report examines consumer support needs for new and emerging connected devices along with the various approaches to problem solving among consumers. It also details support service trends and forecasts the revenue opportunity for premium technical support services.</p> <p>Publish Date: 4Q 18</p>	<p style="text-align: center;">Devices in Households</p> <p style="text-align: center;">Total Average Number of Connected Devices Per U.S. Broadband Households</p> <table border="1"> <caption>Data for Total Average Number of Connected Devices Per U.S. Broadband Households</caption> <thead> <tr> <th>Year</th> <th>Average number of connected CE devices</th> <th>Average number of connected smart home devices</th> <th>Average number of connected health devices</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2015</td> <td>~7.5</td> <td>~0.5</td> <td>~0.5</td> <td>~8.5</td> </tr> <tr> <td>2016</td> <td>~8.0</td> <td>~0.5</td> <td>~0.5</td> <td>~9.0</td> </tr> <tr> <td>2017</td> <td>~8.5</td> <td>~0.5</td> <td>~0.5</td> <td>~9.5</td> </tr> <tr> <td>2018</td> <td>~9.0</td> <td>~0.5</td> <td>~1.0</td> <td>~10.5</td> </tr> </tbody> </table> <p style="text-align: right; font-size: small;">© Parks Associates</p> <p>“Consumer support needs to evolve with the addition of complex connected devices, the number and types of problems encountered with these devices, and attitudes towards self-support versus the use of professional resources for problem solving,” said Patrice Samuels, Senior Analyst, Parks Associates.</p>	Year	Average number of connected CE devices	Average number of connected smart home devices	Average number of connected health devices	Total	2015	~7.5	~0.5	~0.5	~8.5	2016	~8.0	~0.5	~0.5	~9.0	2017	~8.5	~0.5	~0.5	~9.5	2018	~9.0	~0.5	~1.0	~10.5
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