

While it's encouraging that most U.S. consumers (89%) have reliable internet access, **new challenges are emerging in an increasingly connected world that threaten to undermine progress and create a further divide.**

Research from Amdocs, conducted by Dynata, looks at the current state of the digital divide and connected homes among US consumers. More can be found in Amdocs' **The Changing Divide Report 2023.**

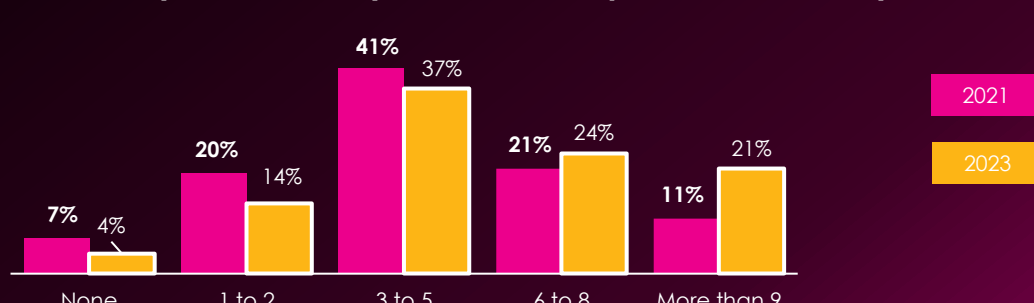
1 Households with more than 9 connected devices have nearly doubled since 2021



However, only 13% of low-income households (<\$50k) have 9+ devices compared to 41% of upper-class households (\$150k+).

49% of consumers say they are generally happy with their home internet, but **occasionally have issues**, while 40% claim to never have an issue. 11% say they struggle with their connectivity.

How many devices in your home require connectivity?



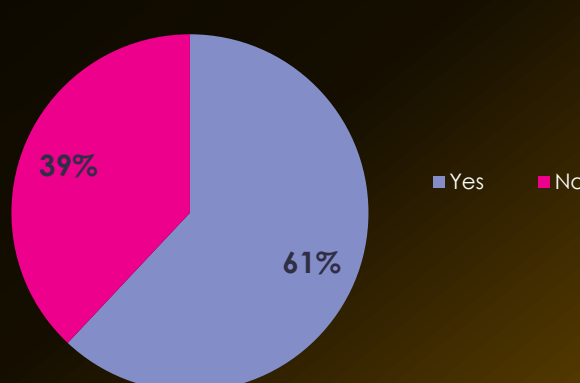
2 New technology and experiences cause new concerns for consumers



Even with many consumers happy with their service, **nearly two-thirds (61%) of consumers are concerned new technologies like the metaverse, AR and more will increase a divide.**

Consumers said they would pay for faster connectivity (52%) and reliability (38%) to keep pace with these new experiences.

Are you concerned more immersive experiences will create a larger divide?



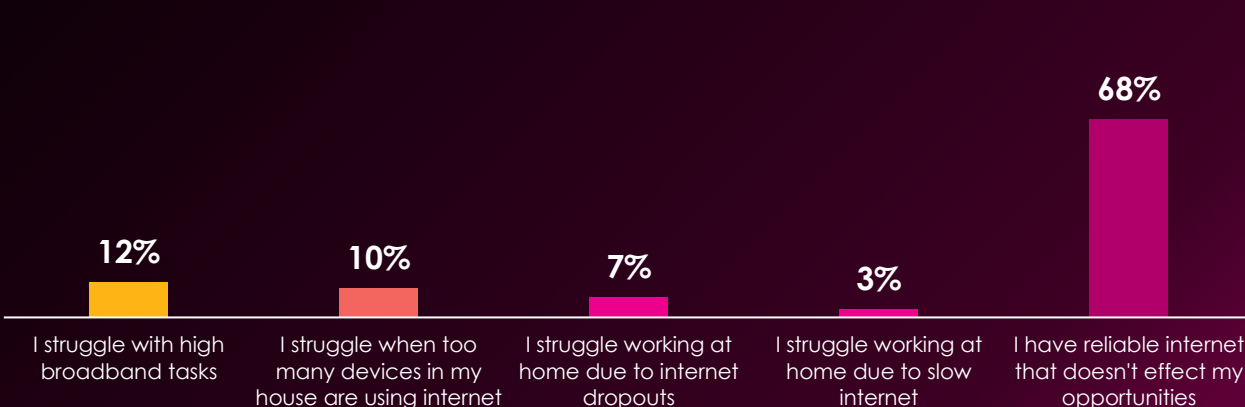
3 Even with reliable internet access, problems are still occurring in the household



While most consumers (68%) say they have reliable internet access that doesn't affect their job, school or career opportunities, **almost a third (32%) still report problems.**

Issues reported revolve around needing fast broadband for tasks like video calls, **too many people using the internet at once**, or general service interruptions.

Does your level of access to internet impact your career/job/school opportunities?



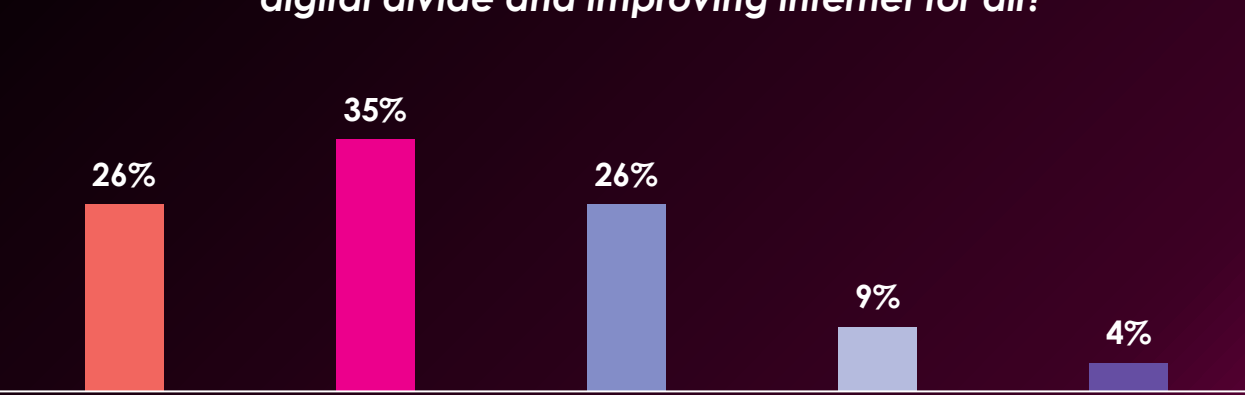
4 Broadband has become non-negotiable for almost everyone



84% consider internet a necessity like running water and electricity, though only 79% of Gen-Z agreed, lower than average.

While **61% of consumers shared that closing the digital divide is important in the run-up to the 2024 election**, there's no consensus about who should be ensuring communities have reliable internet access.

In the runup to the 2024 election, how important is closing the digital divide and improving internet for all?



*Survey of 1,000 US consumers conducted by Dynata, Feb. 2023