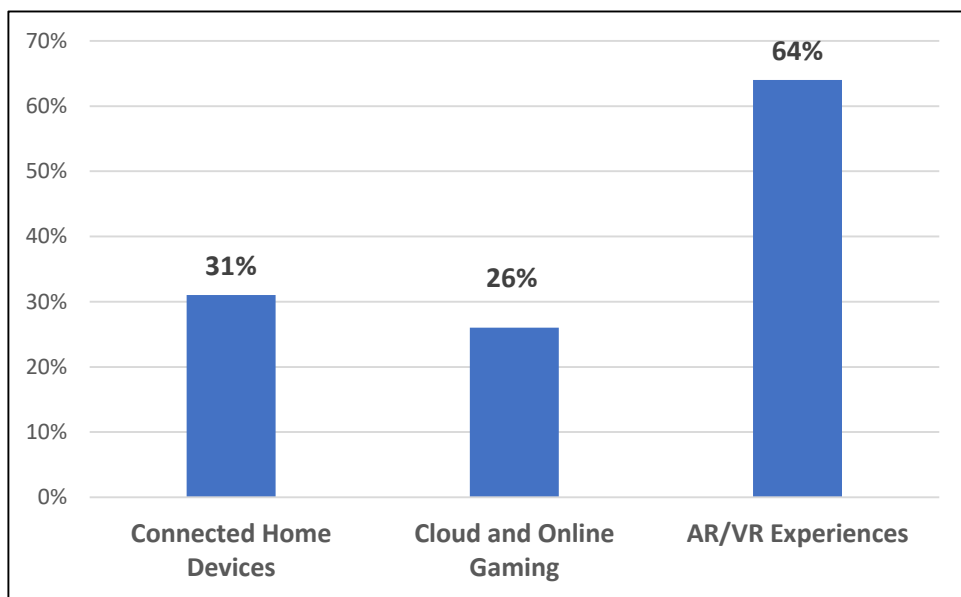


Amdocs announced the findings from its 2020 “What Consumers Really Want from 5G” survey of 1,000 U.S. consumers\*. The survey looked at consumer opinions on 5G, including what experiences they want it to enable. The data revealed that 5G has the power to impact several aspects of their personal and professional lives, and CSPs must capitalize on this interest by offering new and enhanced services.

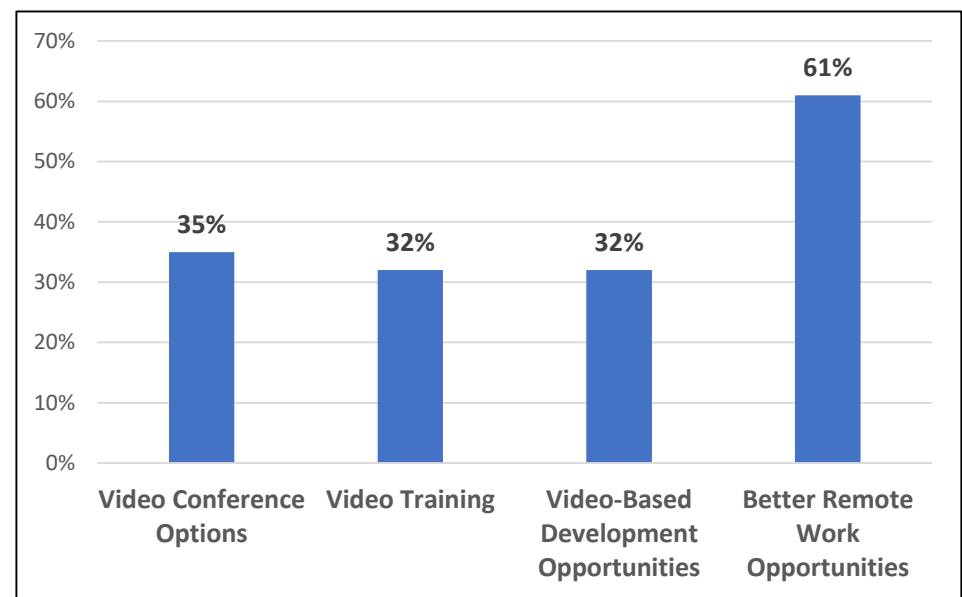
## 1 Consumers want more than just 5G speeds

Consumers recognize that the benefits of 5G extend far beyond enhanced speed and quality: 31 percent are interested in using 5G to enhance their experience with connected home devices and 26 percent to improve cloud and online gaming quality. Another 64 percent are interested in using 5G for better AR/VR experiences around specific events, like the Super Bowl and the Oscars.



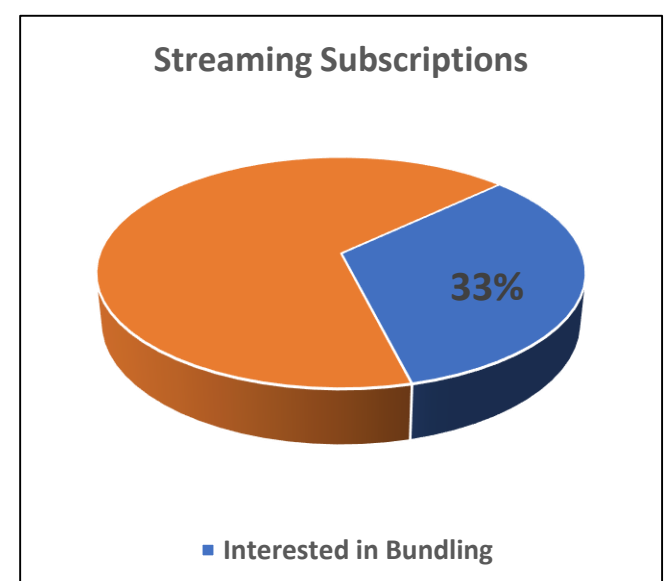
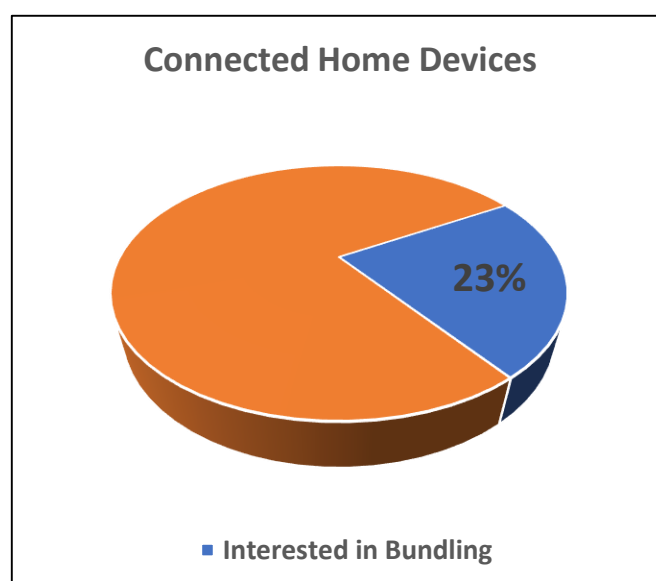
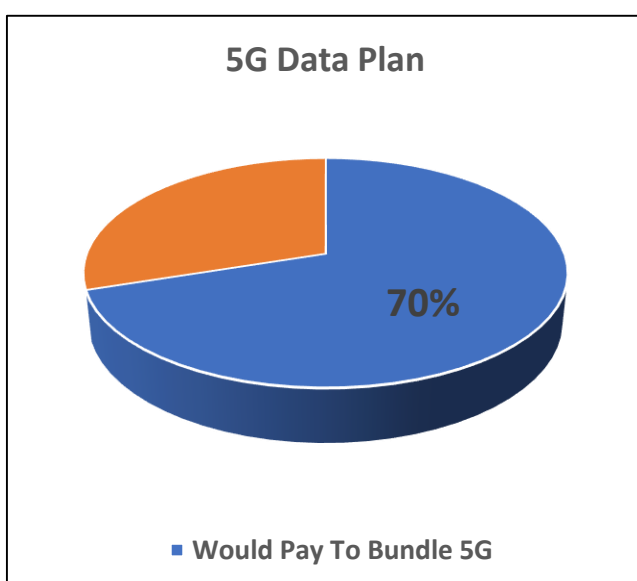
## 2 5G is poised to impact on the future of work

Many consumers understand how 5G will impact their personal lives, but also recognize the benefit to their remote and mobile work experience. According to the findings, 35 percent believe the technology will lead to better video conference options, 32 percent each anticipate better video training and development opportunities and 61 percent believe it will create more opportunities to work remotely with faster internet.



## 3 Consumers are willing to pay more for 5G, and add it as part of their monthly bundle

Consumers are willing to bundle beyond the “big three” services if it saves them money and hassle. 70 percent of consumers would pay an additional monthly fee to add 5G services to their bundle. U.S. consumers listed a number of several other 5G-enabled options they would consider bundling: 23 percent would add connected home devices (lights, thermostats, appliances) and 33 percent would add streaming subscriptions (Disney+, Apple TV, Netflix, Hulu).



\*Source: December 2019 Dynata survey of 1,000 U.S and 1,000 U.K. Consumers.