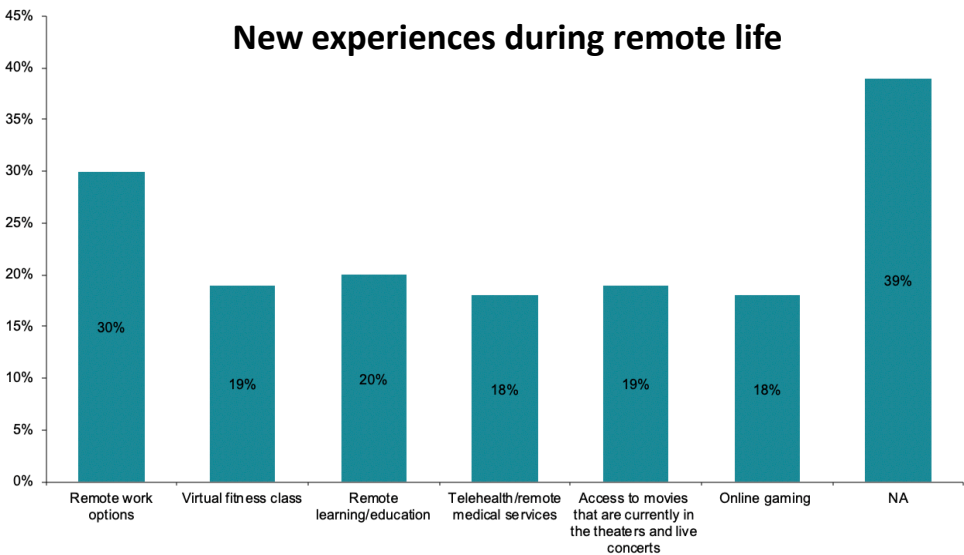


Amdocs announced the findings from its *Consumer Pulse: New Digital Experiences During COVID-19* survey of 1,000 U.S. consumers\*. The data offers a better understanding of how consumer attitude and view of digital services has changed due to the COVID-19 pandemic. The survey found consumers are venturing into new territory for the first time – whether it be for work, school, healthcare or entertainment – and provides a snapshot of what a future digital-first world would look like.

1

Consumers are adjusting to remote life

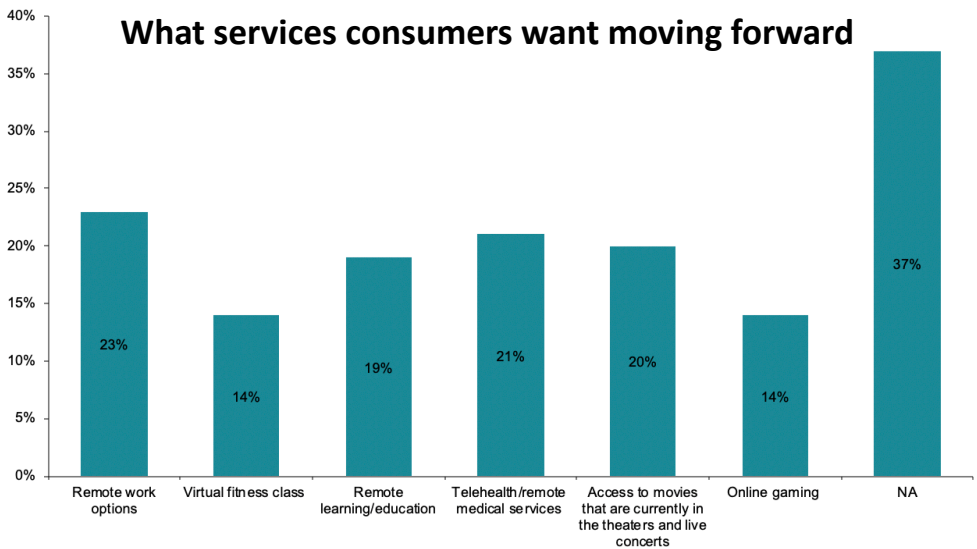
The pandemic has accelerated the move to digital, as more consumers than ever are working and learning remotely. Thirty percent of consumers are experiencing remote work for the first time and 20 percent have tried remote learning for the first time. People are taking advantage of new online services like food or grocery services (32%), media and subscription services (29%), and free trials for services such as HBO and Apple TV+ (26%).



2

The value of telehealth is top of mind for consumers

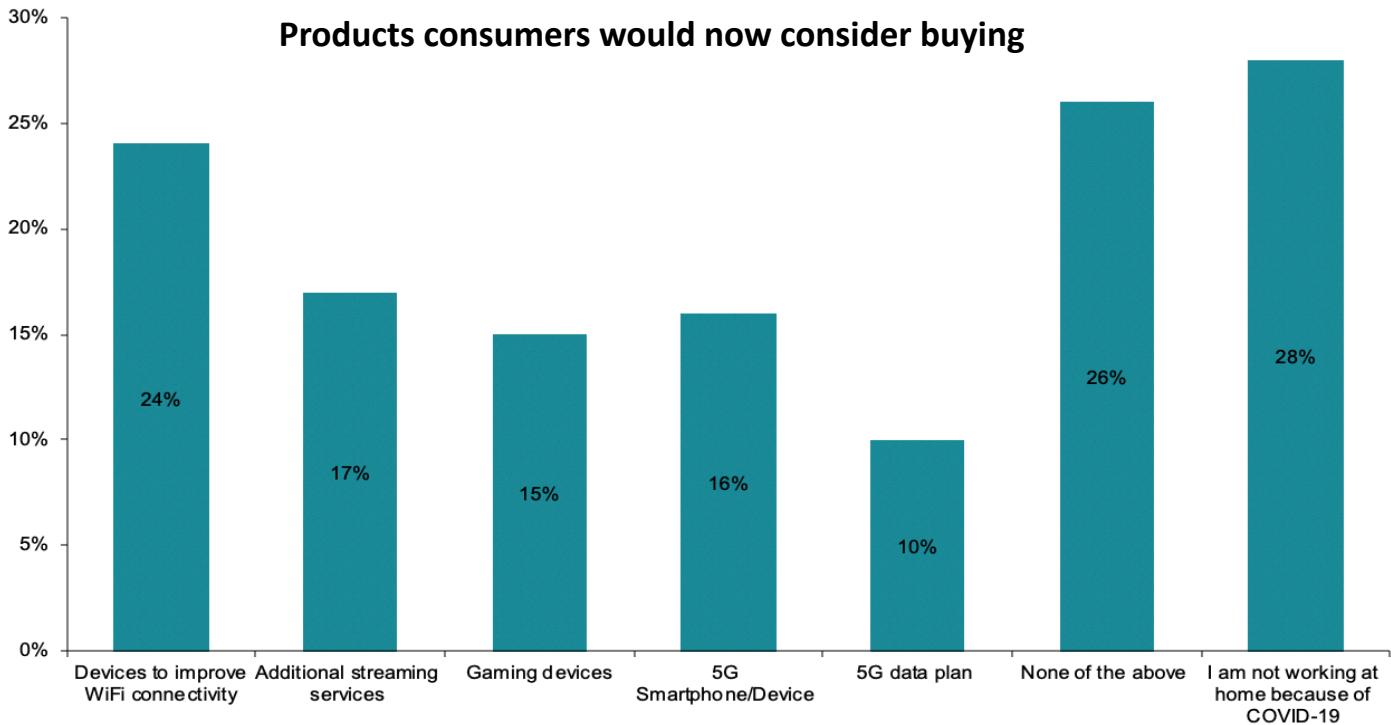
The current times require consumers to use telehealth services to access and manage their healthcare remotely. Consumers say telehealth is the second most popular service that they value during COVID-19 – after remote work. Eighteen percent of consumers are experiencing telehealth for the first time and 21 percent will continue to use new telehealth services even after the pandemic. Of the 21 percent who will continue to use telehealth services, over 50 percent were millennials or Gen Z.



3

Reliable connectivity is a must have, as consumers uptake an increasing number of mobile visual/video communications

The historically high importance of in-home connectivity presents an opportunity for service providers and enterprises to focus on the need for a consistent broadband experience that supports the uptick in use and devices. Now that consumers are working at home, 24 percent of them would consider buying devices that improve WiFi connectivity. Seventeen percent are interested in exploring other products outside of WiFi, including gaming devices (15%) and 5G devices (16%).



\*Source: April 2020 Dynata survey of 1,000 U.S consumers over the age of 18.