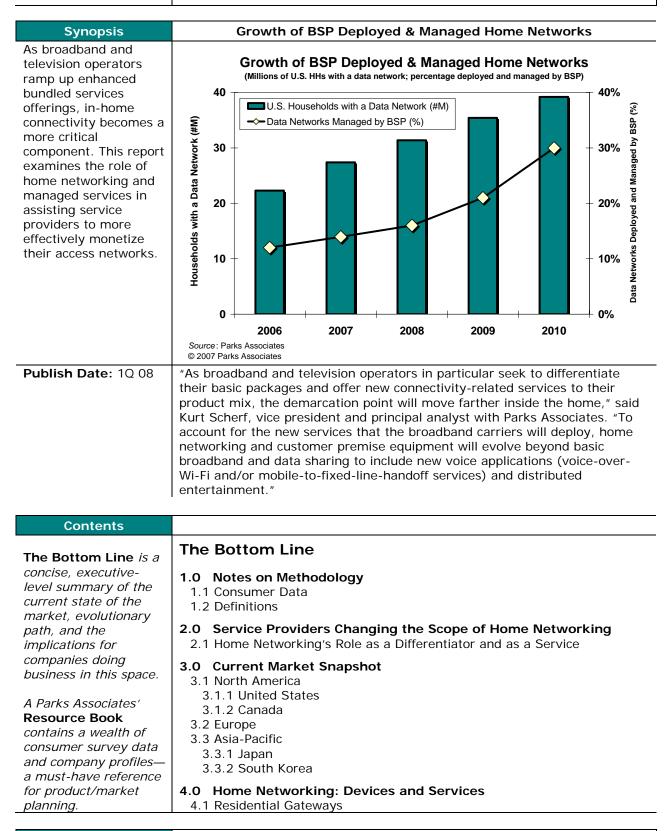


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By Kurt Scherf, Vice President, Principal Analyst

1Q 2008

Service Solutions PC and Internet Problems: How are they Resolved? Home Networks
Section II: Vendor Profiles Residential Gateway Software Solutions 2Wire Ashley Laurent (Cisco Systems) Jungo Software Technologies (NDS Ltd.) Texas Instruments Carrier Provisioning/Management/Help Desk Solutions 2Wire Friendly Technologies Motive Inc. Netopia Inc. (Motorola) Nokia Siemens Networks
Peak8 Solutions SupportSoft

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Home Network Media Used: United Kingdom Home Network Media Used: Australia Home Network Media Used: China Home Network Media Used: Japan Home Network Media Used: South Korea Home Network Devices Owned Likelihood of Buying Home Network Devices Home Network Purchase Intentions: Global Digital Living I and II Consumer Needs for Managing the Digital Home Overall Interest in Digital Home Management Services & Solutions Interest in Digital Home Management: Newer Broadband Subs and Intenders "Concerned" with Internet Security Threats: By Length of Time Respondents have had Broadband Willingness to Pay for Optimized Internet Service for Entertainment Interest in an Online Storage Solution: By Monthly Multimedia Habits (U.S.) Respondents Experiencing Security-related Maladies Percentage of Respondents Concerned with Internet Security Threats (U.S.) Percentage of Respondents Very Concerned with Security Threats Profile of Respondents Concerned about Internet Security Threats (U.S.) Which Internet Security Solutions are Used? U.S. Internet Users Offered/Accepted Internet Security Services from ISP Interest in Security Service Suite Interest in a Suite of Internet Security Services from a Third-party Provider Willingness to Pay for a Third-party Security Suite Would the Availability of Security Services Influence the Selection of a **Broadband Service Provider?** Respondents' Attitudes Regarding Internet Performance (U.S.) Willingness to Pay for Optimized Internet, by Multimedia Activities Interest in a Third-party Online Storage Service Interest in Online Storage Solution from Third-party Provider: By Monthly Multimedia Activities Willingness to Pay for an Online Storage Solution Frequency of PC Maintenance Functions Interest in Automating Routine PC Maintenance Functions Interest in Subscription-based Troubleshooting Services Willingness to Pay for Unlimited Technical Support Willingness to Pay for Software and Support Willingness to Pay for Whole-home Protection Service Would a Computing Maintenance and Monitoring Service Influence the Selection of a Broadband Service Provider? Home Technology Problems Reported (U.S.) Major Categories of Home Technology Problems How were Internet Security Problems Resolved? How were Internet Performance Problems Resolved? How were Home Computer Hardware/Software Problems Resolved? How were Peripheral Problems Resolved? How were Home Networking Problems Resolved? How were PC Set-up and Configuration Problems Resolved? When Would Respondents Consider a Professional Service (U.S.)? Most Valuable Applications for a Home Network (U.S.) Offered and Accepted Home Networking Offer from BSP: U.S. Which Factors were Important in Accepting a Home Networking Offer from the Broadband ISP (U.S.)? Reason for Lack of Interest in Home Networking Offer



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Interest in Broadband-provided Home Network (U.S.)
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