

OPERATIONAL PERFORMANCE DURING COVID-19



STABILIZING AT A 'NEW NORMAL'

Week ending April 19th, compared with the week of Feb 3rd.

DATA CONSUMPTION

Metric change, Gigabytes per sub per day.



BUT THERE'S STILL PLENTY OF HEADROOM.

Our high-speed networks are designed for surges such as the streaming of Premier League football games on Amazon Prime, IOS upgrades and game downloads. So when world-changing events like COVID-19 happen, we're prepared. Preparation for our far-reaching 1 Gigabit per second upgrades also meant we flooded the network upfront with extra capacity.



DOWNSTREAM TRAFFIC

+32%



UPSTREAM TRAFFIC

+61%

Downstream traffic is data received by a computer or network such as emails, downloading files, surfing the web or watching Netflix. Upstream refers to data sent – such as uploading files or using Zoom or Google Hangouts. There is typically 10 times more downstream traffic than upstream. The more marked increase in upstream is due to more working and learning from home and communicating with loved ones using video platforms and Cloud applications.

UPSTREAM PEAK TRAFFIC TIME NOW SPANS MOST OF THE DAY

WEEK OF FEBRUARY 3rd 20:00 UNTIL 22:00

WEEK OF APRIL 19th 09:00 UNTIL 22:00



CONNECTED DEVICES

+9M

Plume data from UK, Ireland, Austria and Switzerland.



WINDOWS COMPUTERS AND MACBOOKS

+1.2M

Plume data from UK, Ireland and Switzerland.



WIFI USAGE

+40%

Plume data from UK, Ireland, Austria and Switzerland.



SOCIAL MEDIA

+36%

Based on traffic over interconnects.



GAMING

+96%

CHANGING VIEWING HABITS

NL only. Initial big changes to linear and VOD viewing habits are stabilizing



LINEAR TV

+4%



VIDEO-ON-DEMAND

+26%



SET TOP BOX USERS

+31K



DAILY NEWS

+120%

FEWER, LONGER MOBILE CALLS

UK, Ireland and Switzerland only



DURATION

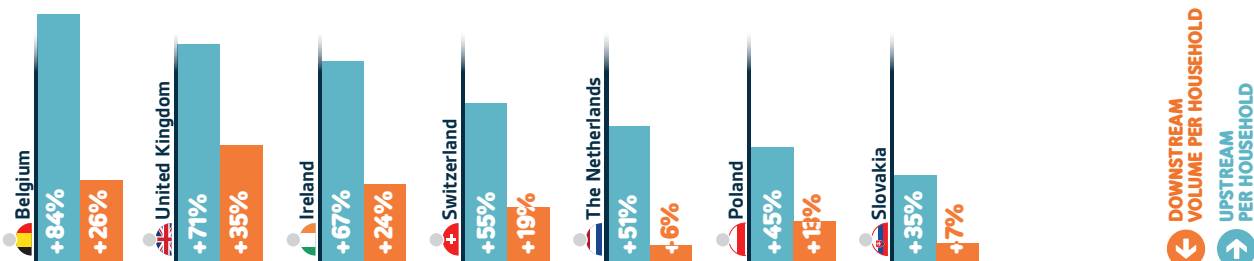
+22%

TOTAL NUMBER

-25%

There has been a fall in "on my way home/running late" calls and an increase in business-related calls or long chats with family and friends from home.

TRENDS ARE SIMILAR IN DIFFERENT COUNTRIES, BUT VOLUMES VARY



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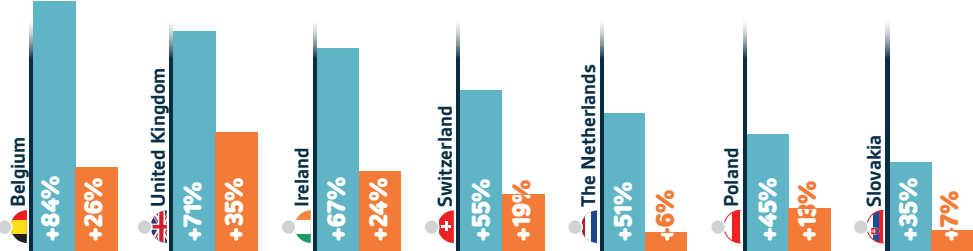
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DOWNSTREAM VOLUME PER HOUSEHOLD
UPSTREAM PER HOUSEHOLD



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