

COVID-19 IMPACT ON THE INTERNET



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*) Not speaking for either

Captain obvious: there are many different types of measurements

- › By location (interconnect, last km, service, etc.)
- › By what you measure (traffic, congestion, user experience, etc.)

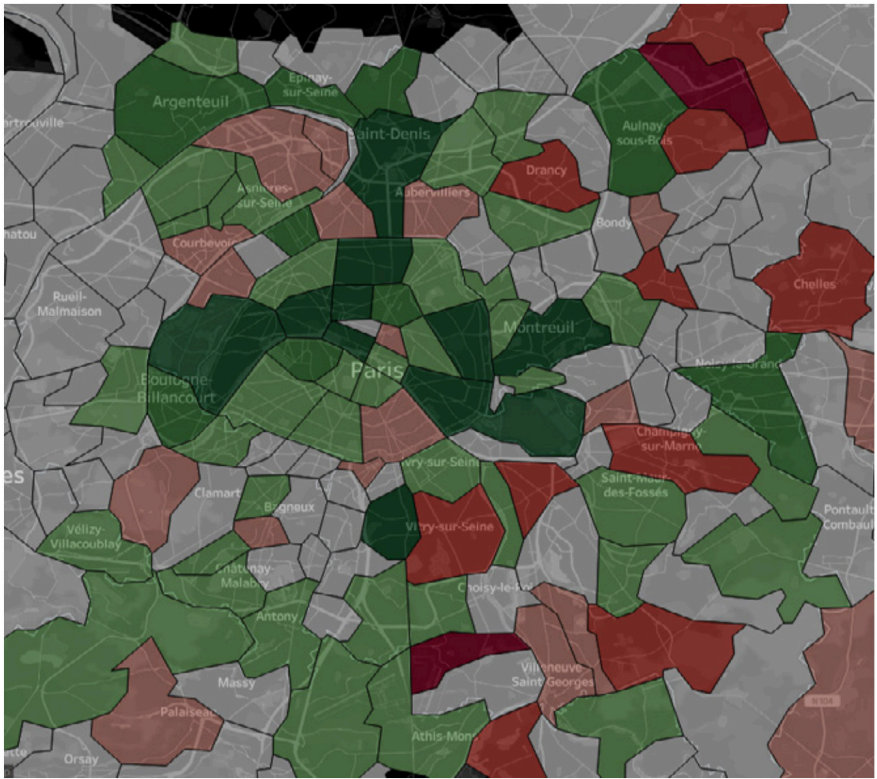
Sources: Ericsson Mobility Report (<https://www.ericsson.com/en/mobility-report>)

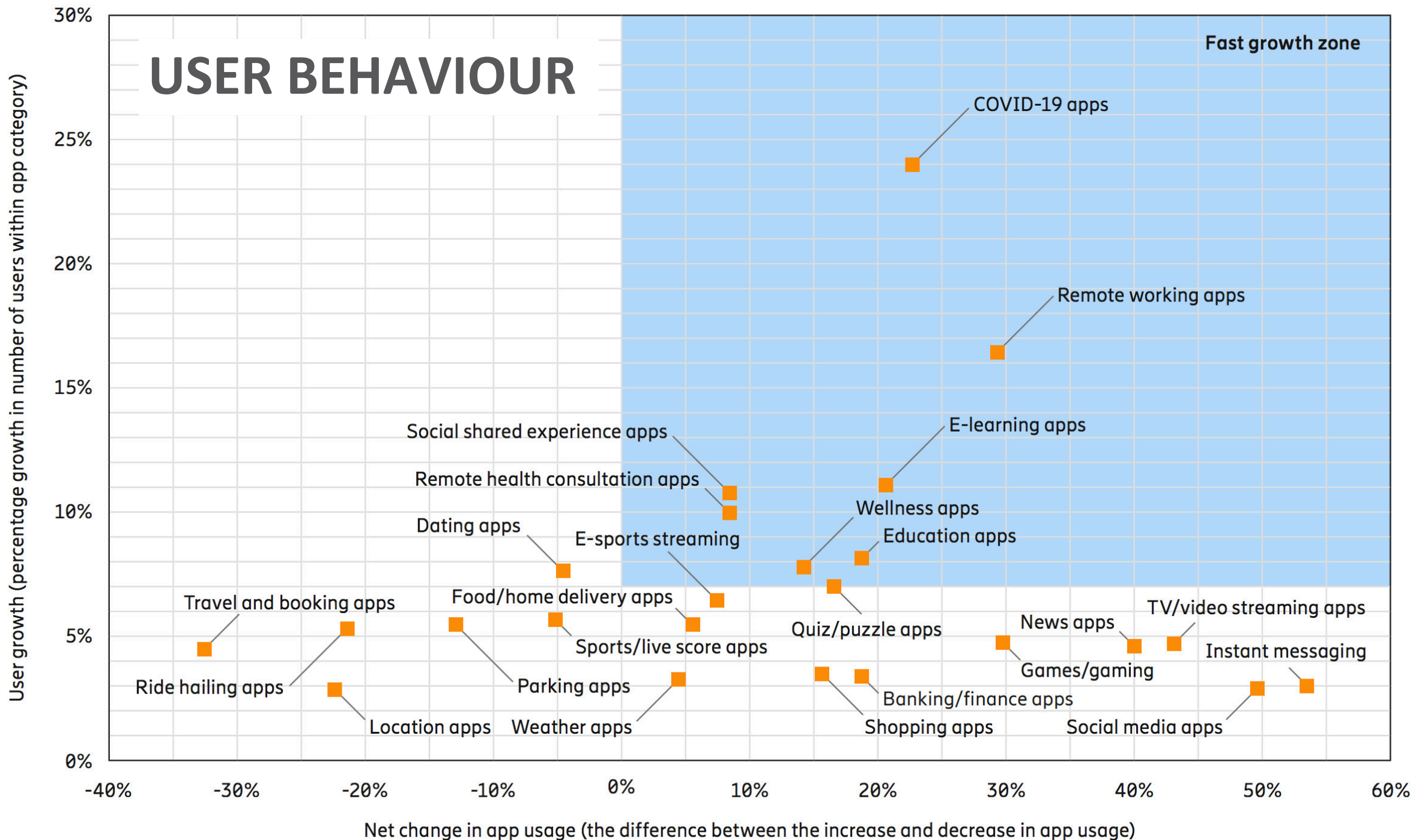
Ericsson Consumer & IndustryLab Report (<https://www.ericsson.com/en/reports-and-papers/consumerlab/reports/keeping-consumers-connected-during-the-covid-19-crisis>)



LOCATION

Highest traffic level increase Traffic levels similar Highest traffic level decrease







USER EXPERIENCE

- › Likely long-term impacts
 - Further growth of video, new user groups, etc.
 - Importance of resiliency
- › Relatively smooth process (?)
 - 6 in 10 were very satisfied with fixed broadband
 - 3 in 4 felt that mobile broadband was same or better as before the crisis
 - Why? Capacity increases, cloud/cdn/Internet models
- › But also many unanswered questions
 - What network delivers vs. actual society needs, etc.

83%

Of the survey respondents, 83 percent claim that ICT helped them a lot, in one way or another, to cope with the lockdown.