

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"Pay TV providers have invested heavily in new services, with a focus on anywhere, anytime and apps for watching content on phones and tablets. However, some central themes of the digital era have yet to be addressed, including personalization of content and ads. A failure to adapt soon will enable internet-based streaming services to become more legitimate competitors."

, - Billy Hulkower, Senior Technology Analyst

## This report looks at the following areas:

- Is the future a la carte?
- Are online subscriptions hurting sales?
- Sports programming: a solution or a problem?

Pay TV stands in the lull before the storm. Subscriptions have risen annually since the industry began until 2013, when they fell by 80,000. Providers have been raising prices to make up for the lack of growth in subscriptions, even though the primary reason why consumers change service is to find a lower-cost service. Simultaneously, new competitors are gaining steam or just arriving at the door: Netflix is now in one in four U.S. households, while Google and Intel are preparing their own pay TV services. With so many changes to the industry striking simultaneously, pay TV providers are searching for a new orientation, with a focus on loyal customers willing to pay top dollar for services. This report provides necessary tools for achieving this objective.

# **BUY THIS** REPORT NOW

VISIT: store.mintel.com

CALL: +44 (0) 20 7606 4533

> Brazil 0800 095 9094

+1 (312) 943 5250

+61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

### **Table of Contents**

#### Scope and Themes

What you need to know

Definition

Data sources

Sales data

Consumer survey data

Abbreviations and terms

Abbreviations

Terms

#### **Executive Summary**

The market

Slow decline in sales

Figure 1: Fan chart forecast of cable and satellite sales from video subscriptions, at current prices, 2008-18

Share to remain largely static between cable and satellite

Figure 2: Cable and satellite share of sales, 2013

XFINITY largest provider

Figure 3: Carrier share of subscribers, August 2013

Internet video services becoming more competitive

Figure 4: Reasons for not subscribing, August 2013

The consumer

Mature market offers limited room for growth

Figure 5: Intent to subscribe, by age, August 2013

One in four subscribers open to changing service

Figure 6: Interest in switching providers, by age, August 2013

Price far and away lead reason for changing service

Figure 7: Interest in switching carriers to acquire a cheaper service, by age, August 2013

What we think

## Issues and Insights

Is the future a la carte?

Issues

Insights

Are online subscriptions hurting sales?

Issues

Insights

Sports programming: a solution or a problem?

Issues



VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.cor



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Insights

Trend Application

Inspire Trend: The Nouveau Poor
Inspire Trend: Influentials
Mintel Futures: Generation Next

Market Size

Key points

Subscriptions peaked in 2011

Figure 8: Cable and satellite sales, at current prices, 2008-18

Figure 9: Cable and satellite sales, at inflation-adjusted prices, 2008-18

Fan chart forecast

Figure 10: Fan chart forecast of cable and satellite sales, at current prices, 2008-18

Market Segmentation

Key points

Overview

Figure 11: Cable vs. satellite sales, at current prices, 2008-18

Cable

Figure 12: Cable sales of video subscriptions, at current prices, 2008-18

Satellite

Figure 13: Satellite sales of video subscriptions, at current prices, 2008-18

Competitive Context

Key points

Besieged by internet VOD

sVOD creeping up list of reasons for not subscribing

Figure 14: Reasons for not subscribing, by age, August 2013

Figure 15: Reasons for not subscribing, by presence of children in household, August 2013

Leading Companies

Key points

Comcast top provider overall and at high-end

Figure 16: Pay TV provider, by household income, August 2013

Figure 17: Pay TV provider, cable/satellite and telco, by age, August 2013

Innovations and Innovators

ESPN goes freemium on Apple TV

Viggle rewards viewers

Figure 18: DIRECTV promotion of Viggle service, 2013

XFINITY Insider, Optimum Rewards put loyalty in sight

Figure 19: Participation in pay TV loyalty programs and sweepstakes, by age, August 2013

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

EMAIL: oxygen@mintel.con



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

TWC on-boards Roku

DIRECTV gets exclusive

XFINITY gets its game on via partnership with EA

Verizon offers sports-free

Marketing Strategies: DVR, VOD, and Streaming

Overview

Figure 20: Use of TV everywhere and provider apps, by age, August 2013

DISH Anywhere

Figure 21: DISH Network Boston Guys "Bat" television ad, 2013

DIRECTV

Launches "Genie" DVR

Nomad becomes GenieGO

AT&T continues to rethink possible

Figure 22: AT&T Total Home DVR "Rooms" television ad, August 2013

Verizon updates FiOS for out-of-home streaming

Figure 23: Verizon Flex View VOD "NHL Playoffs" television ad, 2013

Xfinity touts 'The Most Live Sports'

Figure 24: Xfinity "Most Live Sports—Mattress" television ad, September 2013

TWC TV ventures outside of the home

Figure 25: Time Warner Cable "Enjoy Better—On Demand" television ad, September 2013

Social Media

Key points

Key social media metrics

Figure 26: Key performance indicators, September 2013

Market overview

Brand usage and awareness

Figure 27: Brand usage and awareness of pay TV brands, August 2013

Interaction with brands

Figure 28: Selected AT&T U-verse Twitter Mentions, September 2013

Figure 29: Interaction with pay TV brands, August 2013

Online conversations

Figure 30: Online mentions, selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013

Where are people talking about pay TV brands?

Figure 31: Mentions, by page type, selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013

What are people talking about online?

Figure 32: Mentions, by type of conversation, selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013

Figure 33: Major areas of discussion surrounding selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013

Brand analysis

TWC

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

EMAIL: oxygen@mintel.com



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 34: TWC key social media indicators, September 2013

#### Comcast XFINITY

Figure 35: Comcast XFINITY key social media indicators, September 2013

#### DIRECTV

Figure 36: DIRECTV key social media indicators, September 2013

#### DISH

Figure 37: DISH key social media indicators, September 2013

#### Verizon FiOS

Figure 38: Verizon FiOS for key social media indicators, September 2013

#### AT&T U-Verse

Figure 39: AT&T U-Verse key social media indicators, September 2013

#### Household Subscription

#### Key points

#### Eight in 10 on board

Figure 40: Subscribers, cord-not-connectors and cord-cutters, by household income, August 2013

Figure 41: Subscribers, cord-not-connectors and cord-cutters, by age, August 2013

#### One in five planning to subscribe

Figure 42: Intent to subscribe, by age, August 2013

Figure 43: Intent to subscribe, by presence of children in household, August 2013

Figure 44: Intent to subscribe, by gender, August 2013

### Older and higher-income subscribers settle in for longer

Figure 45: Tenure and satisfaction with current service, by age, August 2013  $\,$ 

Figure 46: Tenure with current service, by presence of children in household, August 2013

Figure 47: Tenure with current service and perception of value in changing service, by household income, August 2013

### Premium Services

### Key points

## Premium channels

Figure 48: Subscription to premium movie channels, by household income, November 2012-June 2013

#### DVR and PPV

Figure 49: DVR penetration, PPV access, and PPV usage, by household income, November 2012-June 2013

#### VOD

Figure 50: Access to video-on-demand, by household income, November 2012-June 2013

Figure 51: Frequency of use of video-on-demand, by household income, November 2012-June 2013

Figure 52: Access to video-on-demand, by age, November 2012-June 2013

Figure 53: Frequency of use of video-on-demand, by age, November 2012-June 2013

## **Changing Providers**

### Key points

Interest in switching peaks among 25-34s



VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

EMAIL: oxygen@mintel.com



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 54: Intent to switch provider, by age, August 2013

Figure 55: Intent to switch provider, by presence of children in household, August 2013

#### Contract status

Figure 56: Contract status, by age, August 2013

## Savings lead reason for changing service

Figure 57: Reasons for wanting to switch provider, by age, August 2013

Figure 58: Reasons for wanting to switch provider, by household income, August 2013

Figure 59: Reasons for wanting to switch provider, by lead reason for changing service, August 2013

### DIRECTV, U-Verse carry momentum in potential acquisitions

Figure 60: Pay TV provider, by subscribers considering a change of service, August 2013

Figure 61: Satisfaction with current provider, by provider, August 2013

Figure 62: Providers under consideration for switching service, by age, August 2013

#### Lowest price does not always carry provider selection

Figure 63: Attitudes to price and brand, by household income, August 2013

Figure 64: Attitudes to price and brand, by age, August 2013

### Referrals and rewards

Figure 65: Participation in retention services, by age, August 2013

#### Older subscribers more likely to be principle decision maker

Figure 66: Principle decision maker for service, by age, August 2013

Figure 67: Principle decision maker for service, by gender, August 2013

## Ad selection as a premium service

Figure 68: Ad selection as a motivation for changing service, by age, August 2013

## Impact of Race and Hispanic Origin

## Key points

#### Asians skipping out

Figure 69: Subscriptions, cord-not-connectors and cord-cutters, by race/Hispanic origin, August 2013

Figure 70: DVR ownership and access to pay-per-view, by race/Hispanic origin, November 2012-June 2013

Figure 71: Access to video-on-demand, by race/Hispanic origin, November 2012-June 2013

#### Age drives differences

Figure 72: Select attitudes and behaviors related to pay TV, by race/Hispanic origin, August 2013

Figure 73: Reasons for wanting to switch provider, by race/Hispanic origin, August 2013

### Appendix - Additional Data by Demographic Groups

### Providers under consideration for switching service

Figure 74: Providers under consideration for switching service, by gender, August 2013

Figure 75: Providers under consideration for switching service, by household income, August 2013

#### Leading Providers

Figure 76: Pay TV provider, by race/Hispanic origin, August 2013

#### Premium channels

Figure 77: Subscription to premium movie channels, by age, November 2012-June 2013

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

EMAIL: oxygen@mintel.cor



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

#### Interest in switching

Figure 78: Intent to switch provider, by race/Hispanic origin, August 2013

Figure 79: Intent to switch provider, by household income, August 2013

#### Attitudes to price and brand

Figure 80: Attitudes to price and brand, by gender, August 2013

Figure 81: Attitudes to price and brand, by presence of children in household, August 2013

#### Use of TV everywhere and provider apps

Figure 82: Use of TV everywhere and provider apps, by presence of children in household, August 2013

Figure 83: Use of TV everywhere and provider apps, by household income, August 2013

#### DVR providers and DVR/PPV access

Figure 84: DVR service provider, by age, November 2012-June 2013

Figure 85: DVR service provider, by race/Hispanic origin, November 2012-June 2013

Figure 86: DVR service provider, by household income, November 2012-June 2013

Figure 87: DVR service provider, by age, November 2012-June 2013

Figure 88: Access to pay-per-view and DVR, by age, November 2012-June 2013

#### PPV — types of programming watched

Figure 89: Type of pay-per-view programming watched, by household income, November 2012-June 2013

#### VOD — types of programming watched, and watching frequency

Figure 90: Type of video-on-demand programming watched, by household income, November 2012-June 2013

Figure 91: Type of video-on-demand programming watched, by age, November 2012-June 2013

Figure 92: Type of video-on-demand programming watched, by race/Hispanic origin, November 2012-June 2013

Figure 93: Frequency of use of video-on-demand, by race/Hispanic origin, November 2012-June 2013

#### Appendix – Additional Tables by Current Provider

Figure 94: Attitudes to price and brand, by current provider, August 2013

Figure 95: Future providers under consideration, by current provider, August 2013

Figure 96: Reasons for wanting to switch provider, by current provider, August 2013  $\,$ 

Figure 97: Use of TV everywhere and provider apps, by current provider, August 2013

Figure 98: Select attitudes and behaviors related to pay TV, by current provider, August 2013

Figure 99: Intent to switch provider, by current provider, August 2013

### Appendix – Additional Tables by Custom Cross Analyses

Figure 100: Satisfaction with current provider, by principle decision maker and length of tenure, August 2013

Figure 101: Attitudes to price and brand, by principle decision maker and length of tenure, August 2013

Figure 102: Attitudes and behavior related to pay TV service, by principle decision maker and length of tenure, August 2013

Figure 103: Participation in retention servi ces, by principle decision maker and length of tenure, August 2013

Figure 104: Providers under consideration for switching pay TV service, by principle decision maker and length of tenure, August 2013

Figure 105: Pay TV provider, by principle decision maker and length of tenure, August 2013

Figure 106: Reasons for wanting to switch providers, by principle decision maker and length of tenure, August 2013

Figure 107: Use of TV everywhere and provider apps, by principle decision maker and length of tenure, August 2013

Figure 108: Select attitudes and behaviors related to pay TV, by principle decision maker and length of tenure, August 2013

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.com



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 109: Participation in pay TV retention services, by principle decision maker and length of tenure, August 2013

#### Appendix – Consumer Tables by Generation

- Figure 110: Attitudes to price and brand, by generations, August 2013
- Figure 111: Select attitudes and behaviors related to pay TV, by generations, August 2013
- Figure 112: Reasons for wanting to switch providers, by Millennials vs. non-Millennials, August 2013
- Figure 113: Reasons for not subscribing, by Millennials vs. non-Millennials, August 2013
- Figure 114: Use of TV everywhere and provider apps, by generations, August 2013
- Figure 115: Primary decisionmaker and contract status, by generations, August 2013
- Figure 116: Participation in retention services, by generations, August 2013

#### Appendix - Social Media

#### Brand usage and awareness

- Figure 117: Comcast Xfinity usage or awareness, by demographics, August 2013
- Figure 118: Time warner cable (TWC) usage or awareness, by demographics, August 2013
- Figure 119: Verizon/Verizon FiOS usage or awareness, by demographics, August 2013
- Figure 120: DirecTV usage or awareness, by demographics, August 2013
- Figure 121: DISH usage or awareness, by demographics, August 2013
- Figure 122: AT&T/AT&T U-verse usage or awareness, by demographics, August 2013

#### Activities done

- Figure 123: Pay TV related activities done, by provider, August 2013
- Figure 124: Comcast Xfinity Activities done, by demographics, August 2013
- Figure 125: Time warner cable (TWC) Activities done, by demographics, August 2013
- Figure 126: DirecTV Activities done, by demographics, August 2013
- Figure 127: DISH Activities done, by demographics, August 2013
- Figure 128: AT&T/AT&T U-verse Activities done, by demographics, August 2013

## Online conversations

- Figure 129: Online mentions, selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013
- Figure 130: Mentions, by page type, selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013
- Figure 131: Mentions, by type of conversation, selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013
- Figure 132: Major areas of discussion surrounding selected pay TV brands, Sept. 23, 2012-Sept. 22, 2013

Appendix – Trade Associations

VISIT: store.minter.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | APAC +61 (0) 2 8284 8100

EMAIL: oxygen@mintel.con