

**Working from Home in  
the U.S. during the  
COVID-19 pandemic:  
*What are the numbers  
and how is it going?***

Report  
Fourth Quarter 2020





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## Report

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## Abstract

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It is widely known that many corporate Americans are now working from home due to the COVID-19 pandemic. This short report provides some details around this phenomenon, both in terms of the number of affected workers, their Internet experience at home, and their perceived plans to return to the office.

The report is based on results from *iGR*'s October 2020 survey of over 1,000 U.S. mobile consumers.

Key questions addressed:

- What percentage of U.S. mobile consumers worked from home before the pandemic?
- What percentage of U.S. mobile consumers worked from home at the beginning of the pandemic in March?
- What percentage of U.S. mobile consumers were working from home during the fourth quarter of 2020?
- When, if ever, do U.S. mobile consumers plan to return to the office?
- How are U.S. companies supporting workers? Are they providing devices to their employees or reimbursing for mobile or home Internet service?
- Are U.S. mobile consumers more likely to access the Internet through their home Internet service or their mobile service?
- How satisfied are U.S. consumers that are working from home with their Internet service?

Who should read this report?

- Mobile operators
- Cable MSOs and other fixed broadband providers
- Device OEMs
- Content providers and distributors
- Financial analysts and investors.

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