

Bespoke Survey Research

October 2023

Streaming Video

Volume 17 | Quarterly Survey

800+ Consumers in India (respondents skew more urban)

Tickers Covered: NFLX, DIS.

KPIs and Key questions

VIDEO WATCHING PREFERENCES

Streaming video platforms remain in the lead as the preferred option for watching movies and TV shows.

NFLX DYNAMICS

The share of respondents who are NFLX subscribers is tracking mostly flat. Netflix subscriber satisfaction with the service improved this quarter.

COMPETITIVE DYNAMICS

Netflix slightly leads Hotstar and Amazon Prime Video in our trackers when it comes to overall subscribers.

NON-NETFLIX SUBS

Cost and having enough streaming video services continue to be the main reasons why non-Netflix subscribers have not signed up.

Noteworthy Stats:

27.8% Of Netflix subs are considering cancelling their account in the next few months.

66.9% Of non-Netflix subscribers note that they would not be interested in a Netflix account at any price.

51.3% Of Netflix subs are very satisfied with their subscription.

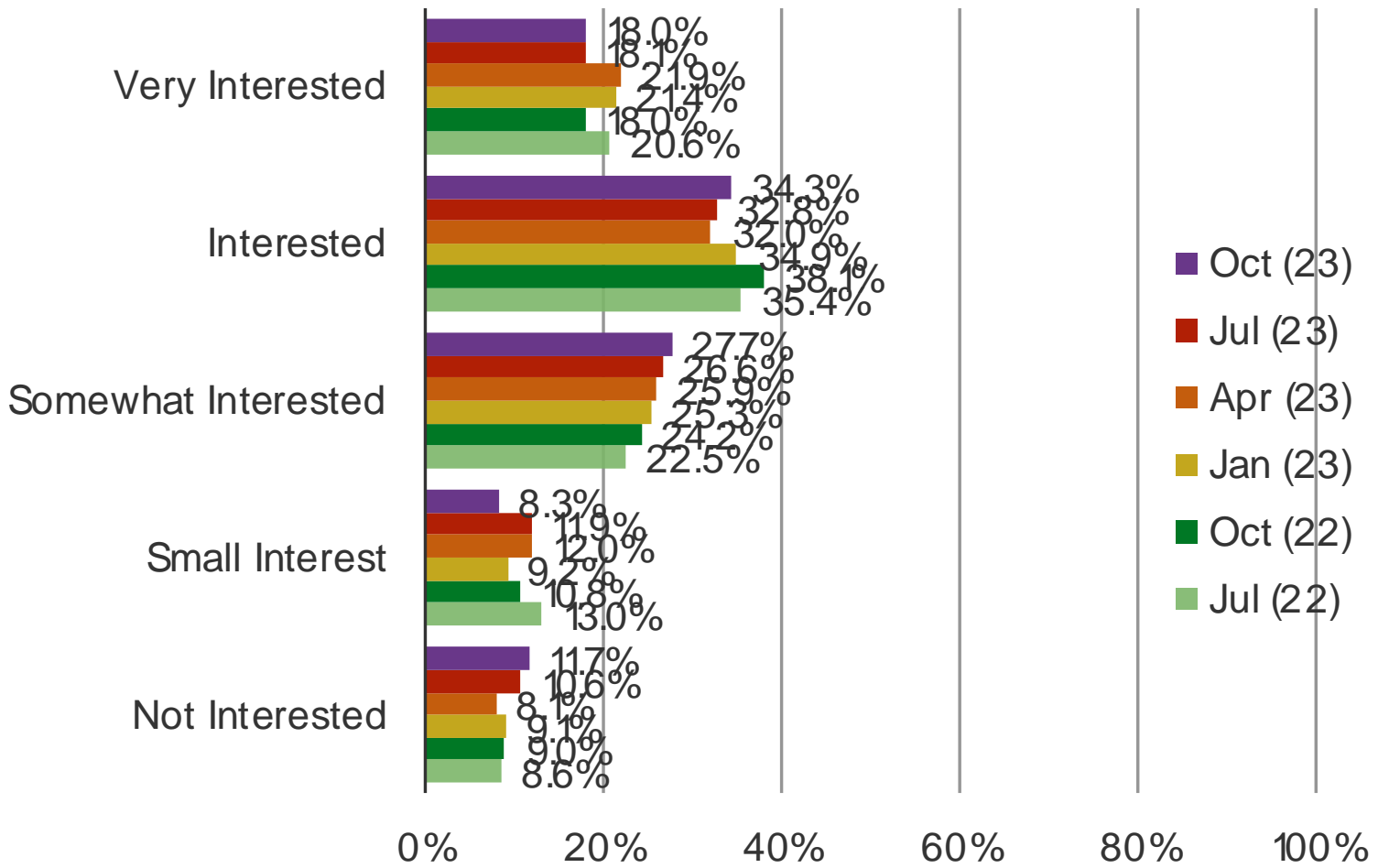
54.6% Of Netflix subs are currently watching Netflix more than they were 3-6 months ago.

Netflix India

AD-SUPPORTED TIER INTEREST

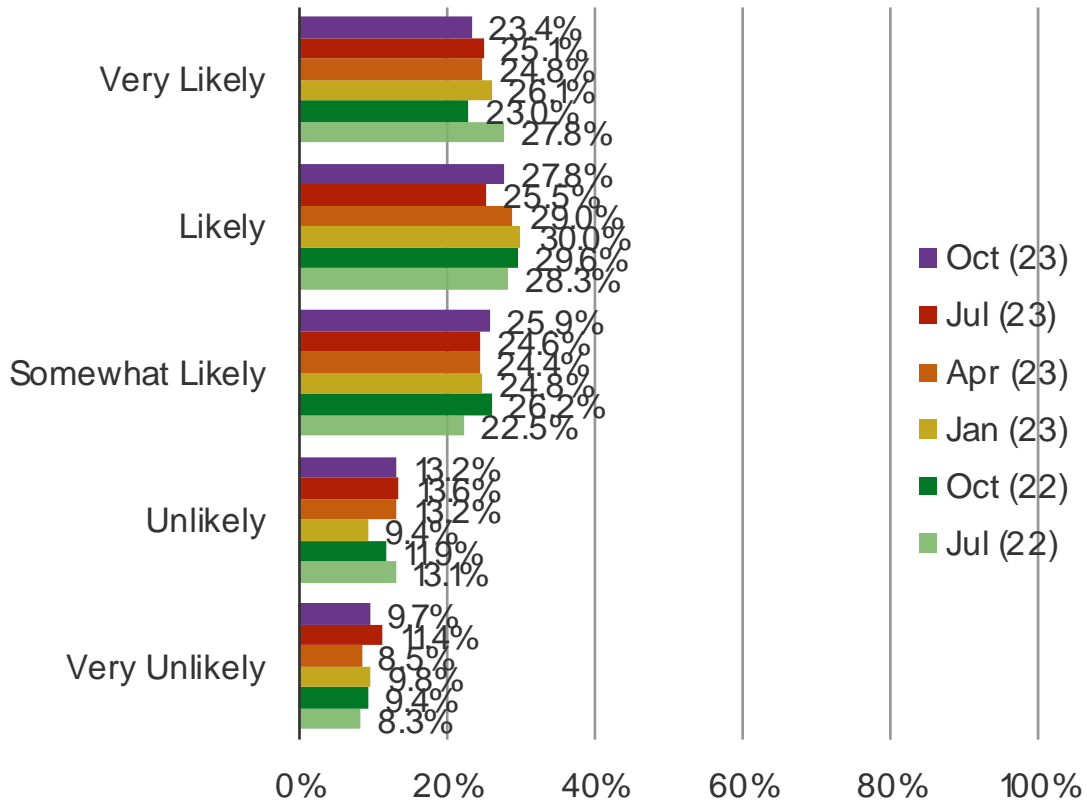
HOW MUCH WILL YOU BE INTERESTED IN THE AD SUPPORTED VERSION OF NETFLIX AT A LOW PRICE?

Posed to all respondents.



HOW LIKELY WOULD YOU BE TO SIGN UP FOR AN AD-SUPPORTED VERSION OF NETFLIX AT A LOWER PRICE?

Posed to all respondents.

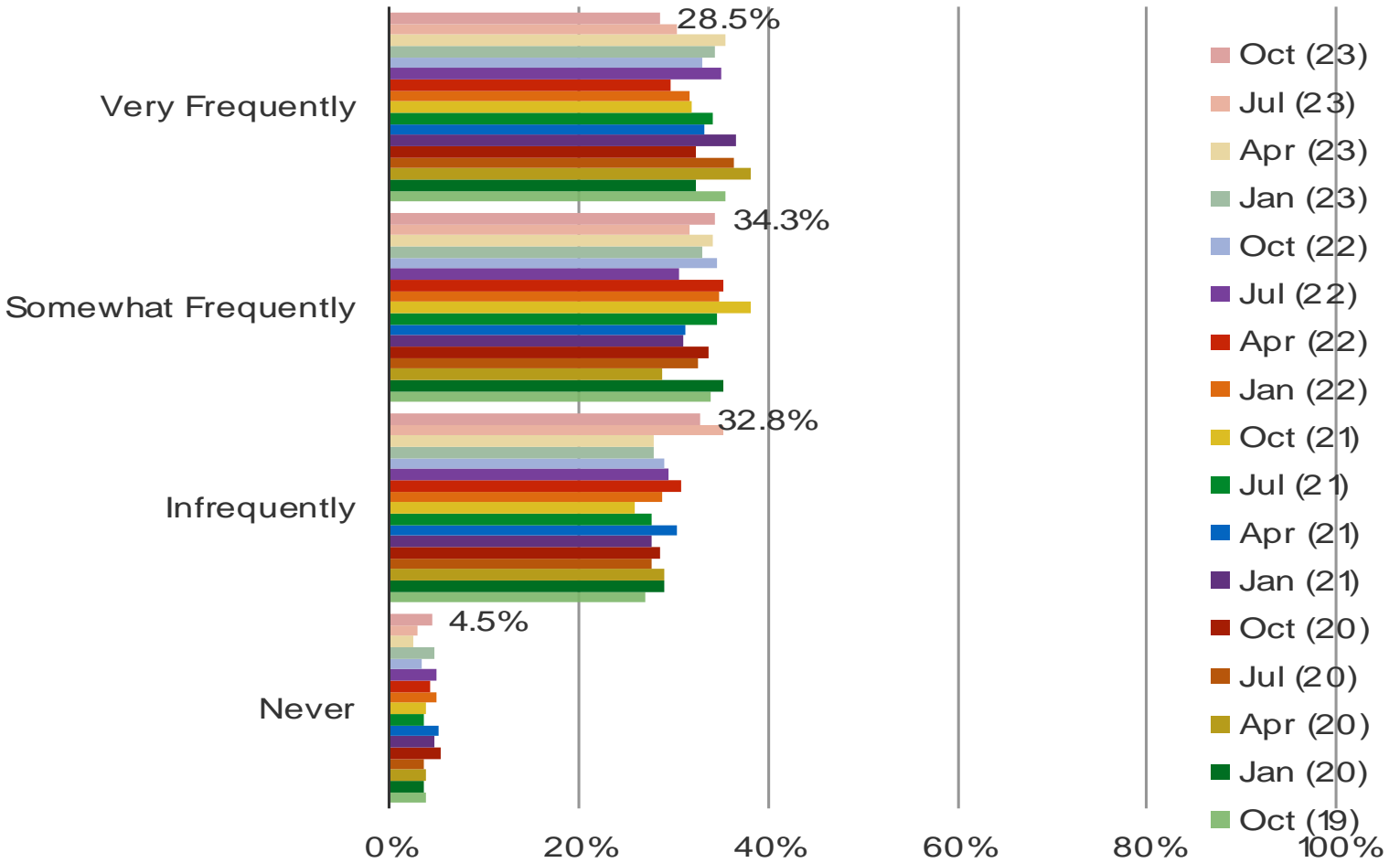


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TV/MOVIE WATCHING

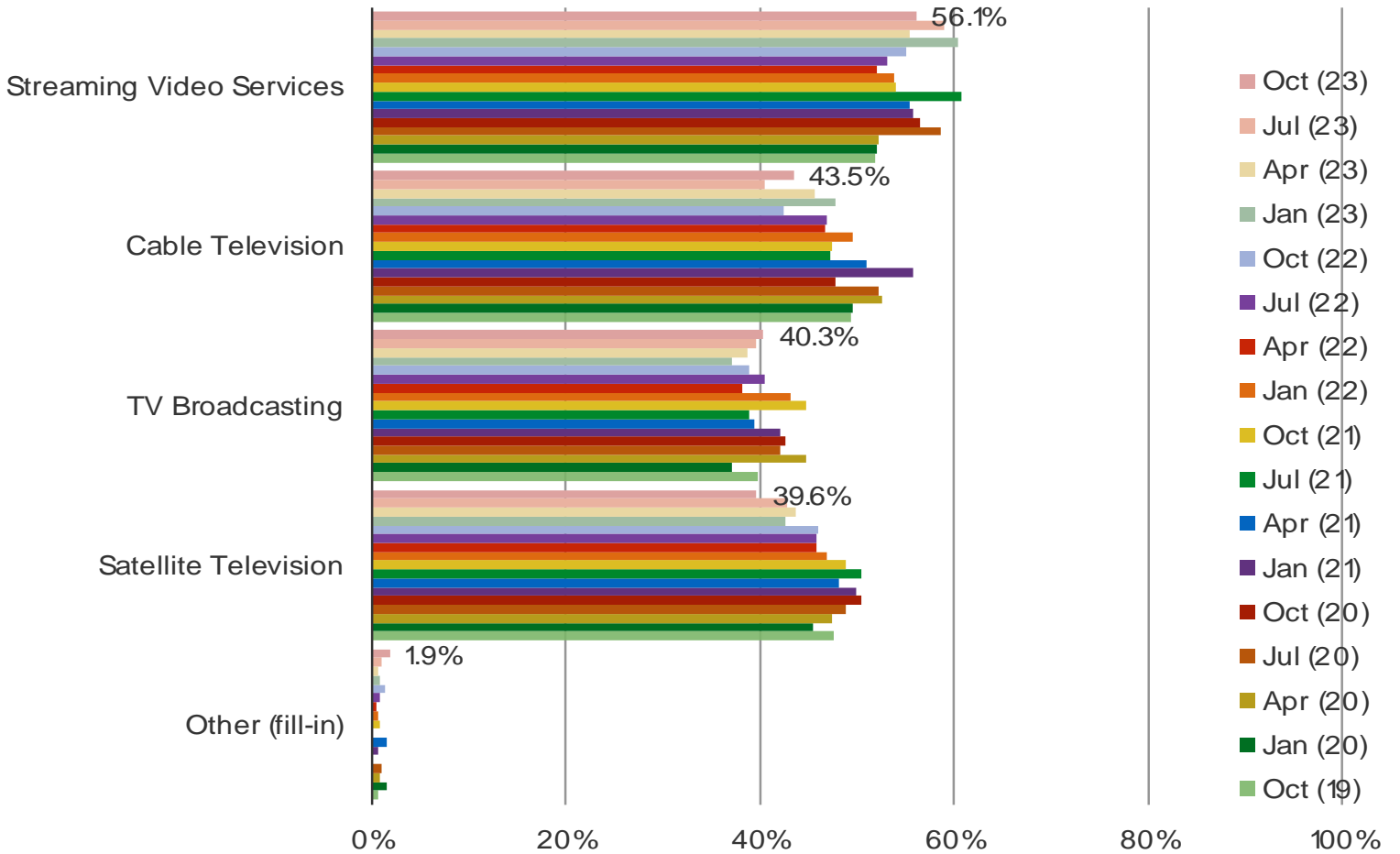
HOW OFTEN DO YOU WATCH TELEVISION OR MOVIES?

Posed to all respondents



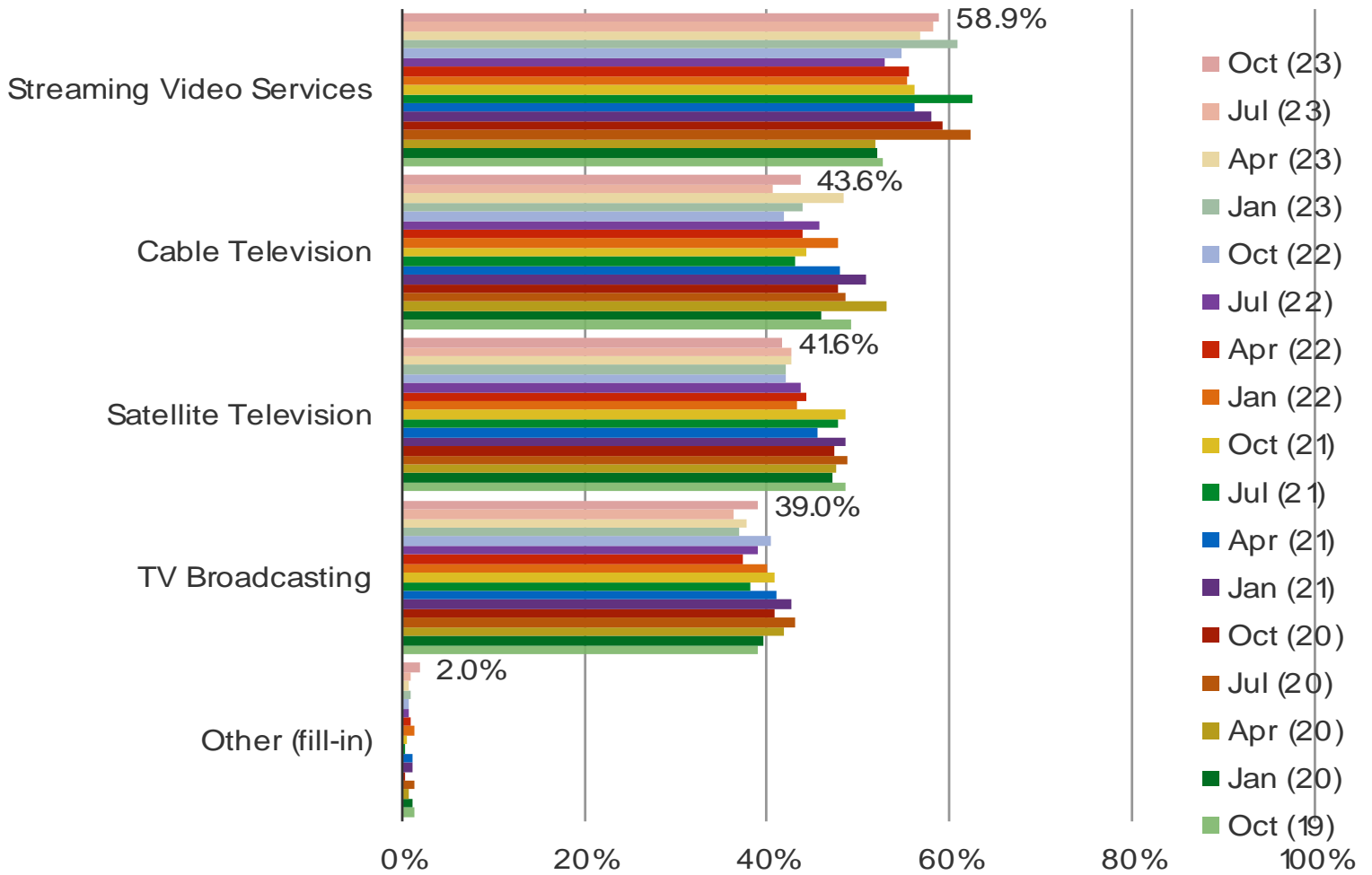
HOW DO YOU USUALLY WATCH TELEVISION SHOWS? (SELECT ALL THAT APPLY)

Posed to respondents who watch TV or movies



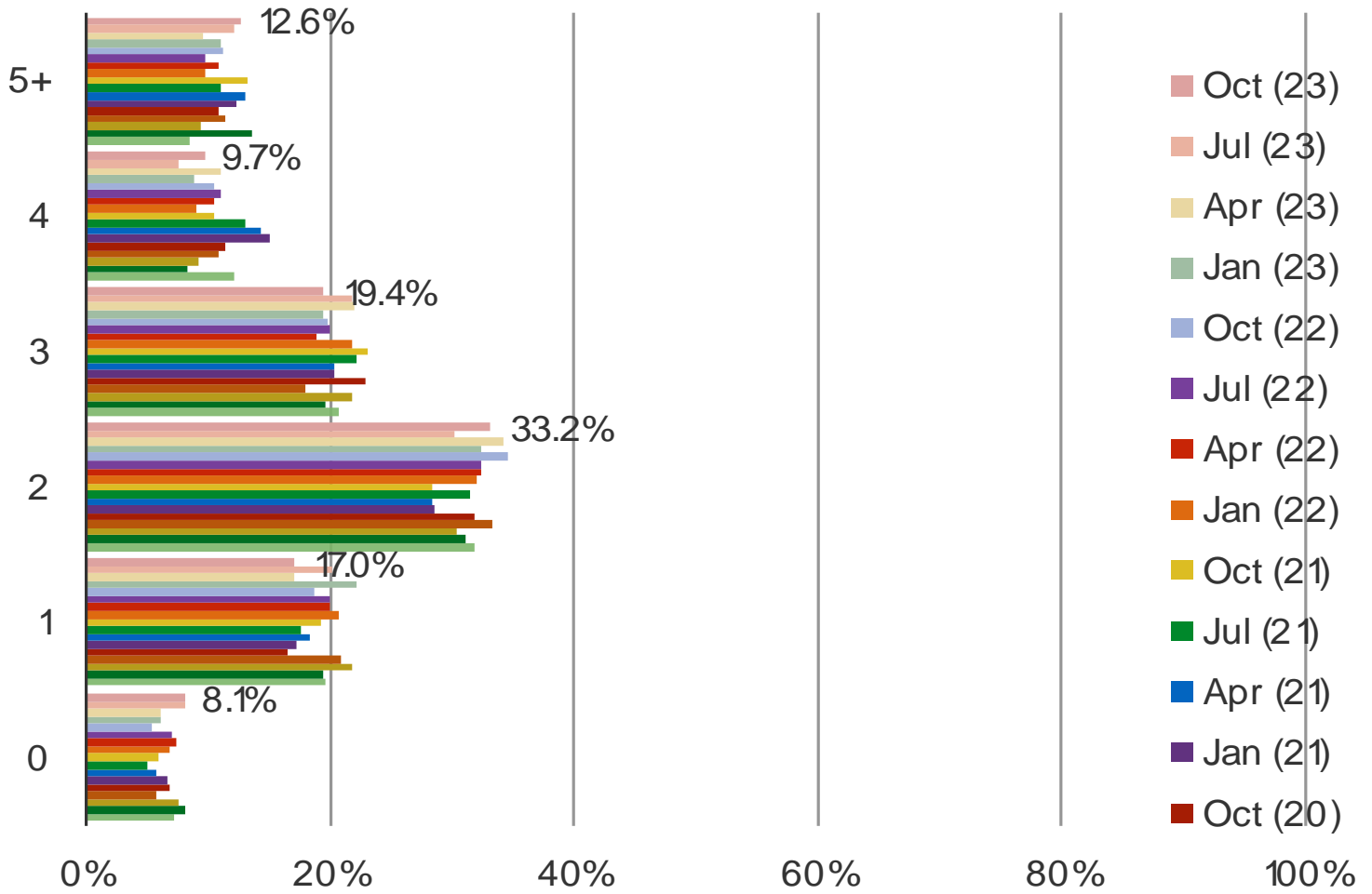
HOW DO YOU USUALLY WATCH MOVIES? (SELECT ALL THAT APPLY)

Posed to respondents who watch TV or movies



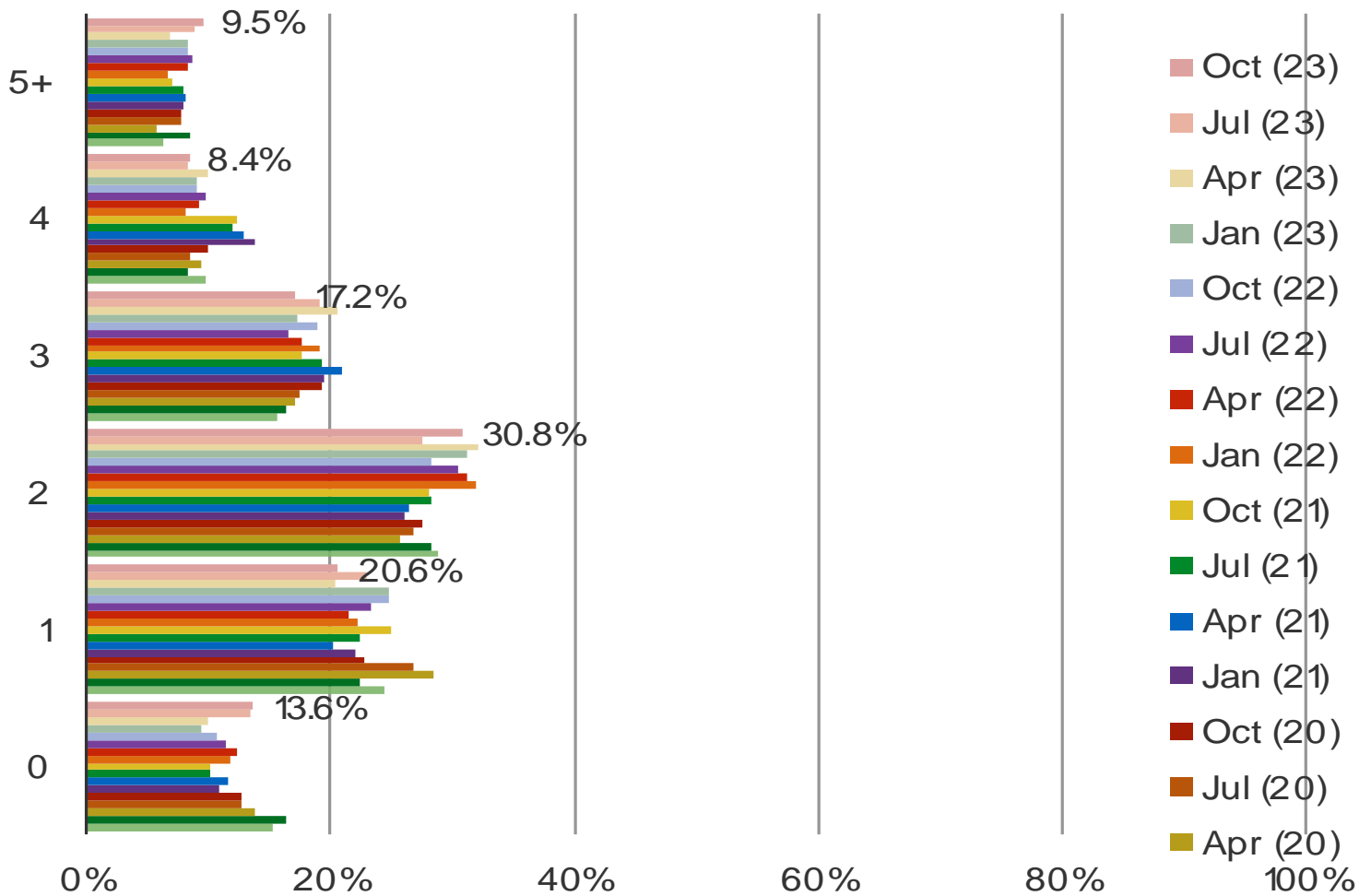
HOW MANY STREAMING VIDEO SERVICES DO YOU CURRENTLY USE?

Posed to all respondents



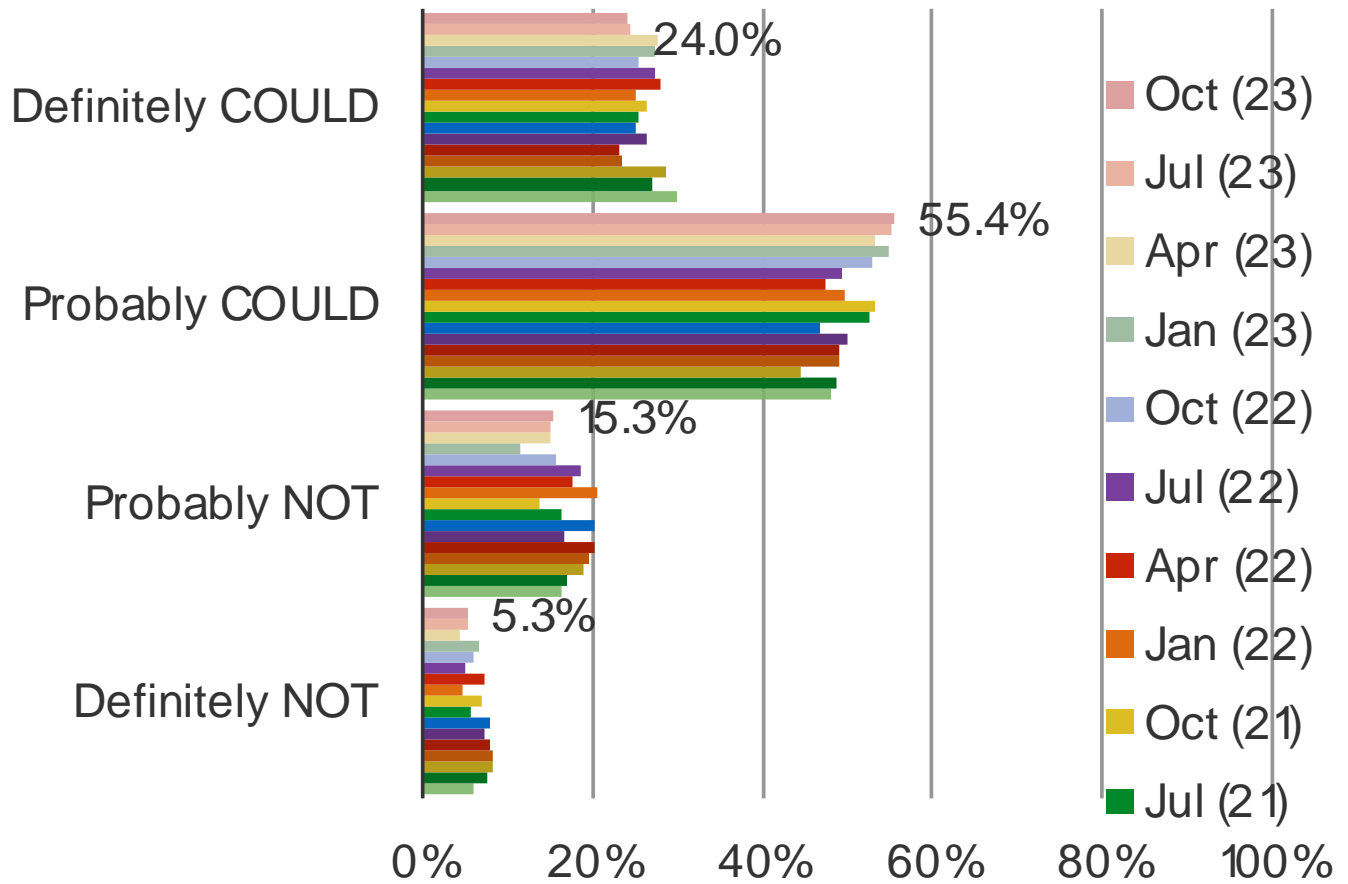
HOW MANY STREAMING VIDEO SERVICES DO YOU CURRENTLY PAY FOR?

Posed to all respondents



CAN YOU AFFORD TO ADD ANOTHER PAID VIDEO SERVICE RIGHT NOW?

Posed to respondents who pay for video streaming services themselves



WHEN YOU THINK OF STREAMING VIDEO SERVICES, WHICH IS THE FIRST THAT COMES TO MIND?

Posed to all respondents

October 2023

July 2023



April 2023

January 2023



WHEN YOU THINK OF STREAMING VIDEO SERVICES, WHICH IS THE FIRST THAT COMES TO MIND?

Posed to all respondents

October 2022

July 2022



AMAZONPRIME

YOUTUBE
HOTSTAR

NETFLIX

April 2022

January 2022



AMAZONPRIME

NETFLIX
YOUTUBE
HOTSTAR

October 2021

July 2021



April 2021

January 2021

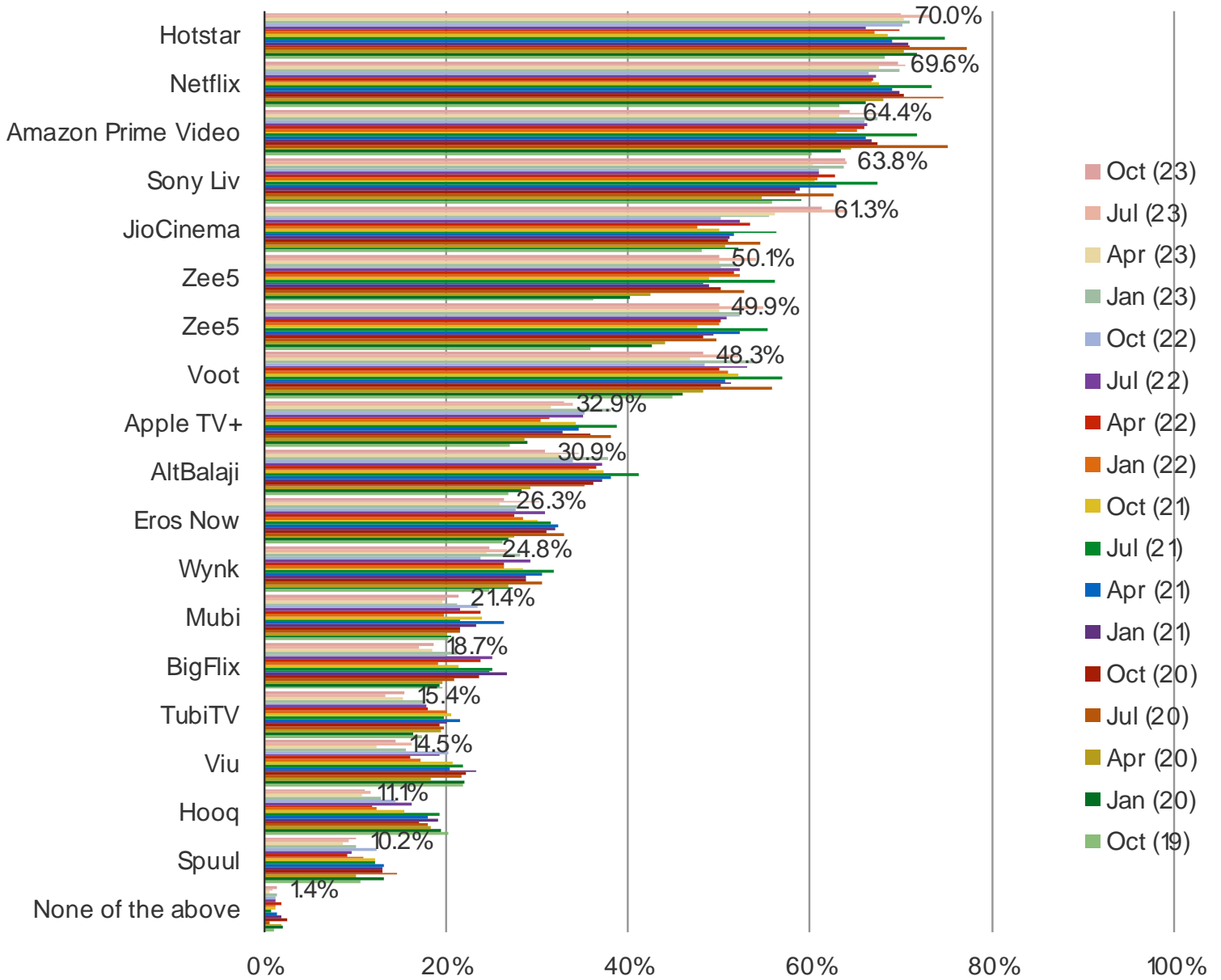


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STREAMING VIDEO AWARENESS AND ACCOUNT HOLDERS

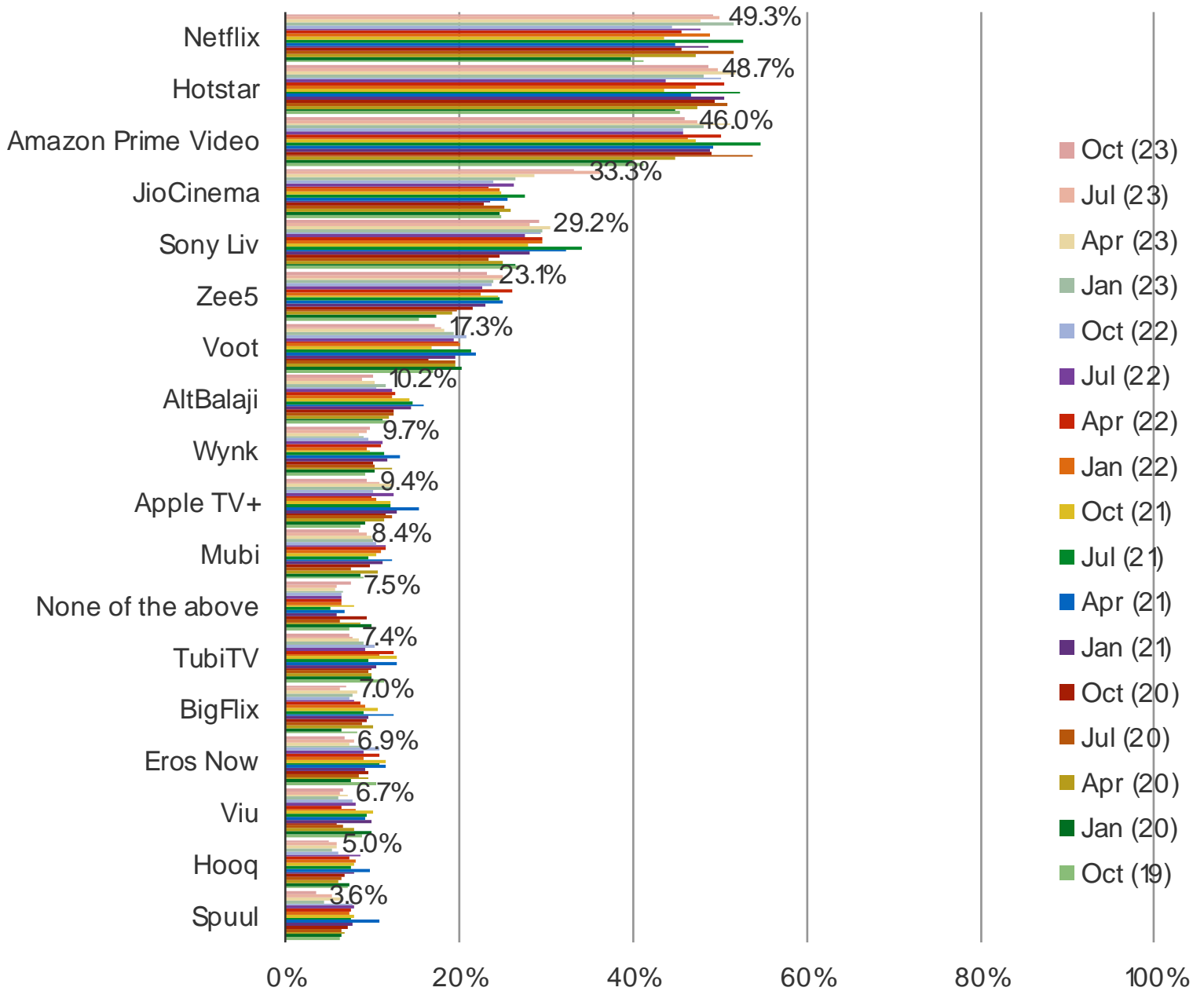
WHICH OF THE FOLLOWING STREAMING VIDEO SERVICES HAVE YOU HEARD OF?

Posed to all respondents



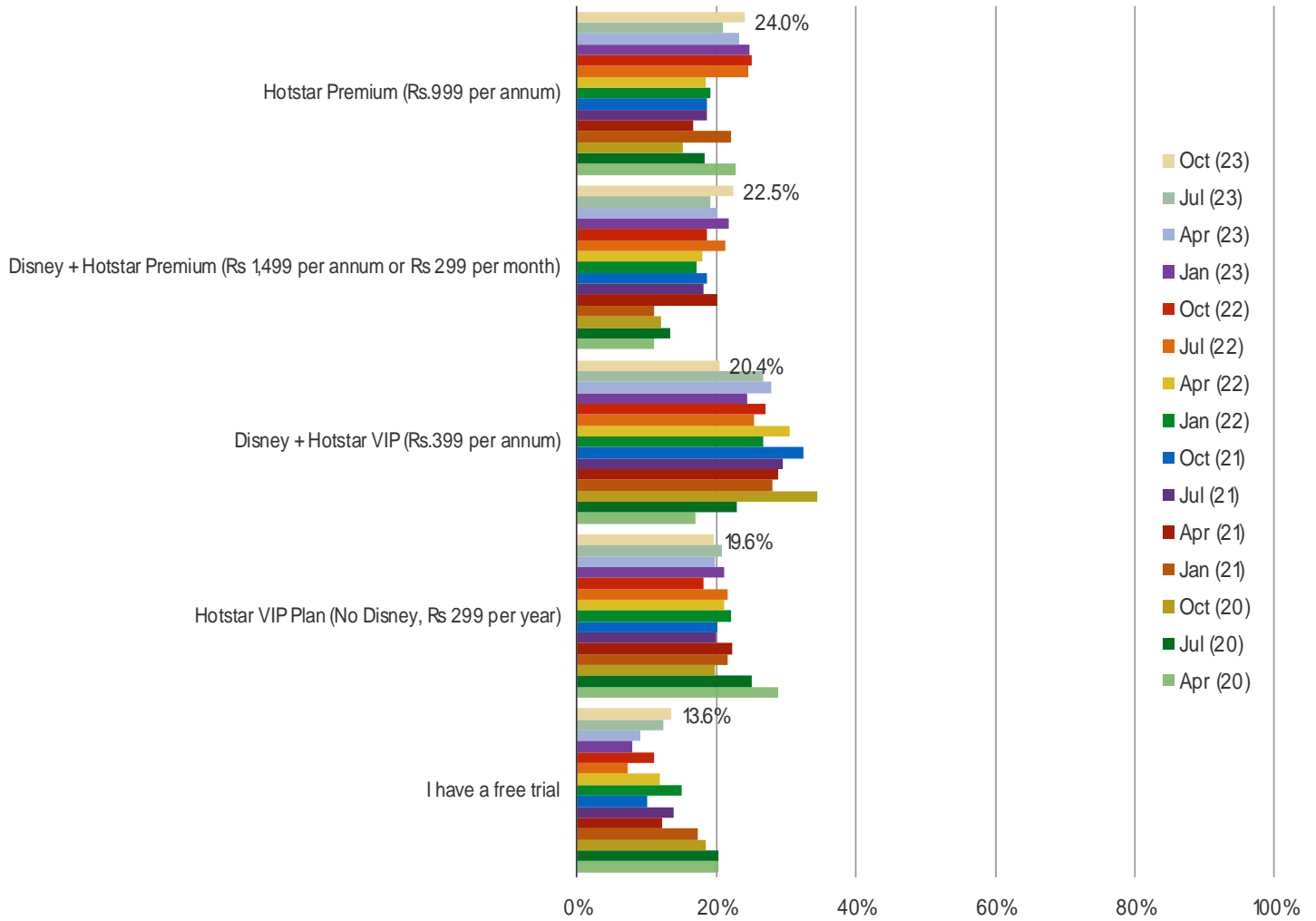
DO YOU CURRENTLY HAVE AN ACCOUNT WITH ANY OF THE FOLLOWING? (SELECT ALL THAT APPLY)

Posed to all respondents



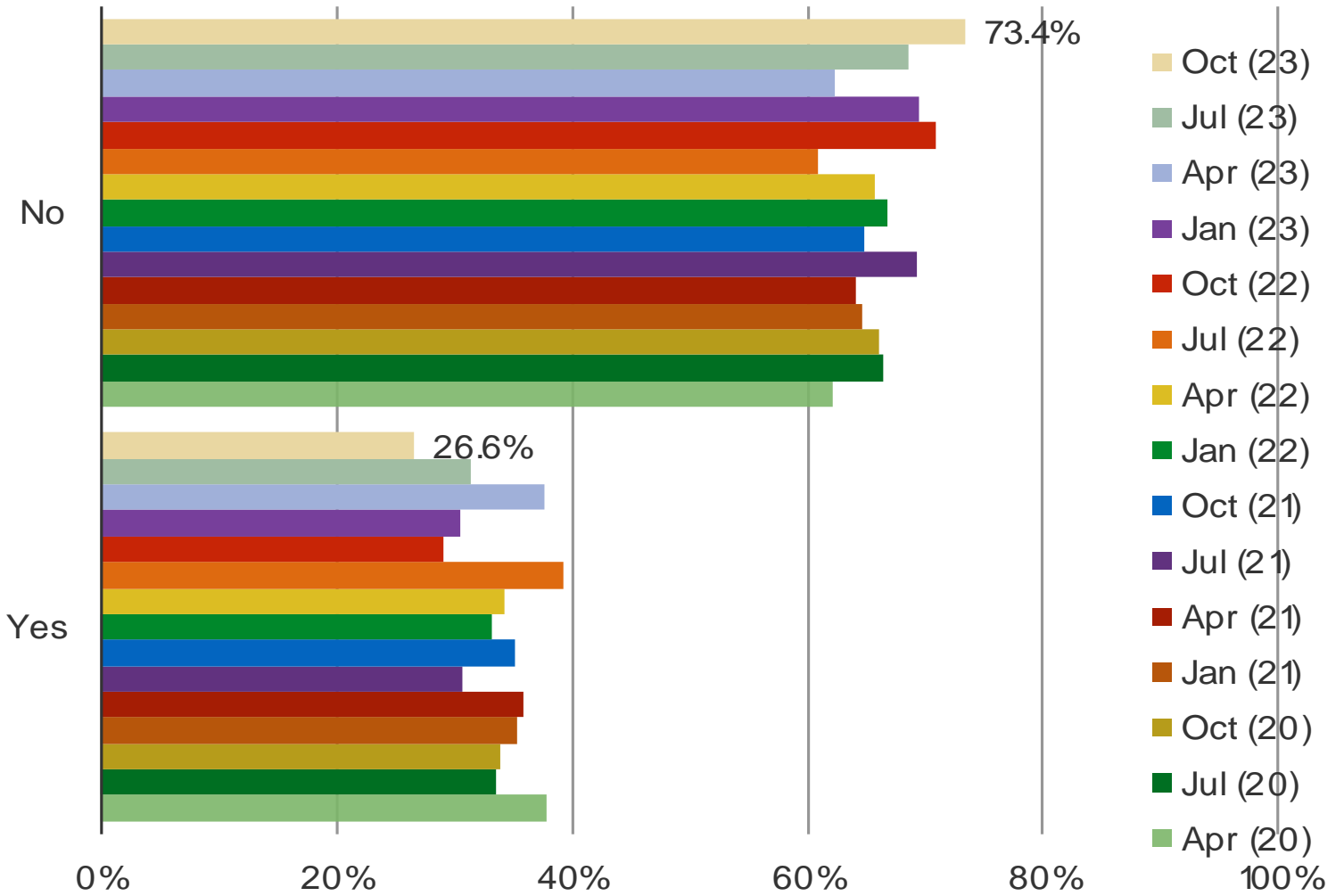
WHICH OF THE FOLLOWING HOTSTAR PLANS DO YOU CURRENTLY HAVE?

Posed to Hotstar subscribers



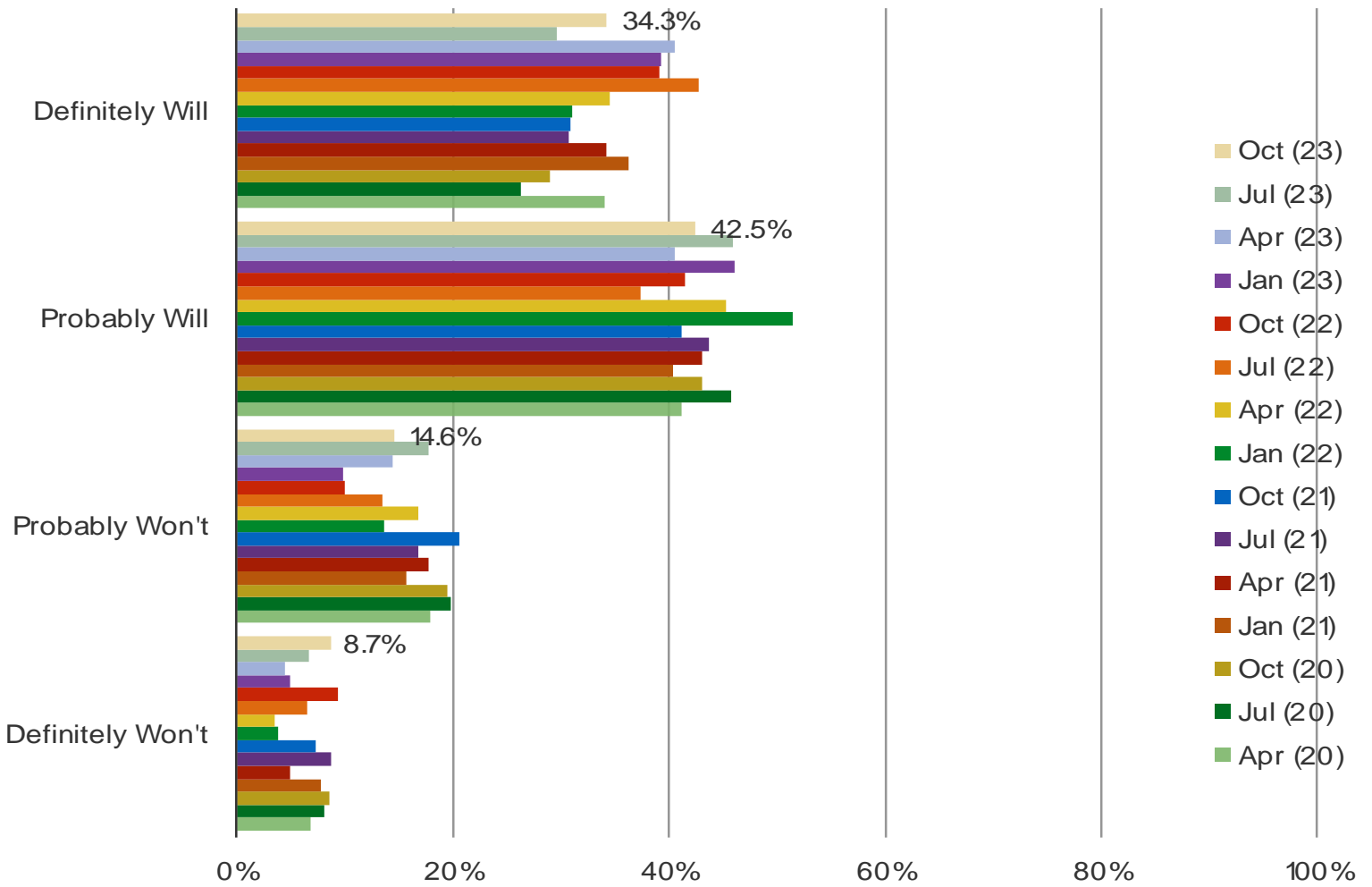
ARE YOU CONSIDERING UNSUBSCRIBING FROM HOTSTAR IN THE NEXT FEW MONTHS?

Posed to Hotstar subscribers



IN THE NEXT THREE MONTHS, HOW LIKELY WILL YOU PAY FOR DISNEY+?

Posed to Hotstar subscribers without Disney+ as part of their plan



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NON-NETFLIX SUBSCRIBERS

WHY ARE YOU NOT A NETFLIX SUBSCRIBER?

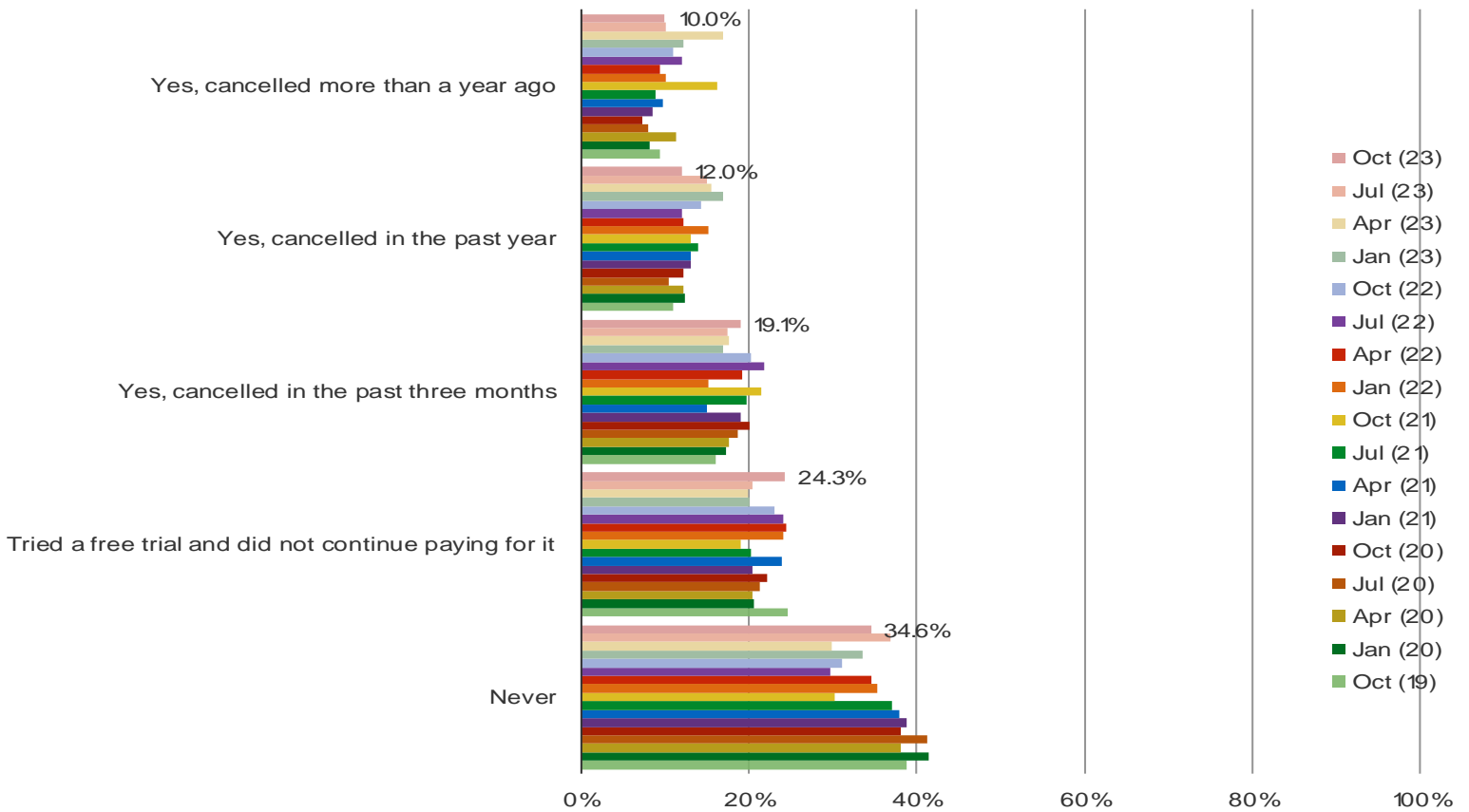
Posed to non-Netflix subscribers

October 2023



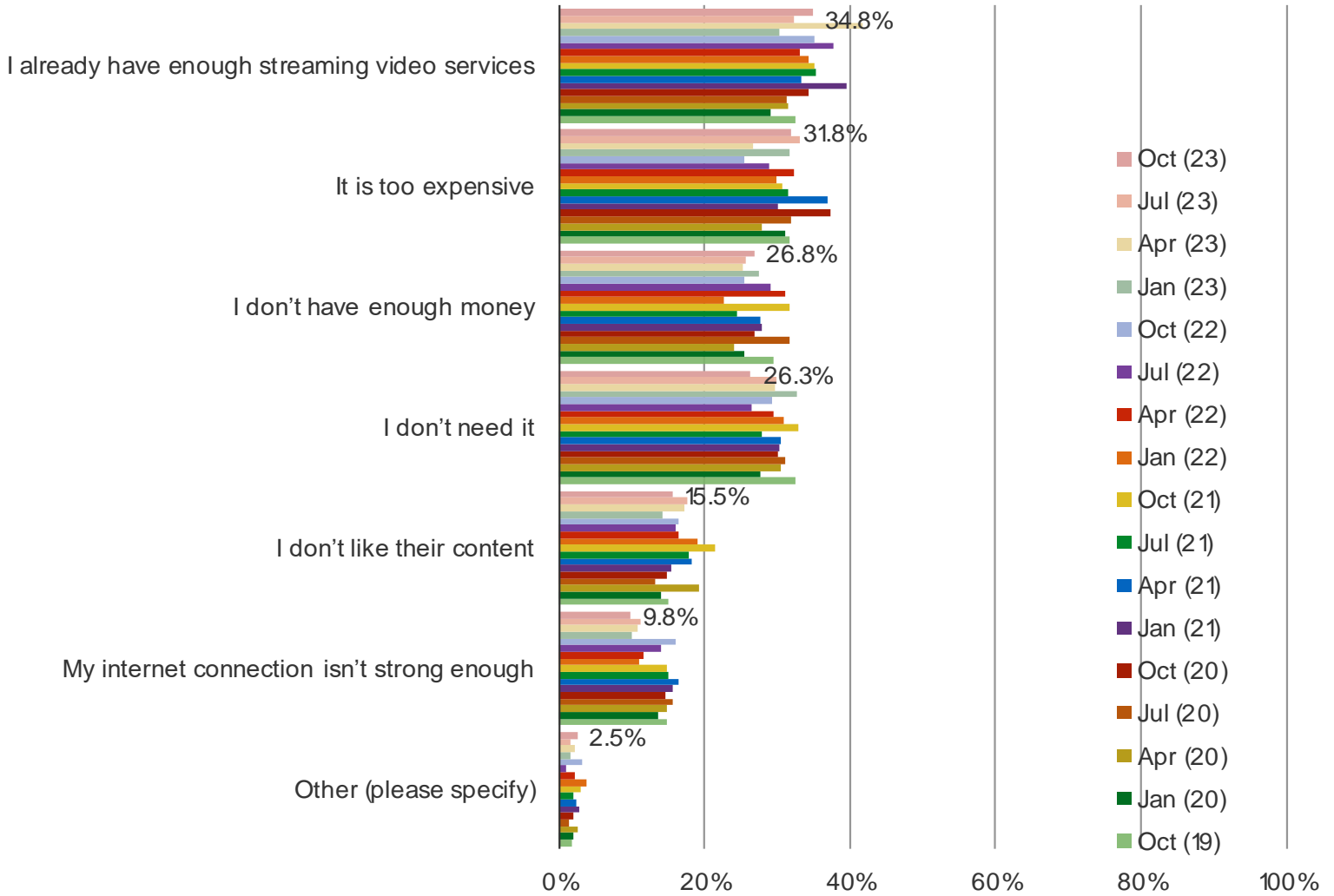
HAVE YOU EVER PAID TO SUBSCRIBE TO NETFLIX IN THE PAST?

Posed to non-Netflix subscribers



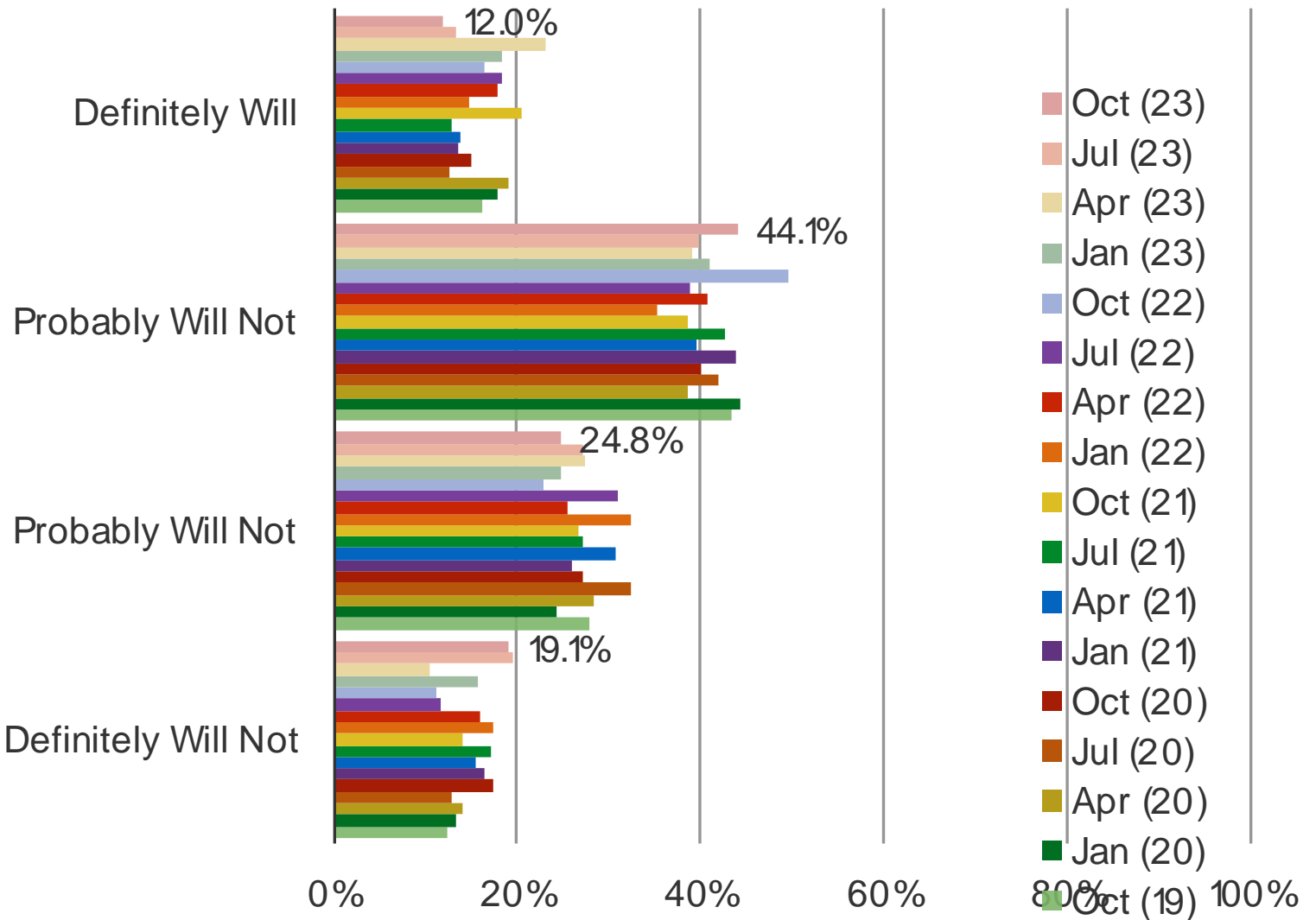
WHY ARE YOU CURRENTLY NOT A NETFLIX SUBSCRIBER? (SELECT ALL THAT APPLY)

Posed to non-Netflix subscribers



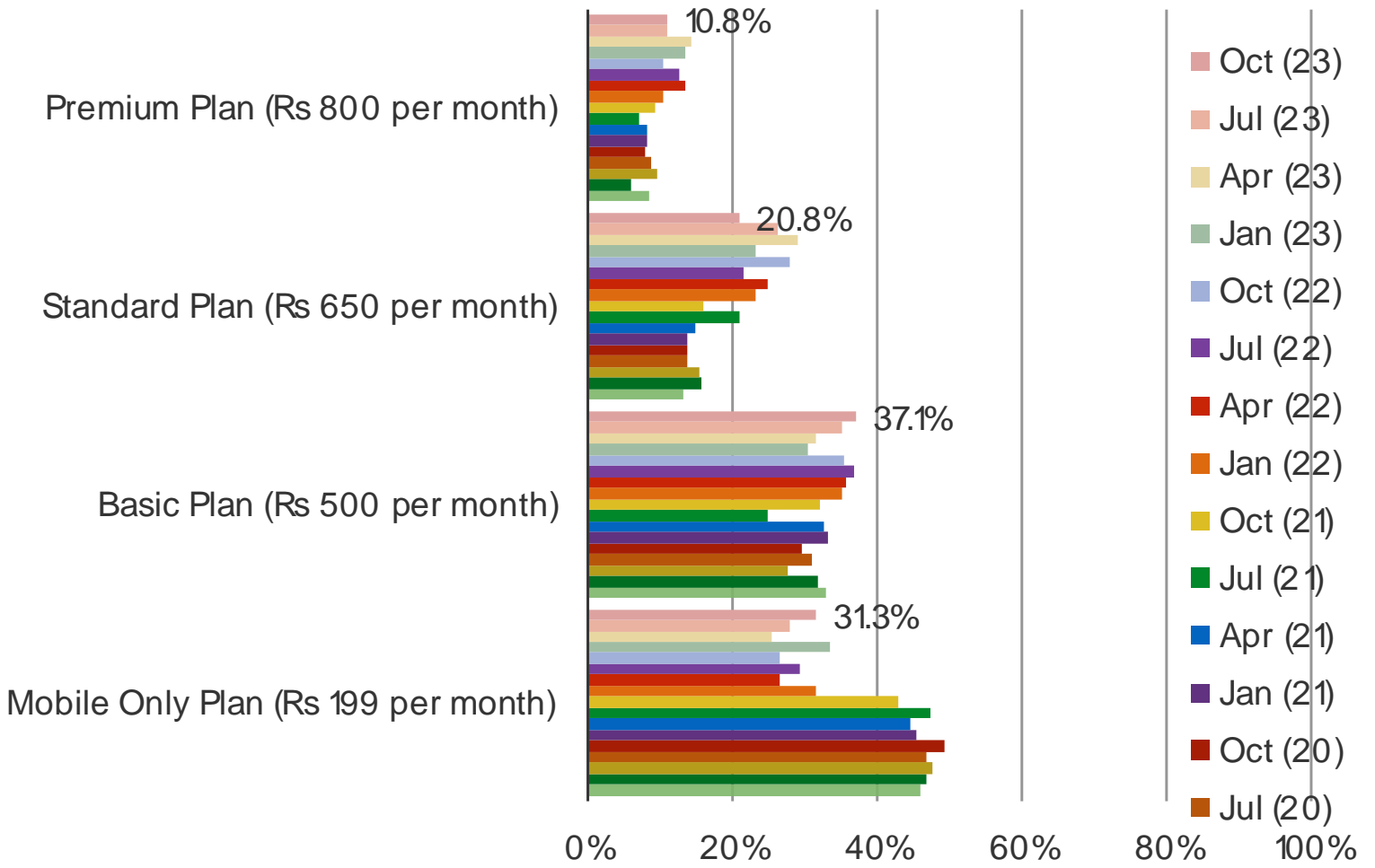
HOW LIKELY ARE YOU TO START AN ACCOUNT WITH NETFLIX IN THE NEXT THREE MONTHS?

Posed to non-Netflix subscribers



WHICH OF THE FOLLOWING PLANS WOULD YOU BE MOST LIKELY TO SIGN UP FOR?

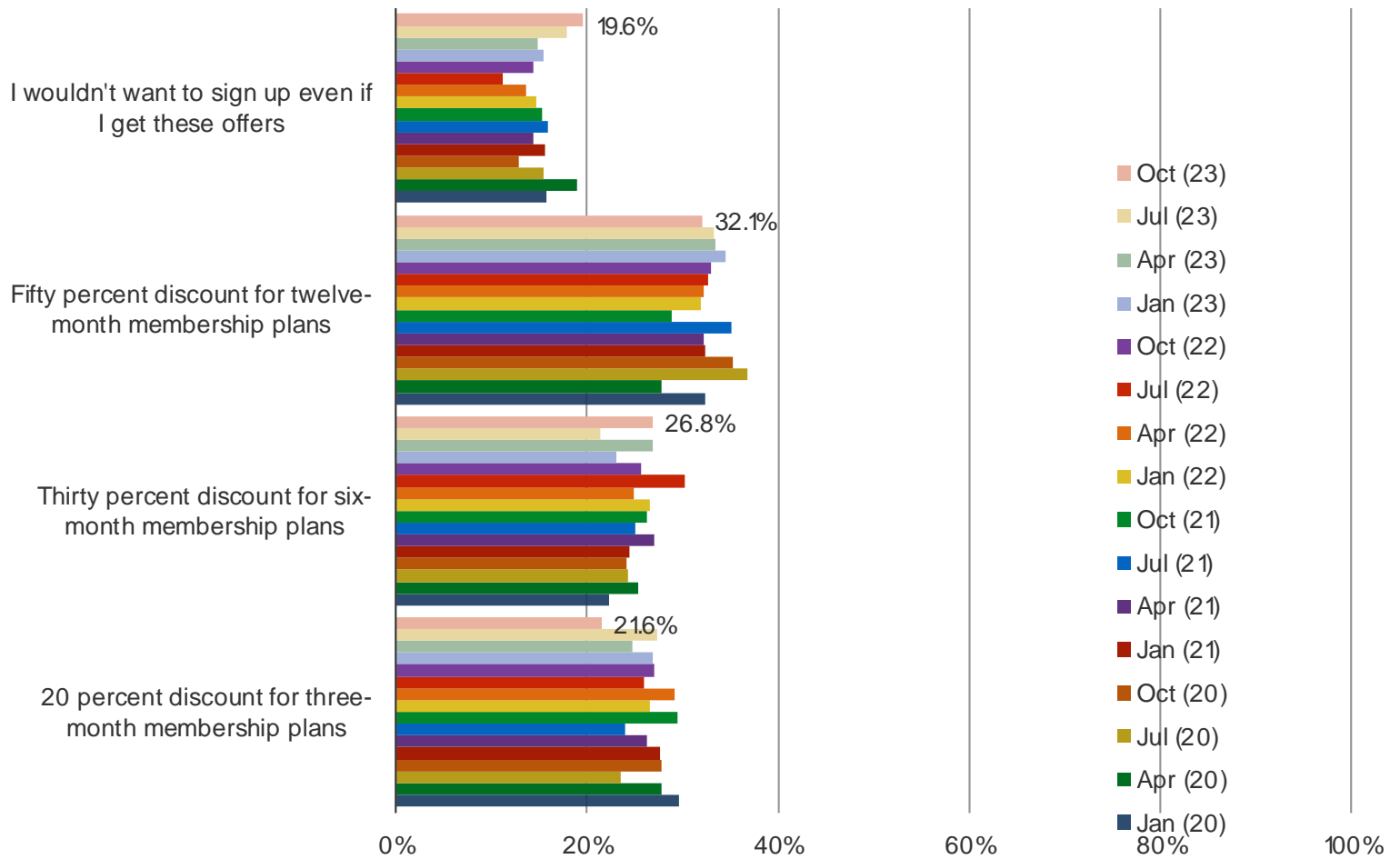
Posed to non-Netflix subscribers who probably / definitely will sign up.



*Note – prices were changed in the survey in January of 2022 to reflect the changed rates.

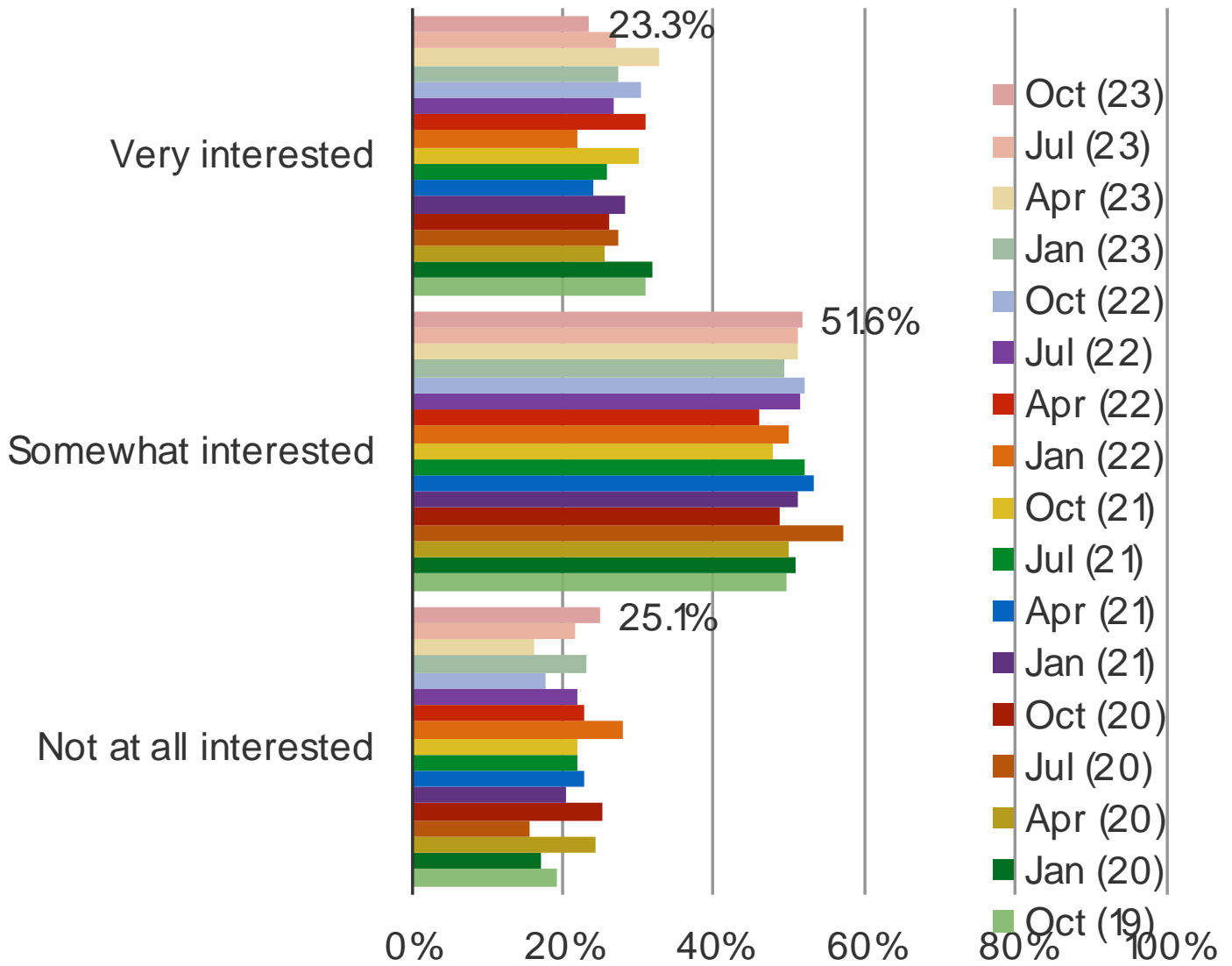
WOULD YOU PREFER TO SIGN UP FOR NETFLIX IF ANY OF THE FOLLOWING WAS OFFERED TO YOU?

Posed to non-Netflix subscribers.



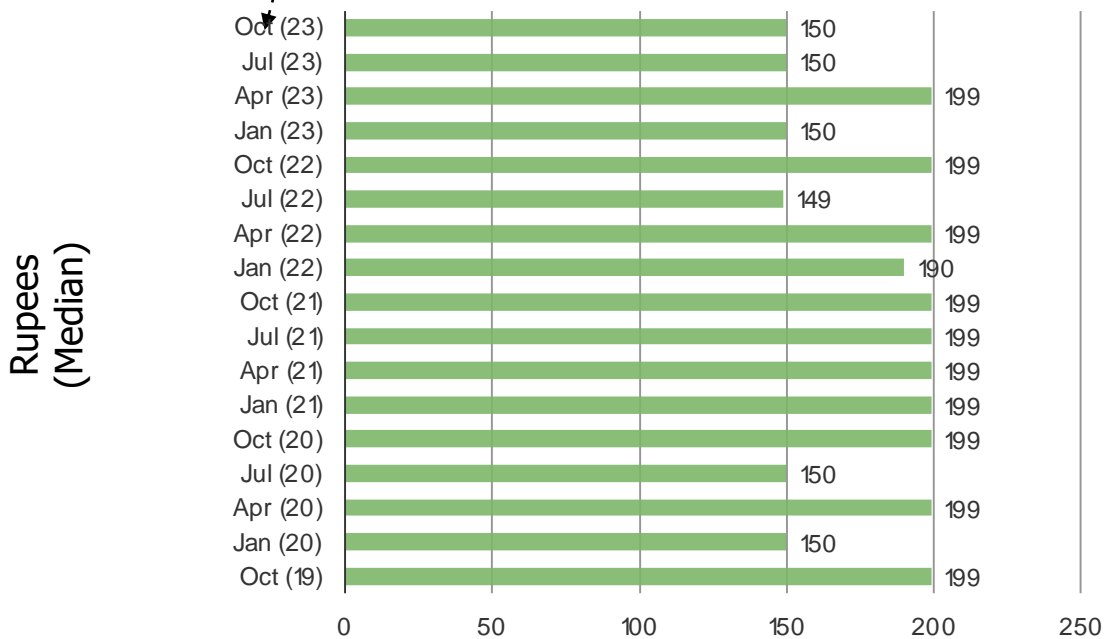
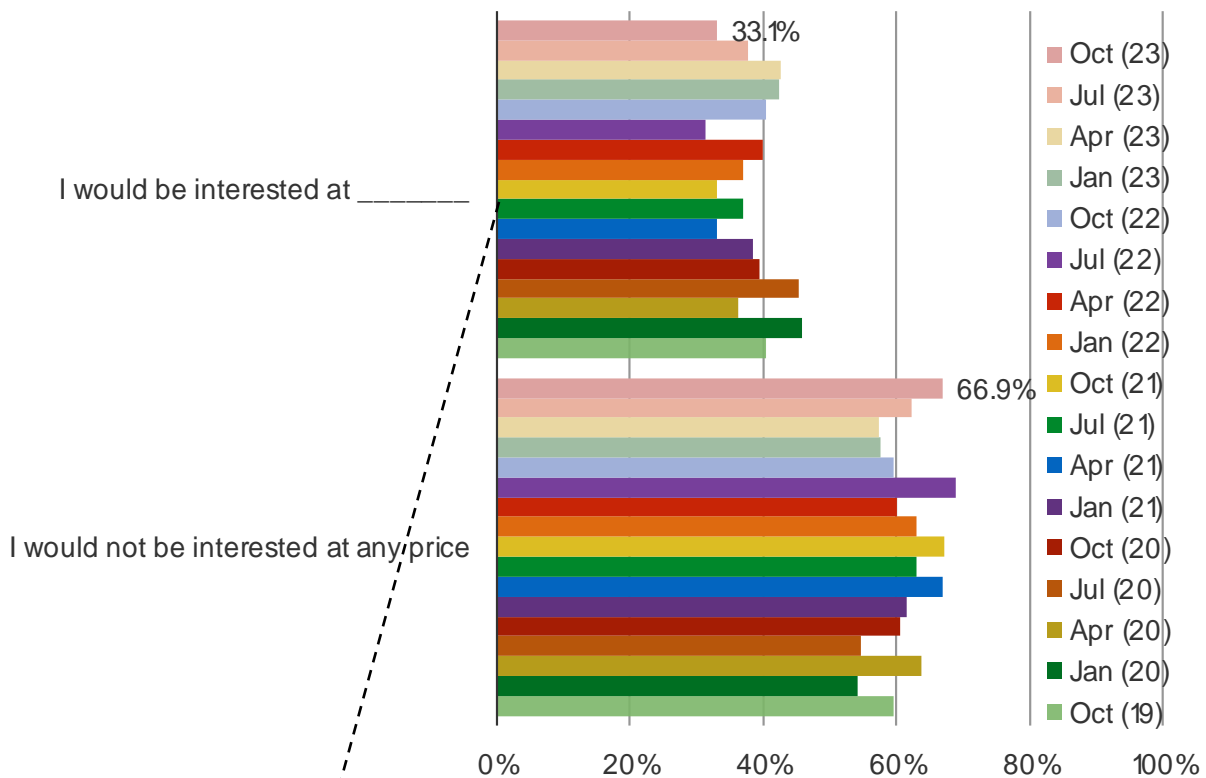
HOW INTERESTED ARE YOU IN CHECKING OUT FREE CONTENT FROM NETFLIX ON A LIMITED BASIS FOR THEIR SHOWS?

Posed to non-Netflix subscribers



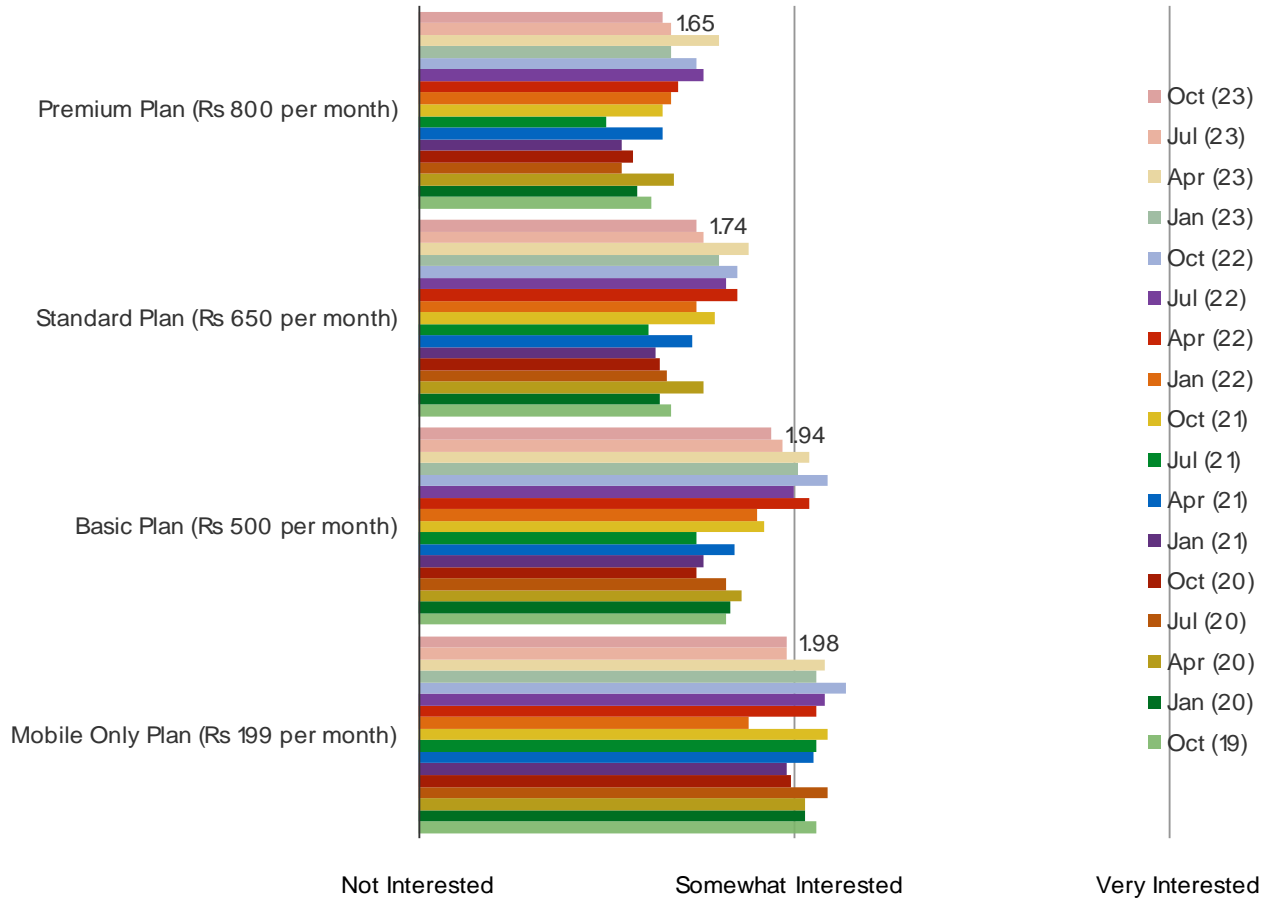
AT WHAT PRICE PER MONTH WOULD IT MAKE SENSE FOR YOU TO PAY FOR NETFLIX?

Posed to non-Netflix subscribers



HOW INTERESTED WOULD YOU BE IN SIGNING UP FOR NETFLIX AT THE FOLLOWING PRICE POINTS?

Posed to non-Netflix subscribers



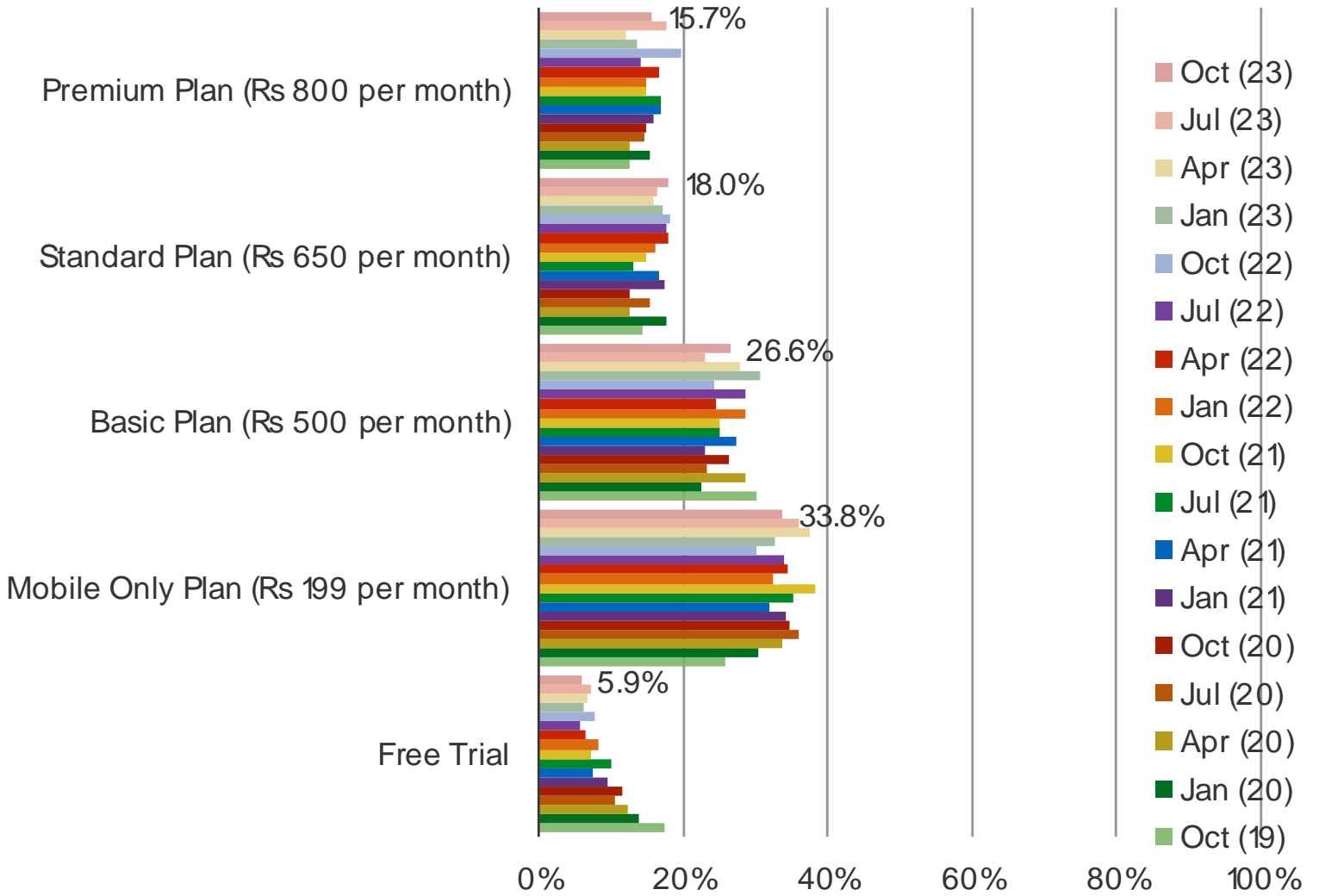
*Note – prices were changed in the survey in January of 2022 to reflect the changed rates.

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NETFLIX SUBSCRIBERS

WHICH NETFLIX PLAN ARE YOU SUBSCRIBED TO?

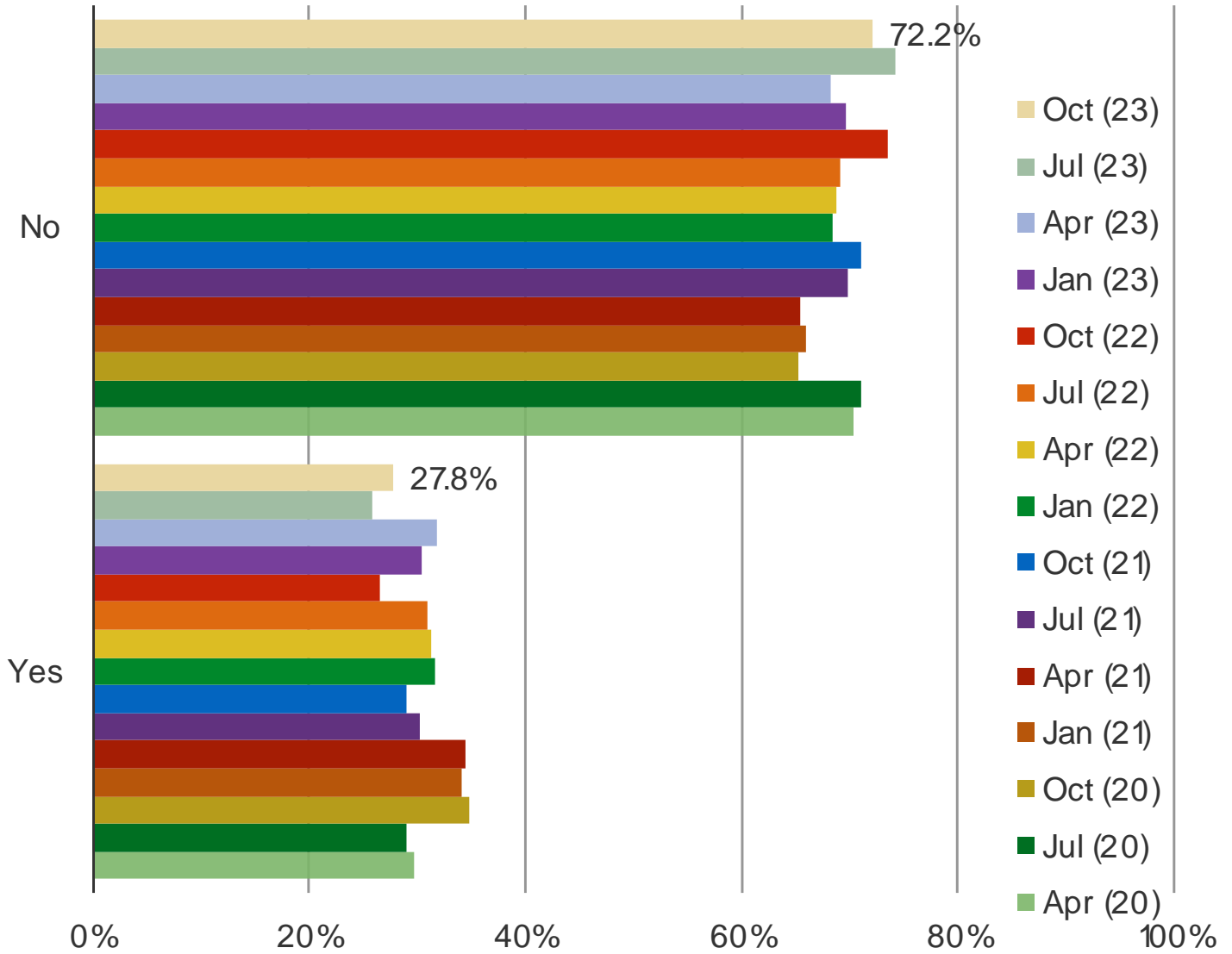
Posed to Netflix subscribers



*Note – prices were changed in the survey in January of 2022 to reflect the changed rates.

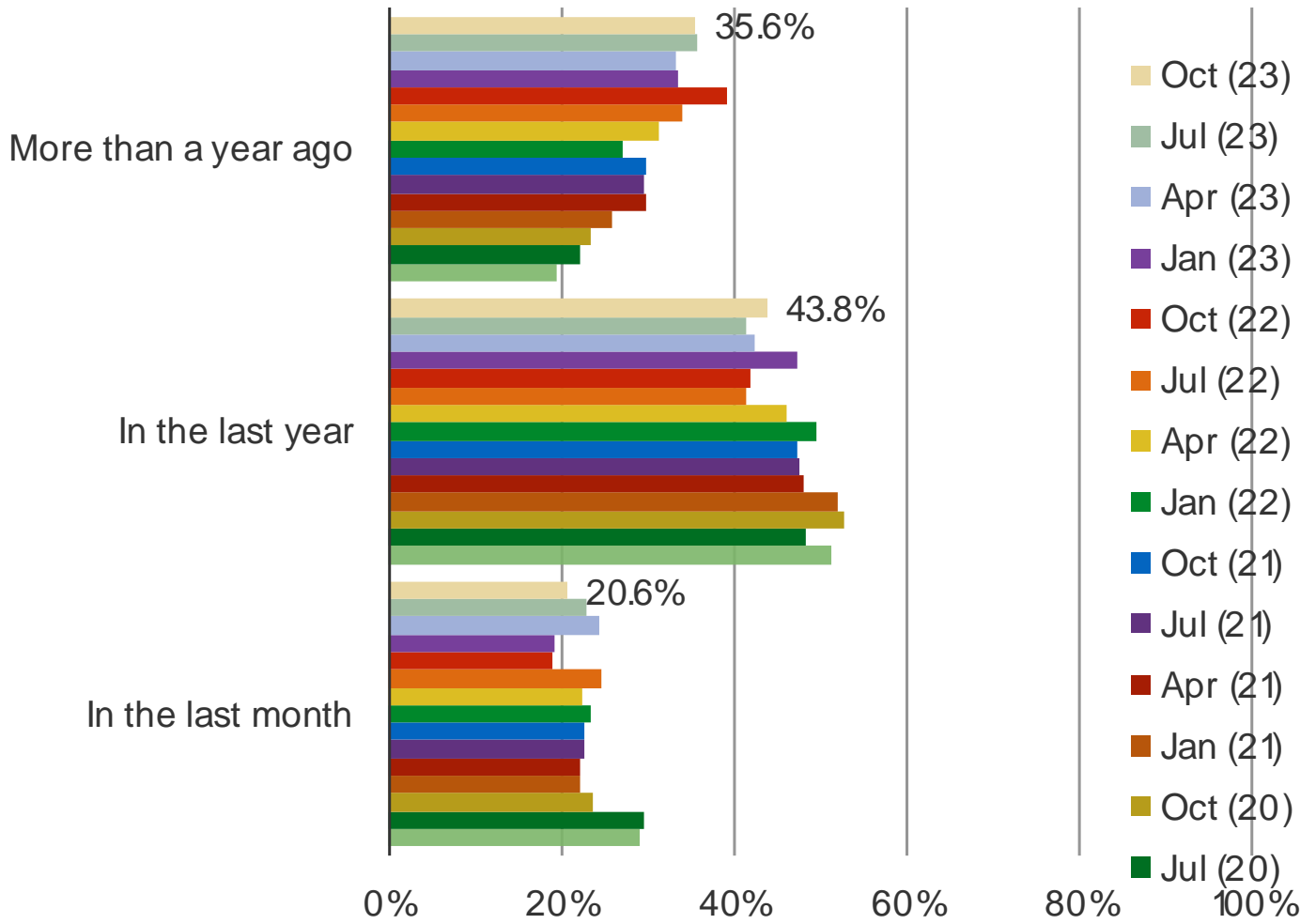
ARE YOU CONSIDERING CANCELLING YOUR NETFLIX SUBSCRIPTION IN THE NEXT FEW MONTHS?

Posed to Netflix subscribers



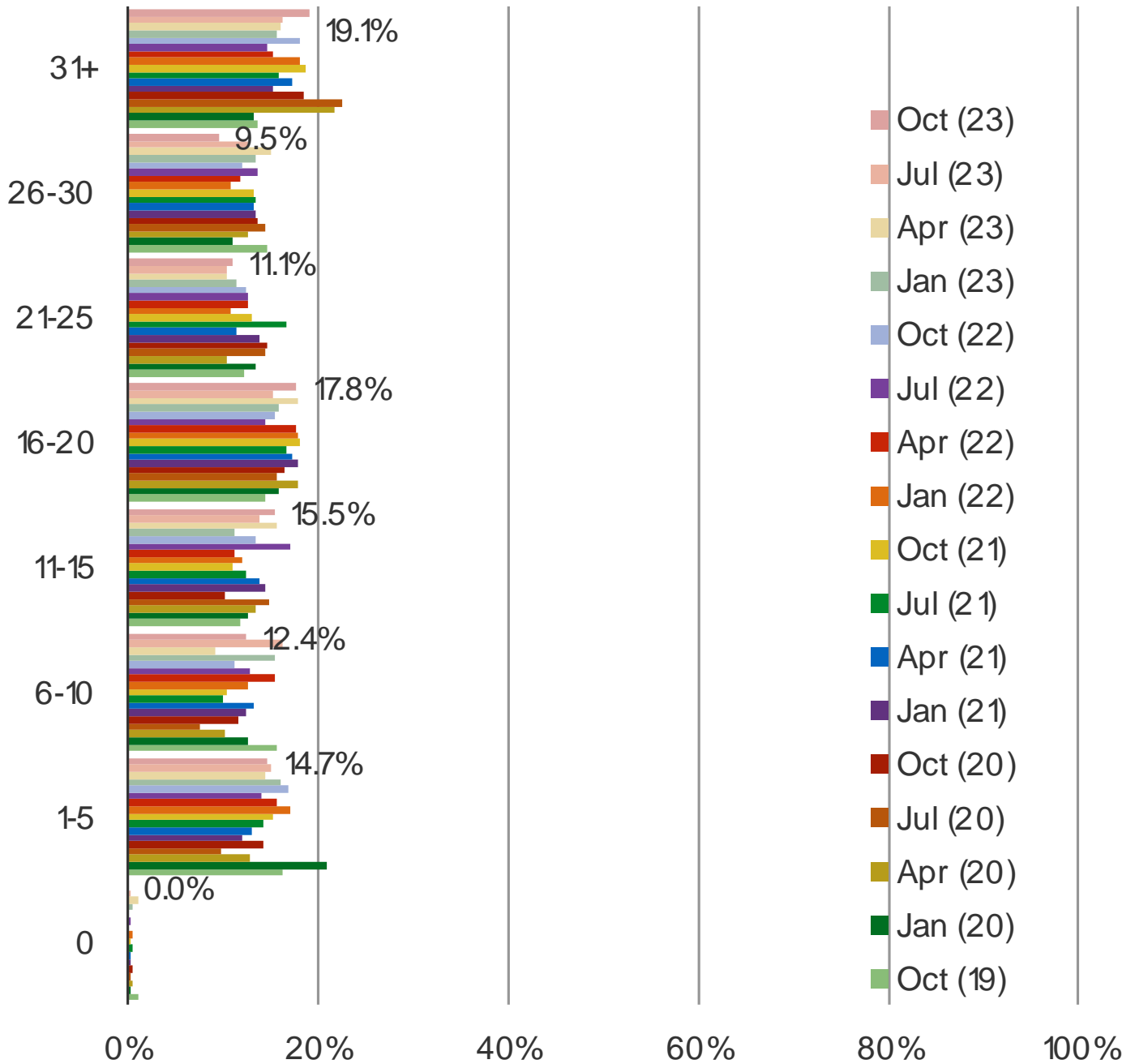
WHEN DID YOU SUBSCRIBE TO NETFLIX?

Posed to Netflix subscribers



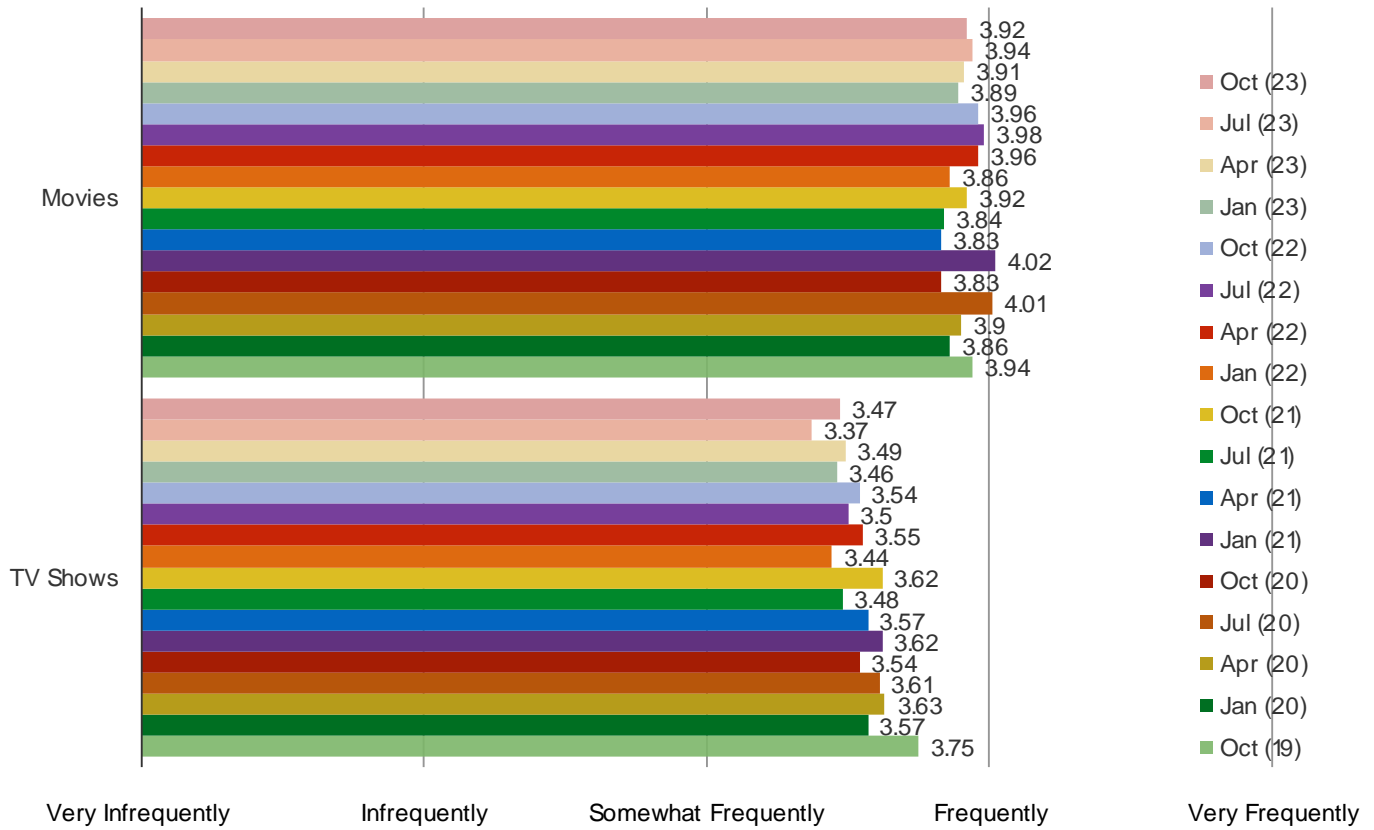
IN AN AVERAGE MONTH, HOW MANY HOURS OF NETFLIX DO YOU WATCH?

Posed to Netflix subscribers



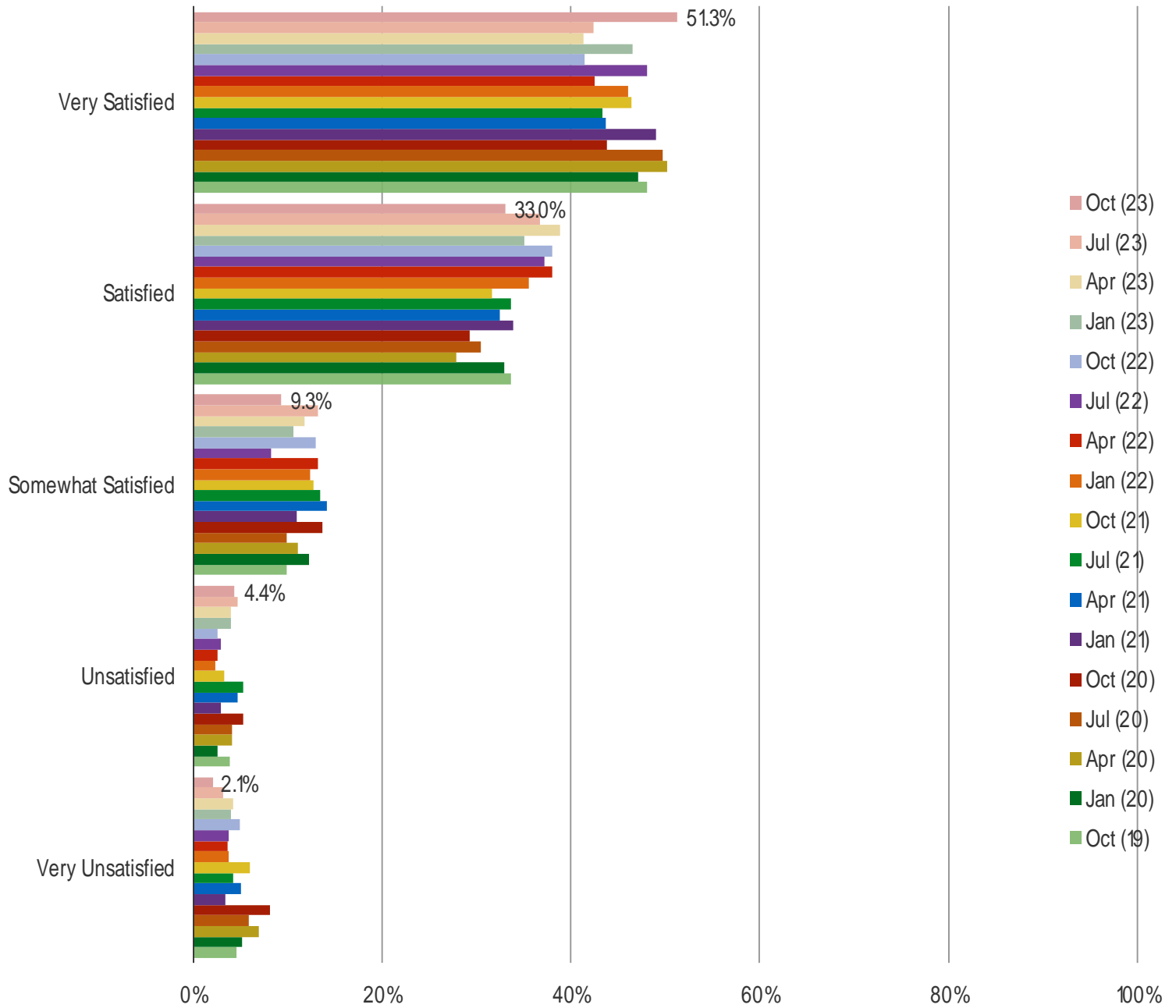
ON AVERAGE, HOW FREQUENTLY DO YOU USE NETFLIX TO WATCH TV SHOWS AND MOVIES?

Posed to Netflix subscribers



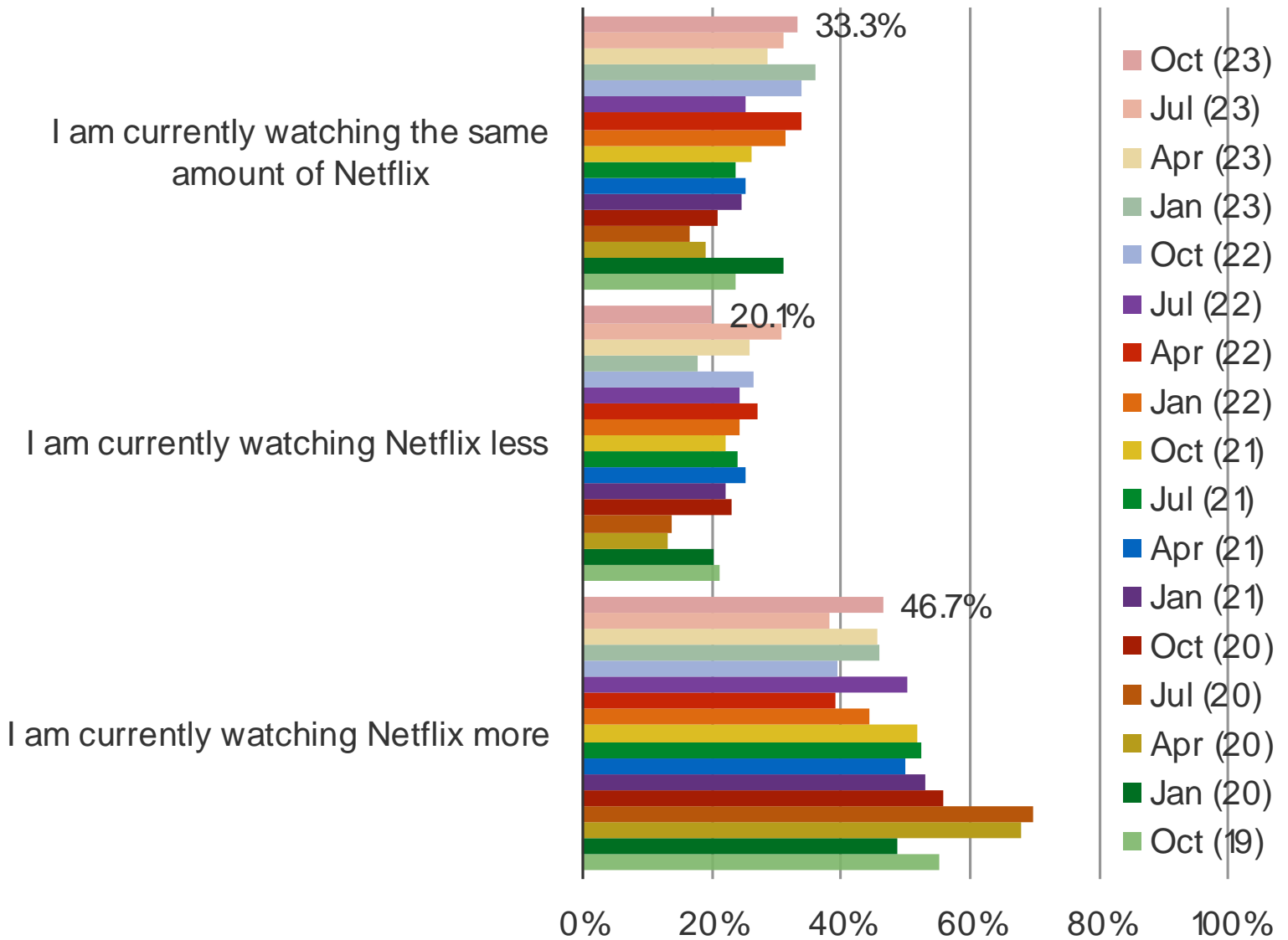
HOW SATISFIED ARE YOU WITH YOUR NETFLIX SUBSCRIPTION?

Posed to Netflix subscribers



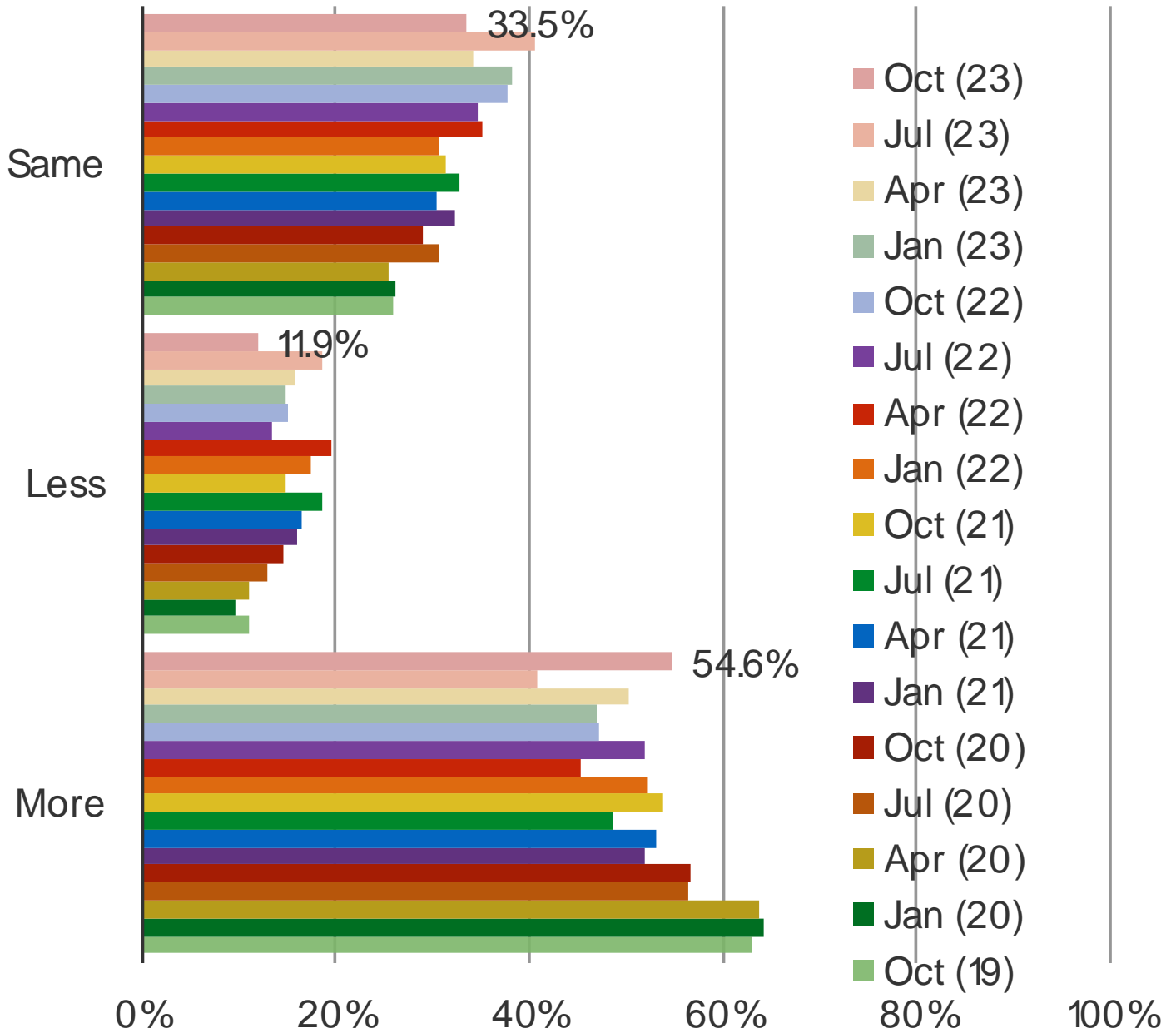
PLEASE COMPARE YOUR CURRENT USAGE OF NETFLIX WITH OUR USAGE 3-6 MONTHS AGO.

Posed to Netflix subscribers



DO YOU EXPECT TO USE NETFLIX MORE OR LESS OVER THE NEXT FEW MONTHS?

Posed to Netflix subscribers

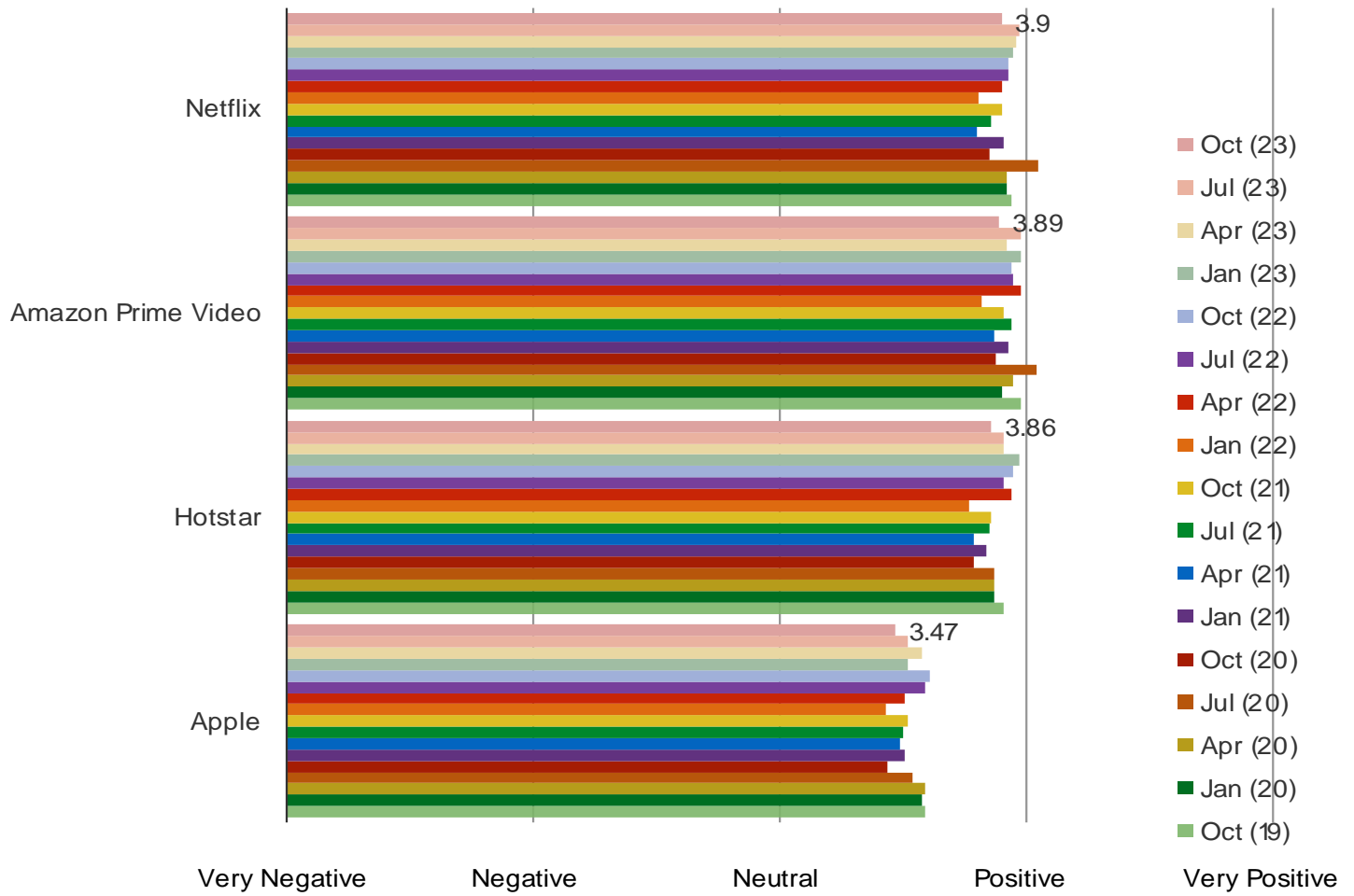


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SENTIMENT AND POPULARITY

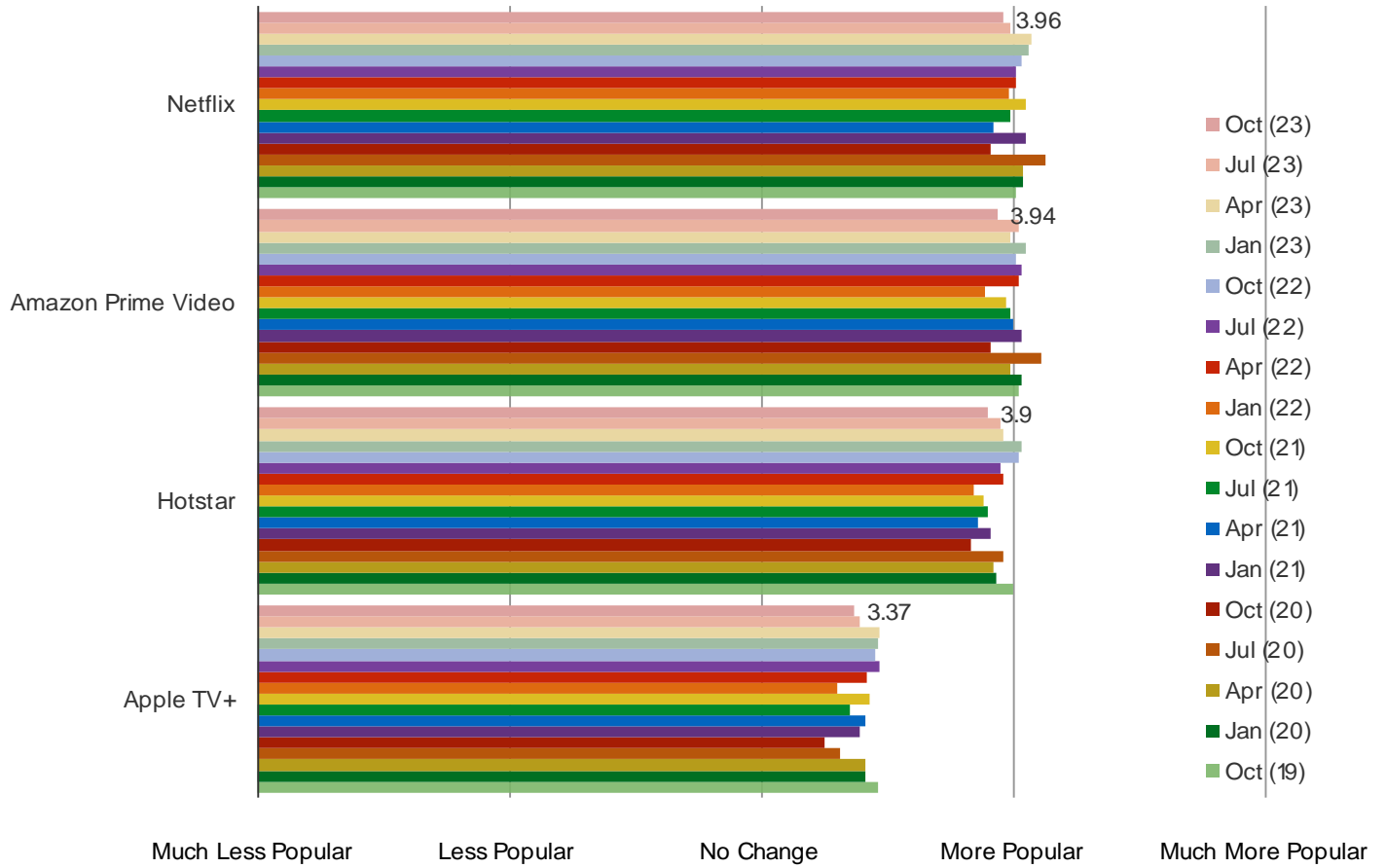
WHAT IS YOUR OPINION OF THE FOLLOWING BRANDS OVERALL?

Posed to all respondents



ARE THE FOLLOWING GETTING MORE OR LESS POPULAR IN INDIA?

Posed to all respondents

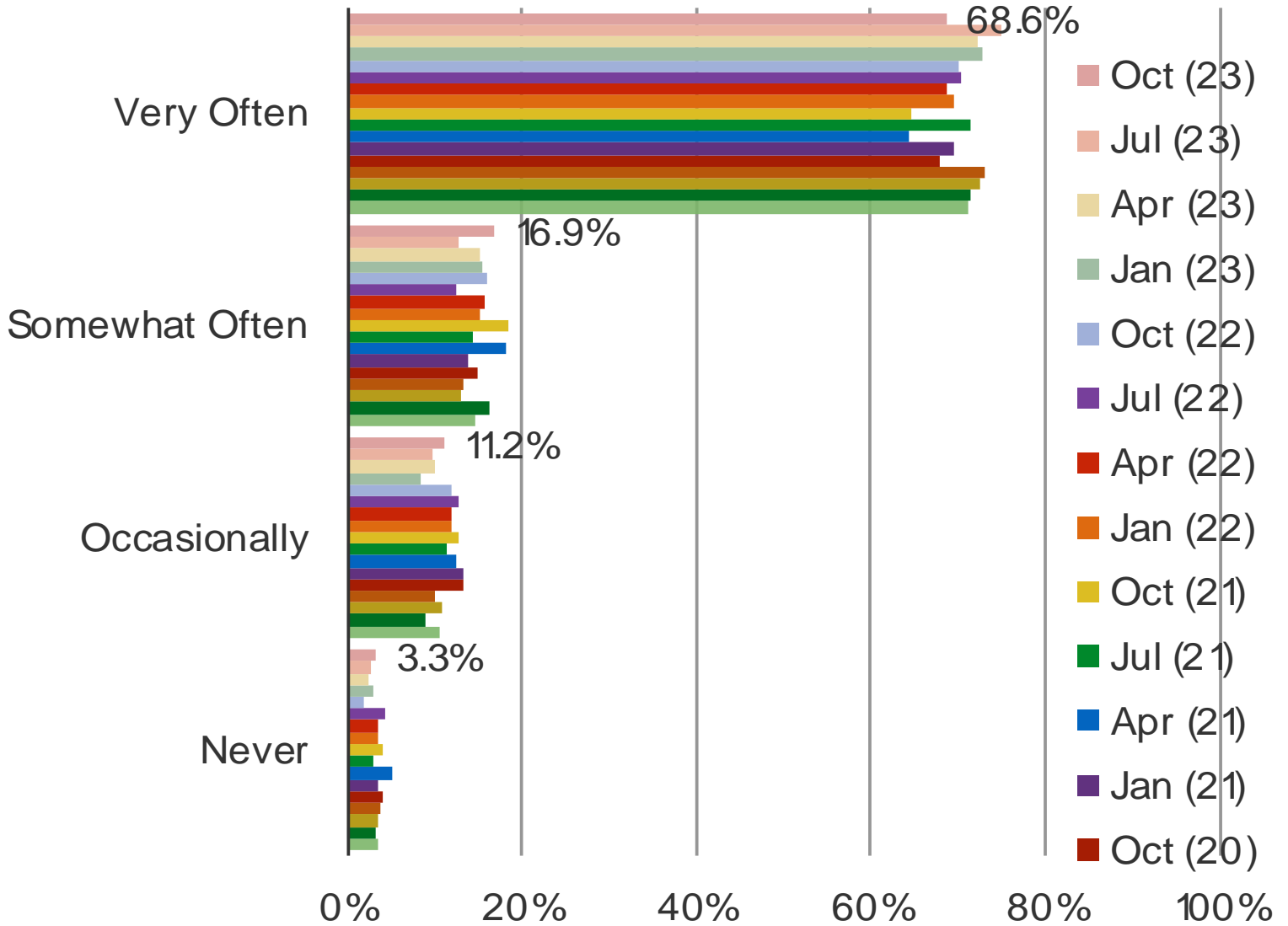


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INTERNET USAGE

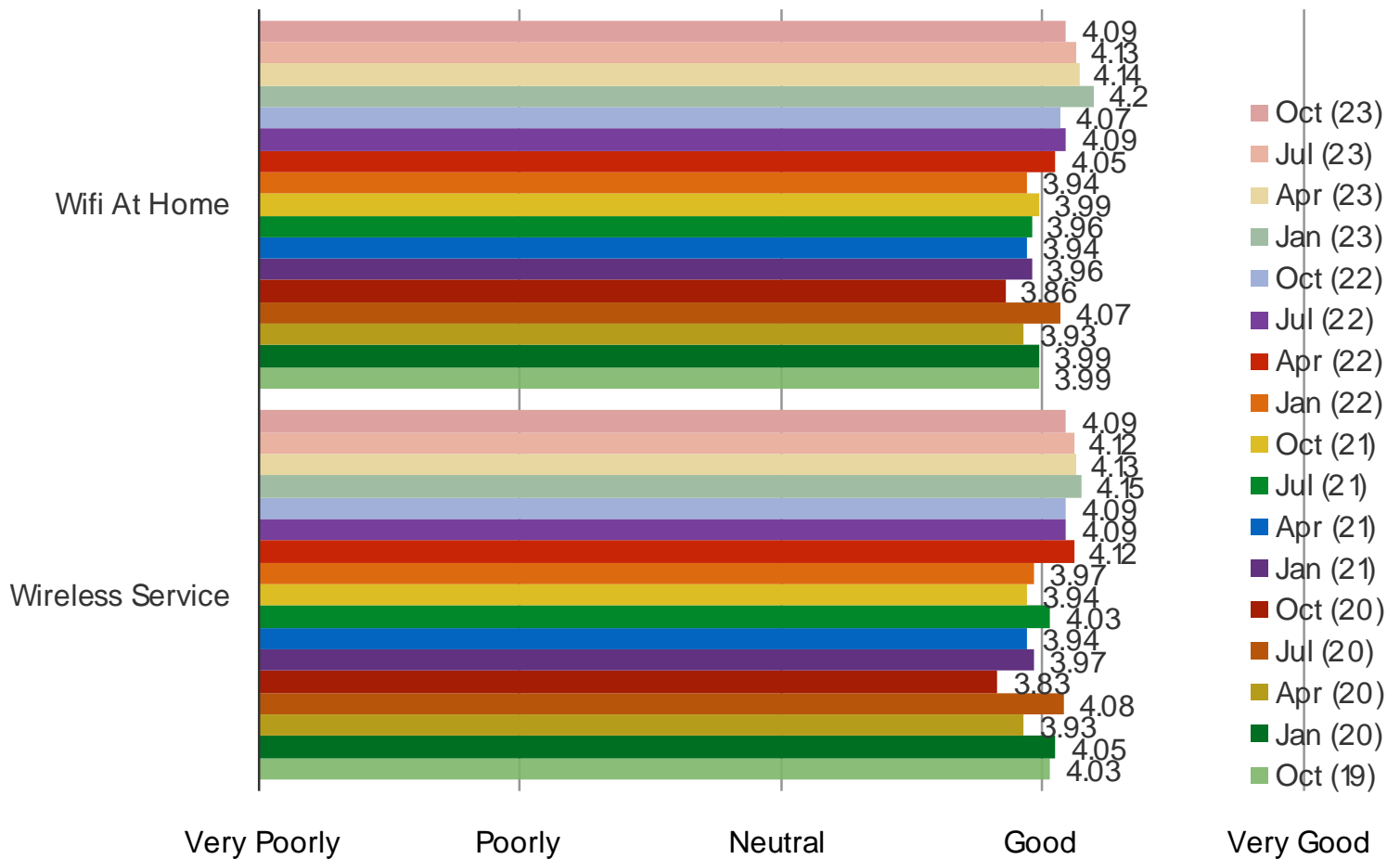
HOW OFTEN DO YOU ACCESS THE INTERNET?

Posed to all respondents



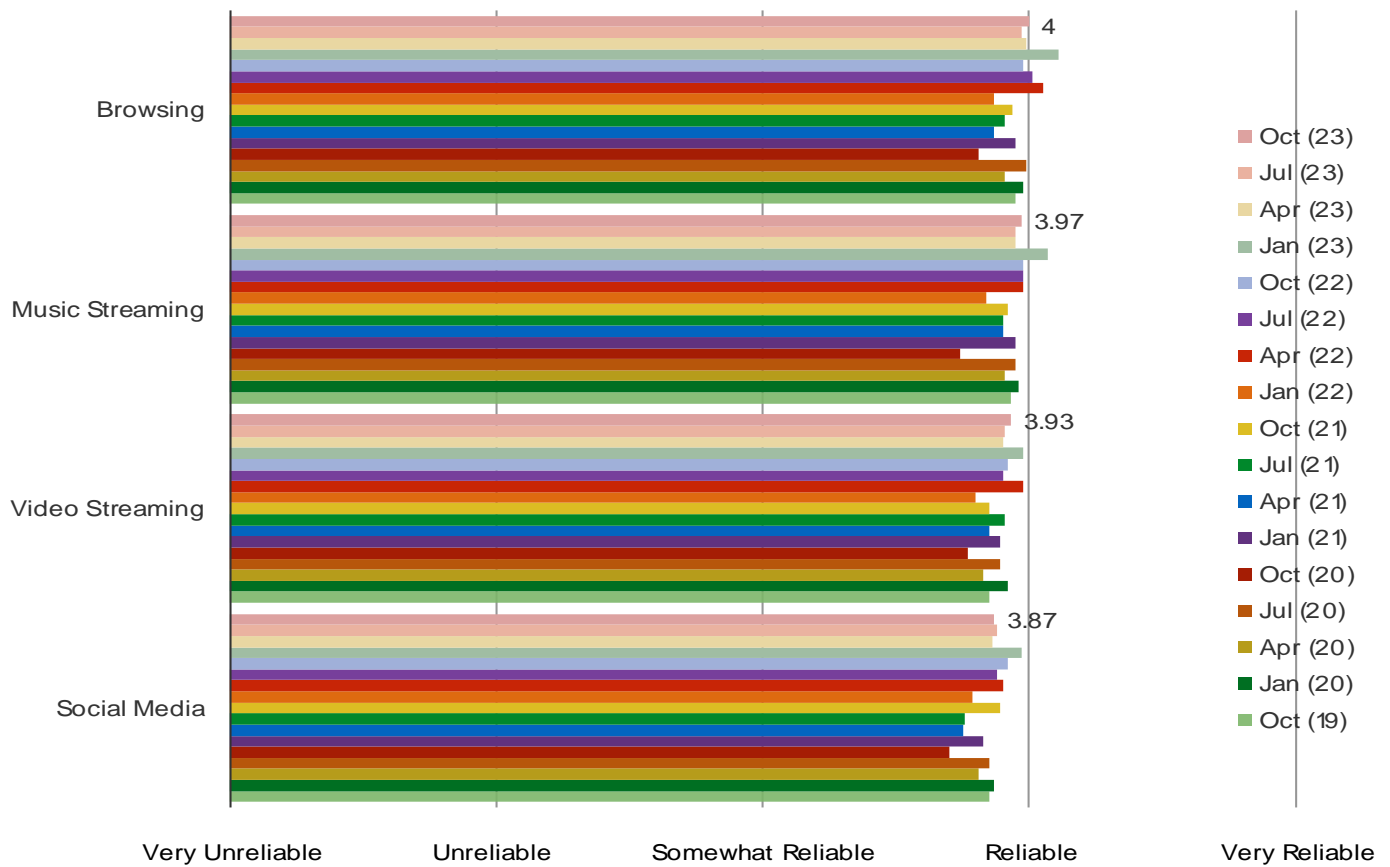
HOW WELL DOES THE INTERNET WORK ON YOUR DEVICE?

Posed to respondents who at least occasionally access the internet



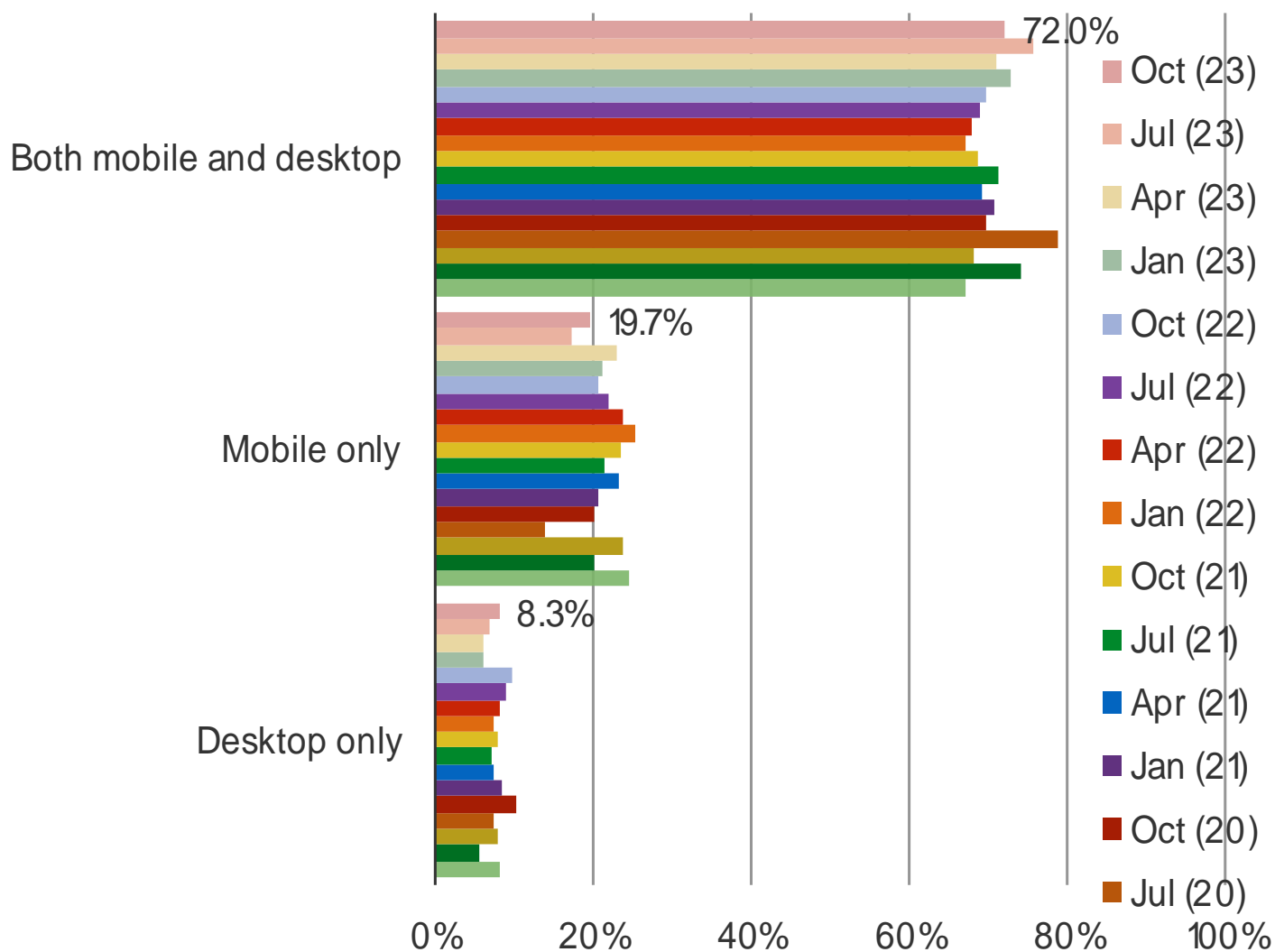
HOW EFFECTIVE ARE THE SERVICES YOU USE TO CONNECT TO THE INTERNET?

Posed to respondents who at least occasionally access the internet



HOW DO YOU LIKE ACCESSING THE INTERNET?

Posed to respondents who at least occasionally access the internet

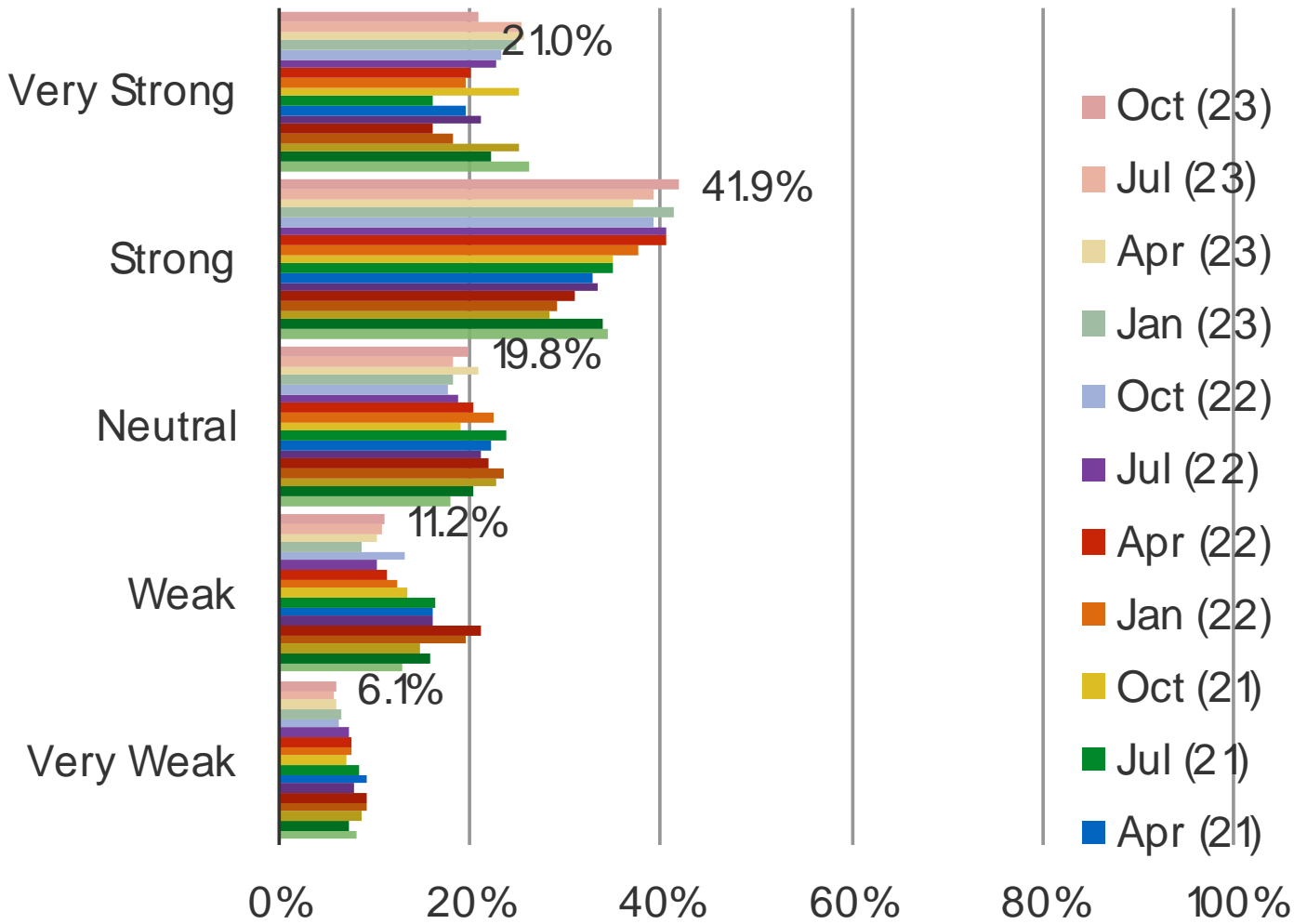


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MACRO FACTORS

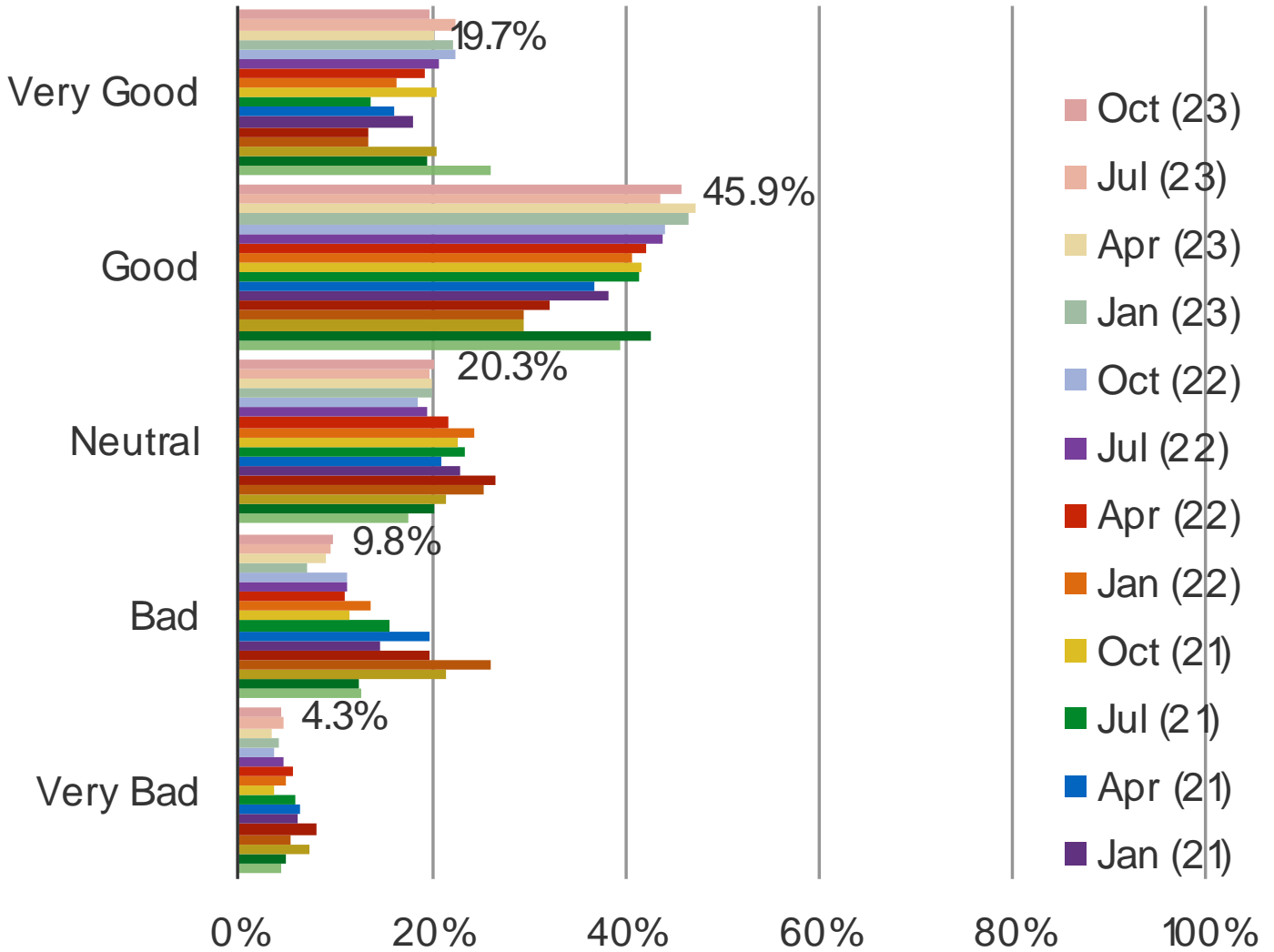
OVERALL HOW CONFIDENT DO YOU FEEL IN THE ECONOMY?

Posed to all respondents



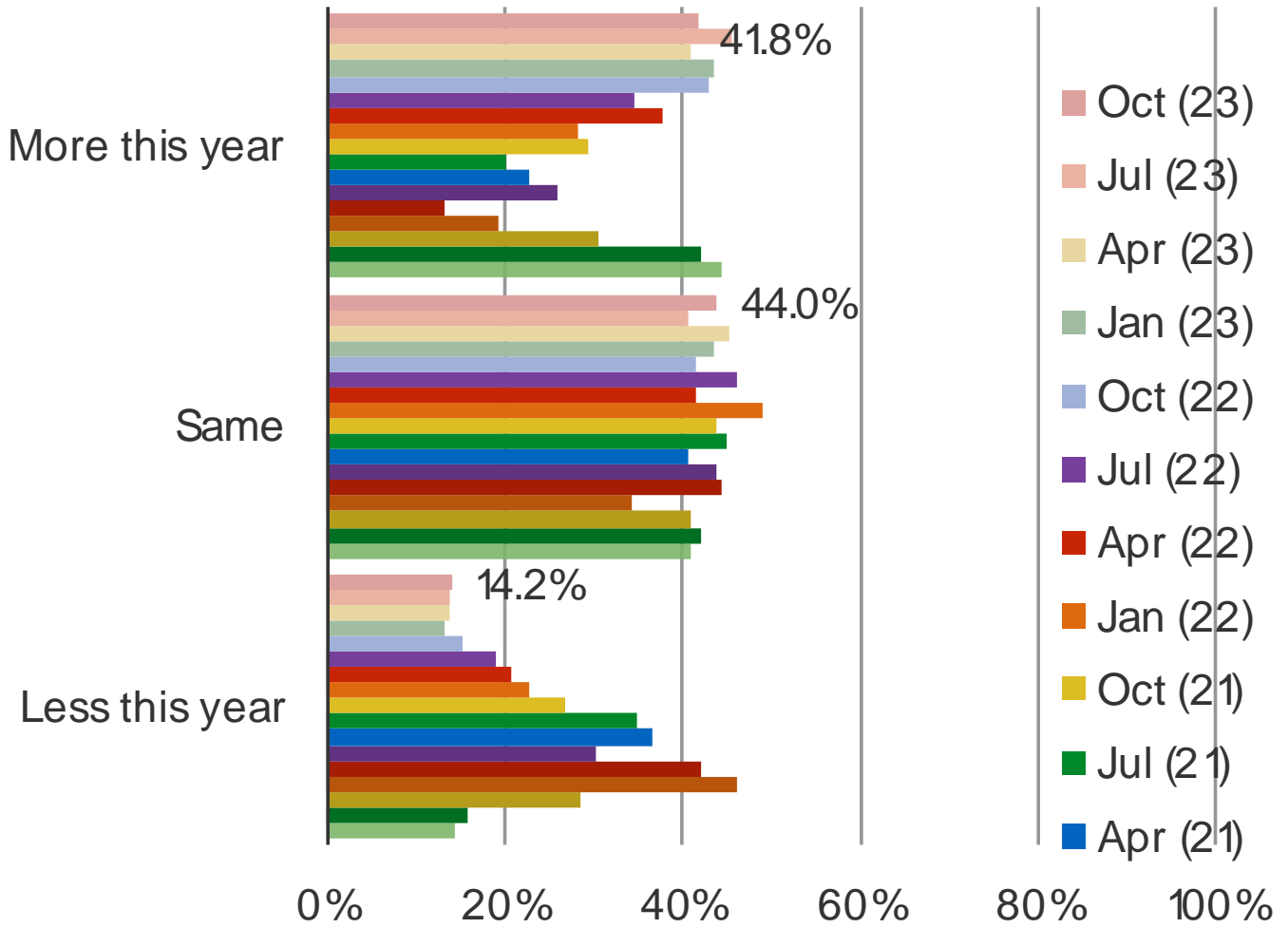
HOW DO YOU FEEL ABOUT YOUR PERSONAL FINANCES AT THIS TIME?

Posed to all respondents



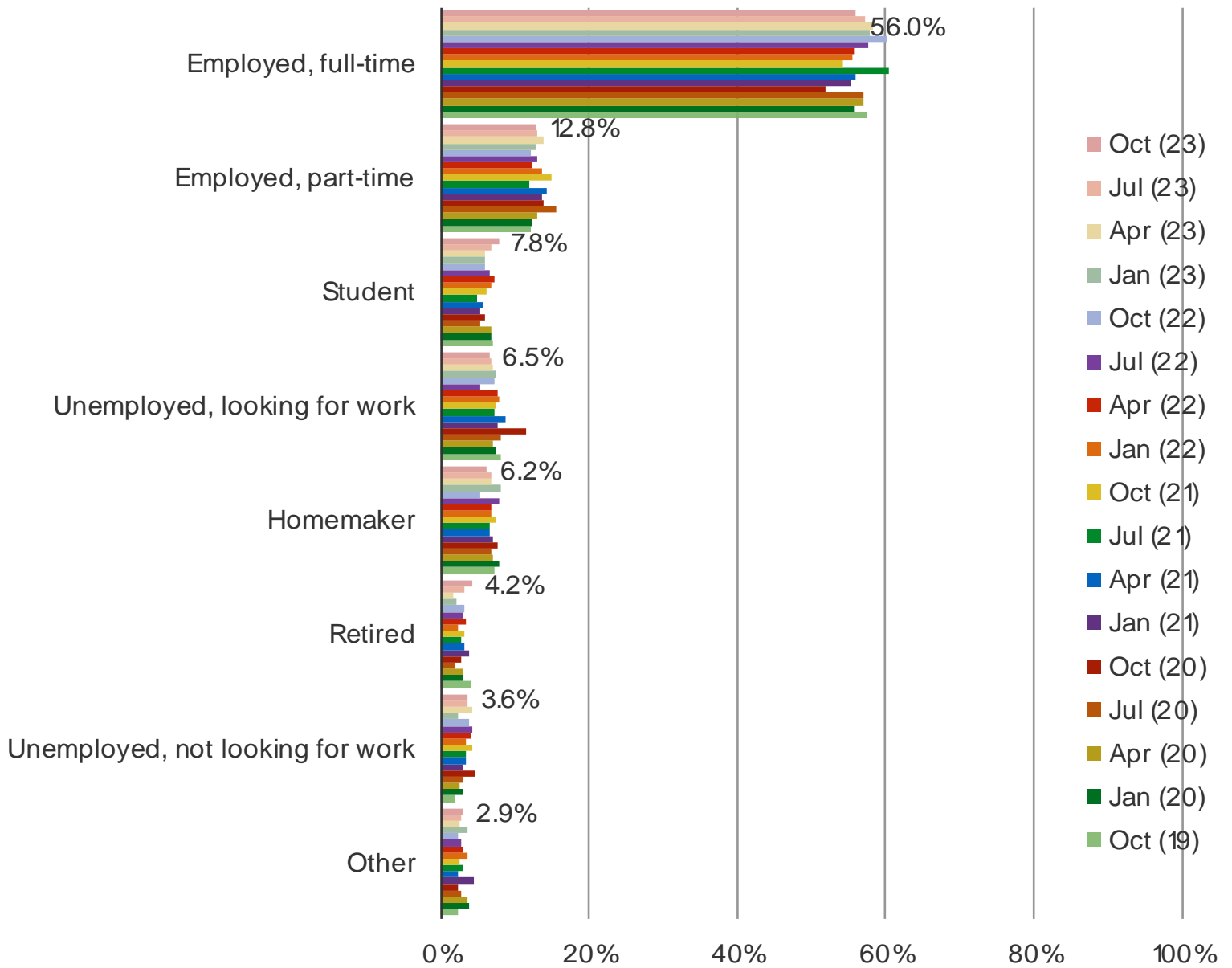
IS YOUR INCOME MORE OR LESS THIS YEAR THAN IN THE PREVIOUS YEAR?

Posed to all respondents



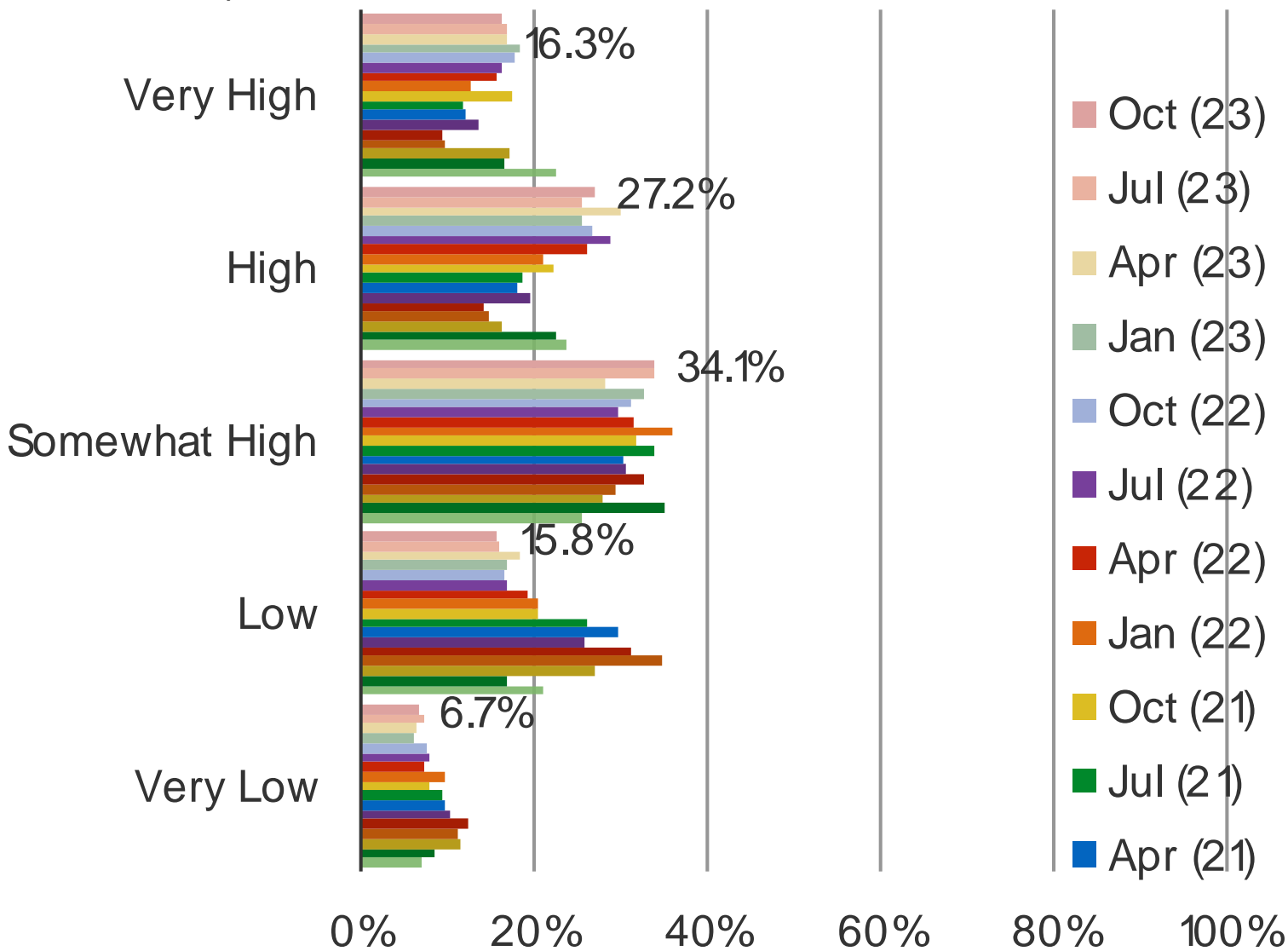
WHAT IS YOUR EMPLOYMENT STATUS?

Posed to all respondents



PLEASE EVALUATE YOUR CONFIDENCE ABOUT SPENDING MONEY AT THIS TIME

Posed to all respondents

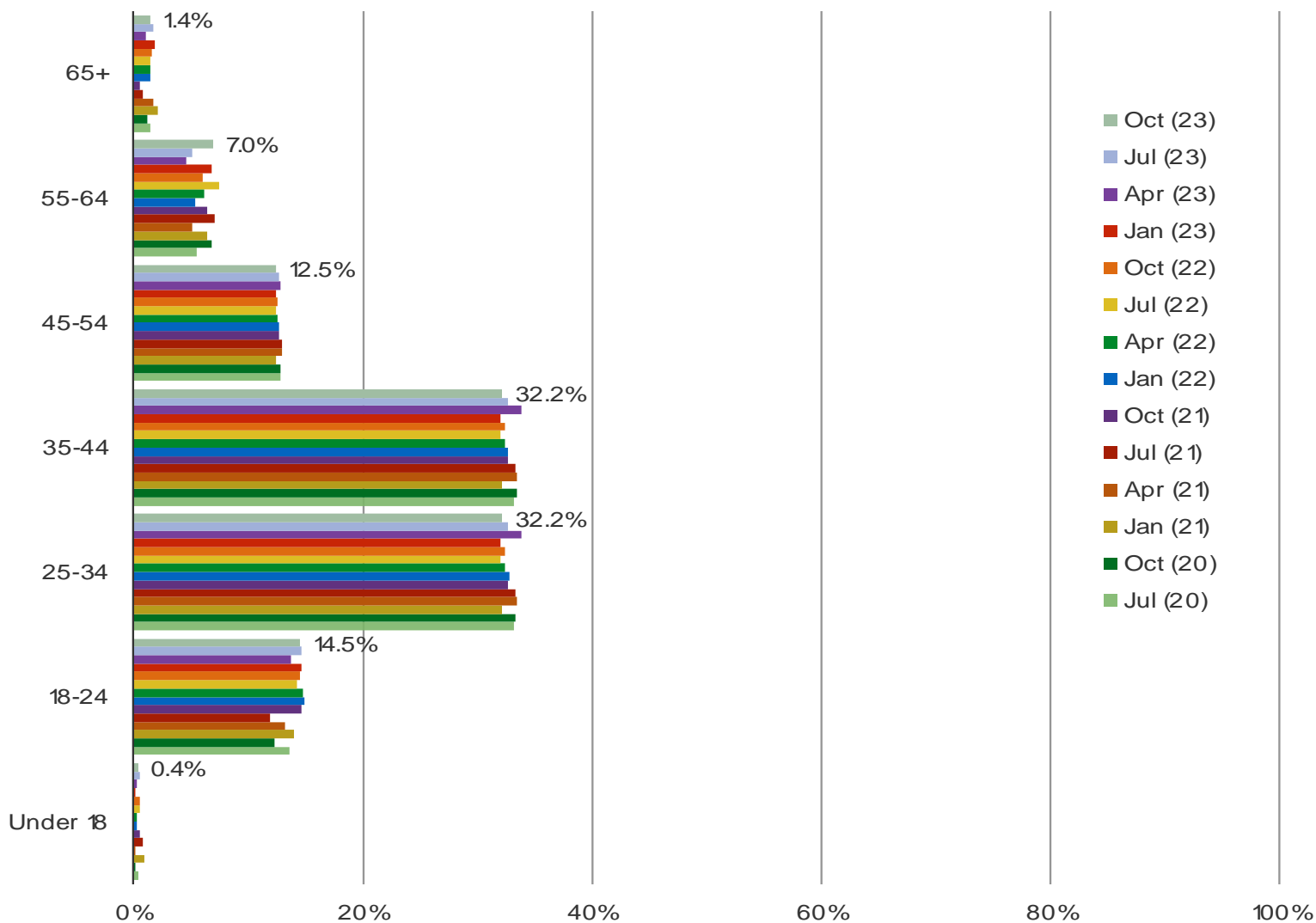


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DEMOGRAPHICS

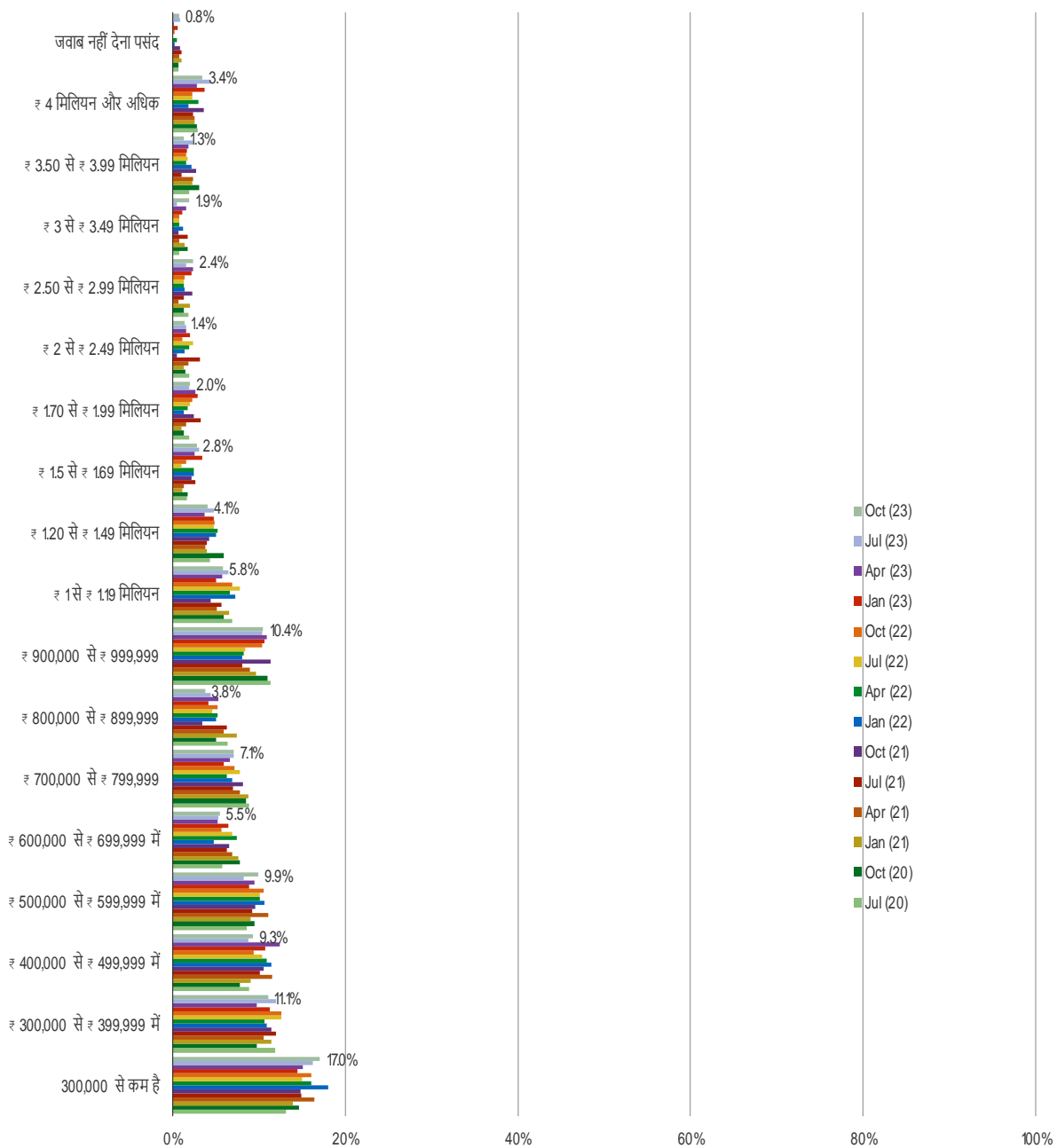
AGE

Posed to all respondents



INCOME

Posed to all respondents



GENDER

Posed to all respondents

