

J.D. POWER

FuboTV ranked #1 in Customer Satisfaction with Live TV Streaming according to the J.D. Power 2022 U.S. Television Service Provider Satisfaction StudySM



FuboTV earns top score in multiple drivers of customer satisfaction.

FuboTV earned the first-ever Live TV Streaming Award for Customer Satisfaction according to the J.D. Power 2022 U.S. Television Service Provider Satisfaction StudySM. The company topped the rank chart with an overall satisfaction score of 789 and exceeded the segment average by an impressive 15 points. This exceptional performance demonstrates FuboTV's commitment to satisfying customers.

The J.D. Power U.S. Television Service Provider Satisfaction StudySM is designed to provide a detailed assessment of customer perceptions of service with their current television provider. The study measures Overall Satisfaction with television service providers based on seven factors: performance and reliability; cost of service; programming; communications and promotions; billing and payment; features and functionality; and customer care. The study is based on responses from 23,387 customers and was fielded from November 2021 through August 2022.

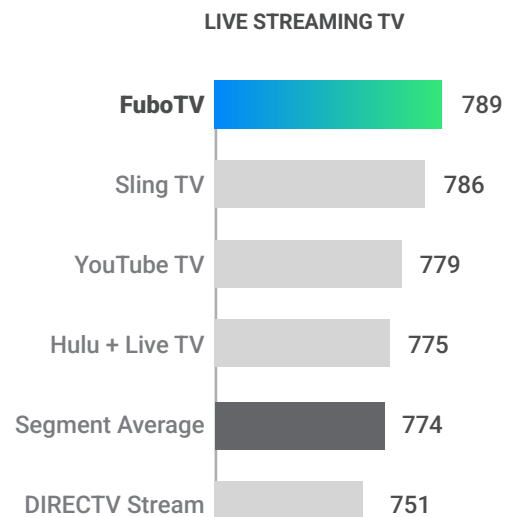
FuboTV Achieves the Highest Score in the Following Factors:

FACTOR		VS. INDUSTRY AVERAGE
Programming	779	+25
Features & Functionality	783	+13
Customer Care	830	+43
Billing and Payment	839	+15

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J.D. Power 2022 U.S. Television Service Provider Satisfaction StudySM

Overall Satisfaction Index
(Satisfaction scores on a 1,000-point scale)



Source: J.D. Power 2022 U.S. Television Service Provider Satisfaction StudySM. Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

