

Consumer Perspectives on Loss of Support for Smart Home Devices

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Unsupported smart home devices can pose serious safety and security issues for consumers. However, consumers may not know their devices are no longer supported or don't understand the implications. Unfortunately, unsupported devices are still being sold by retailers.

STUDY PURPOSE

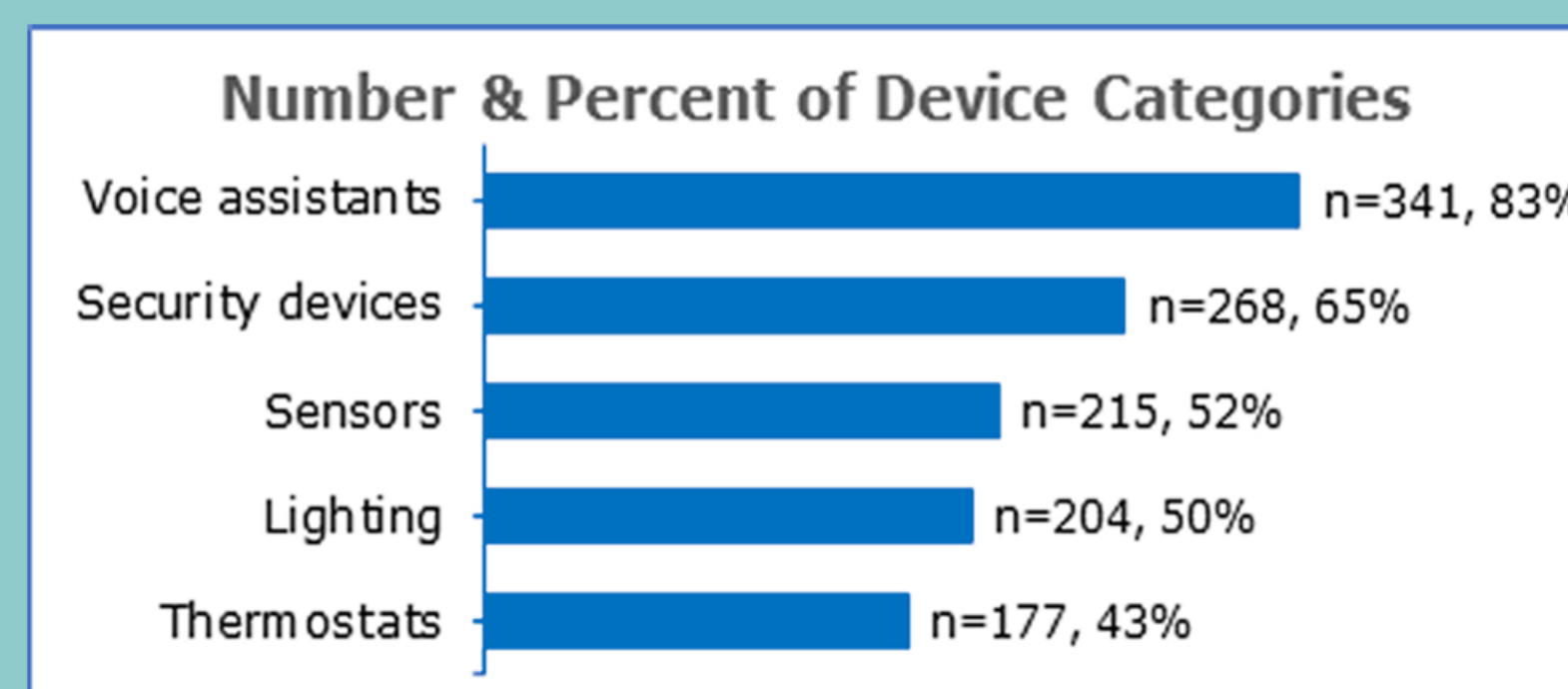
To understand:

- Smart home consumers' concerns about loss of manufacturer support
- How concerns relate to update importance and device security & privacy
- Actions consumers would take if their devices were no longer supported
- How consumers prefer to be notified about loss of support

METHODOLOGY

Surveyed **412** participants who owned smart home devices in at least two of five device categories. Participants were demographically diverse.

Data analysis: descriptive and inferential statistics to understand the relationships and differences between device categories



RESULTS

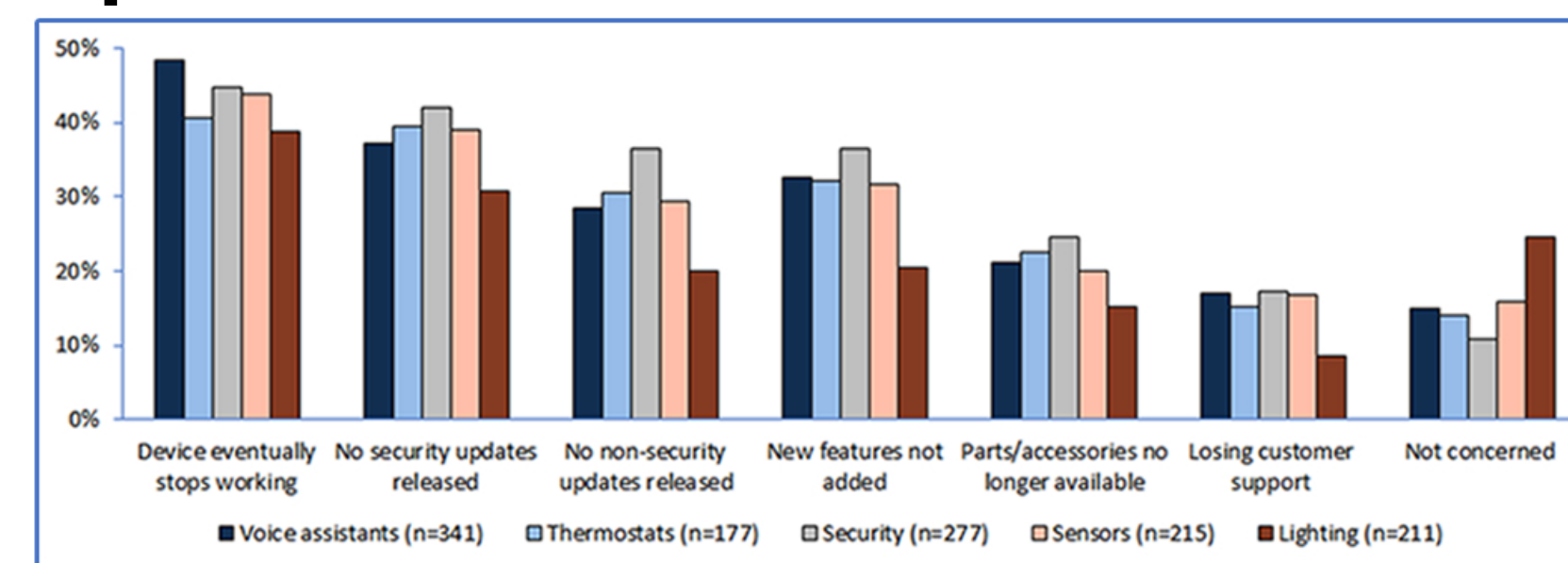


Update Importance

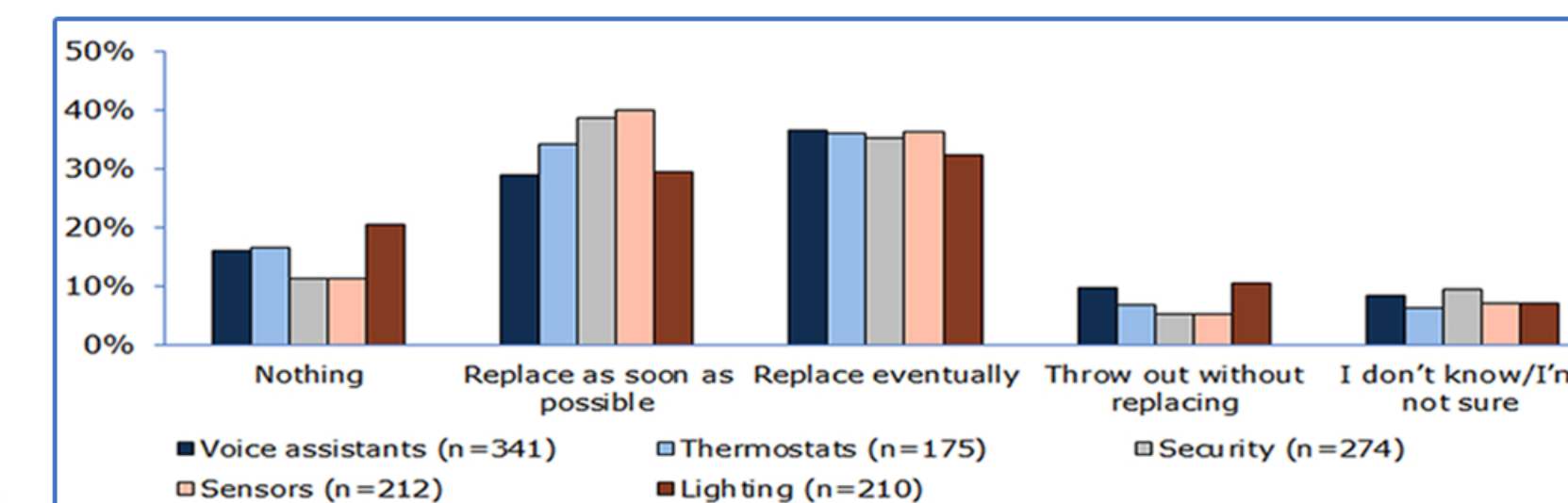
Strongly Agree + Agree

Voice assistants	86%
Smart thermostats	85%
Environmental sensors	90%
Security devices	89%
Smart lighting	77%

Specific Concerns



Actions if Lose Support



Participants were significantly more likely to do nothing or throw out **lighting devices** and less likely to immediately replace them as compared to security devices or sensors.



Concern for Loss of Support

46% - 48% of participants concerned about loss of support

- All device categories: as levels of security and privacy concern rose so did the concern for loss of support
- No relationship for concern and update importance
- Fewer people were concerned about non-security updates, security updates or new features not being released for lighting devices compared to other categories.
- Participants weren't as concerned about lighting devices compared to voice assistants, thermostats and security devices.



Notification Preferences

- ✉ Email: **45%**
- 💬 Message in app: **31%**
- ✉ Letter or postcard: **19%**
- 🚫 Prefer not to be notified: **6%**

DISCUSSION

Proactive Communications

- Inform consumers of end-of-life support policy and how to sign up for notifications.
- Communicate security update expiration, for example by a product label.
- Raise consumer awareness about the link between manufacturer support and security.

Aiding Consumers When Support Ends

- Inform consumers of support changes in a timely manner.
- Clearly communicate actions to take.
- Provide options for safe use of device after support is lost.
- Third parties could set standards for manufacturers and encourage retailers to discontinue selling unsupported devices.

