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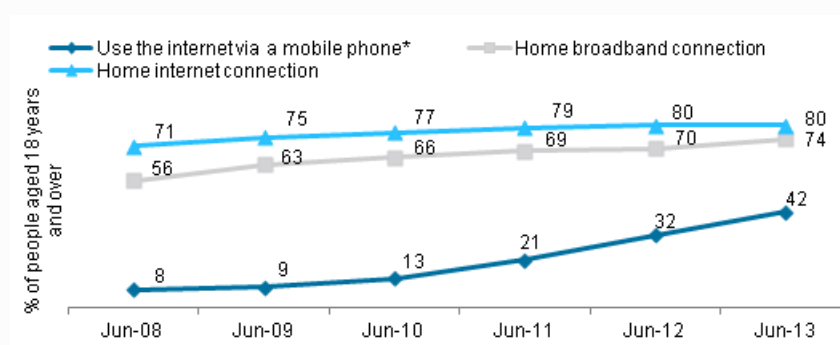
The ACMA release Communications Report 2012-2013

The Australian Communications and Media Authority (ACMA) tabled their annual report in Federal Parliament on 11 December 2013. The report covers states that Australia's digital economy again grew strongly during 2012-13 with increases in internet usage, consumer choice and mobile access to the internet.

Australia embraces digital economy

The ACMA *Communications Report 2012-13* confirms that the internet is playing a growing role in the daily lives of Australians. The indicators that the scale and the depth of the digital economy is increasing include levels of internet access, frequency of internet use and number of activities performed online.

The chart below shows changes in access to the internet, 2008 to 2013 (as a percentage of people aged 18 years and over).



*Relates to use of the internet via a mobile phone handset each year during the month of June.

Source: ACMA *Communications report 2012-13*. (Fig. 5.1)

General Information

- 14.24 million Australians had access to the internet in their home at June 2013, an increase of 2% since June 2012.
- At June 2013, 98% active users accessed the internet at home.
- Half of users accessed the internet at work.
- 5.64 million people use the internet to work away from the office.
- 12.86 million people used online banking or bill paying in the six months to May 2013, up 10% since May 2012.

Information on mobile services

- At June 2013, there were 31.09 million mobile services in operation in Australia, up 3% since June 2012.
- At May 2013, 11.19 million people had a smartphone, up 2% from May 2012.
- During June 2013, 7.5 million Australians accessed the internet via their mobile phones, an increase of 33% from June 2012.
- 42% of adults accessed the internet via a mobile phone during June 2013, compared to 32% during June 2012.

Information on types of services and devices used

- 63% of mobile phone internet users also have a home fixed-line internet connection.
- 62% of Australians going online used three or more devices to access the internet in the six months to May 2013 - most commonly a smartphone, portable computer and a desktop computer.
- 43% of internet user undertook five or more separate activities online during June 2013 compared to 39% during June 2012.
- 4.59 million people use voice over internet protocol (VoIP) services, such as Skype at June 2013, compared 4.34 million at June 2012.
- The number of users of VoIP via mobile phones and tablets increased by 73% and 150% respectively in the 12 months to June 2013.
- 40% of Australians used six or more separate communication services in the six months to May 2013.

Information on Australian's downloading and streaming activities

- Australians downloaded 676,898 terabytes of data in the June quarter 2013 - a 59% increase on the June quarter 2012.
- 93% of data downloaded occurred via fixed-line broadband.
- The average mobile phone internet user downloaded 1 GB of data in the quarter ending June 2013, compared to 107.9 GB for the average fixed-line broadband user. (For fixed-line broadband internet users, for example, this could equate to accessing data equivalent to 20 high definition movies, 2,000 songs and also 4,200 e-books during the quarter).
- Nearly eight million Australians downloaded video or audio in the six months to May 2013, compared to nearly 7 million during the six months to May 2012.
- 9.26 million now streaming video or audio content in the six months to May 2013, compared to 8.28 million during the six months to May 2012.

- 13.08 million Australians downloaded a mobile app in the six months to May 2013.
- 14 million Australians using cloud computing services in the six months to May 2013, compared to 12.57 million in the six months to May 2012.
- Nine out of the top 10 online news sites accessed in Australia during June 2013 were Australian.

Information regarding online business in Australia

- At June 2013, there were 2.67 million domain names registered under .au (excluding government domain names), an increase of 9% from June 2012.
- Latest data from the Australian Bureau of Statistics shows that Australian business earned \$237 billion in revenue from the sales of goods and services online during the 2011–12 financial year.
- Expenditure on online advertising in Australia grew by 26% to total \$3.34 billion over the 2012 calendar year.

Emergency call services information

- During 2012 - 13, over 8.8 million calls were made to emergency service numbers.
- 99.1% of calls were answered within 10 seconds, meeting the regulatory requirements.

Australian regulated telecommunications services

- At June 2013, there were 6.68 million fixed-line telephone services covered by the Customer Service Guarantee Standard, a decrease of 6% since June 2012.
- The number of payphones decreased by 5% in 2012–13 to 29,523.
- At June 2013, there were 8.74 million numbers listed on the Do Not Call Register - a 13% increase from June 2012.

Broadcast industry performance

- Free-to-air commercial television stations continued to meet their regulatory requirements for transmitting Australian content and advertising.
- All regional commercial radio and television broadcasting licensees broadcast the required amount of material of local significance.
- The rollout of digital TV was nearly complete in metropolitan and regional areas (with the last remaining analogue services switched off on 10 December 2013)