INTERNET ACTIVITY

AUSTRALIA

CONTENTS

NOTES

ABOUT THIS PUBLICATION

This publication presents statistics on Internet activity conducted through the Internet Service Provider (ISP) industry in Australia. It contains results from all identified ISPs operating in Australia in respect of the three months ended March 2002.

ABOUT THE CENSUS

The Internet Activity Survey (IAS) is a census which collects details on aspects of Internet access services and other services provided by ISPs in Australia. The census population includes all ISPs registered with the Telecommunications Industry Ombudsman and those identified from other sources.

As of this issue, the collection frequency of the IAS has changed from quarterly to biannual, although still collecting information on a quarterly reference period. The collection will continue to measure changes in the structure of the ISP industry and the numbers of Australian households and organisations obtaining access to the Internet through ISPs. It will also measure movements in the type and amount of infrastructure available to provide Internet connectivity.

MORE INFORMATION ON ABS INFORMATION TECHNOLOGY STATISTICS

Information about ABS activities in the field of information technology statistics is available from the Information Technology Statistics theme page on the ABS web site <http://www.abs.gov.au>. To access the theme page, select Themes from the menu on the home page. Details of other ABS publications relating to the production and use of information technologies in Australia can be found in paragraph 15 of the Explanatory Notes of this publication.

COMMENTS

The ABS welcomes comments and suggestions from users regarding content and publication presentation. These comments should be addressed to the Director, New Economy National Statistics Centre, Australian Bureau of Statistics, PO Box 10 Belconnen, ACT, 2616.

CHANGES IN THIS ISSUE

The following changes to tables in Chapters 2 and 5 have been made since the September quarter 2001 issue:
- Table Selected characteristics of Internet subscribers (previously Table 2.1) removed. As a result of a review of the collection, new subscribers are no longer collected
- Table 2.1 Internet access plans (previously Table 2.2)
- Table 2.2 Internet access technology (previously Table 2.3)
- Table Selected Internet activity by ARIA category (previously Table 5.2) removed. ABS has introduced a new classification of remoteness (see paragraphs 10 and 11 of the Explanatory notes) and it is currently being considered how the data collected in the IAS may be approximately presented using this classification.

ROUNDING

Where figures have been rounded, discrepancies may occur between the sum of the components and the total. Averages have been calculated using unrounded data.

Dennis Trewin
Australian Statistician

LIST OF TABLES ....

HIGHLIGHTS

- The number of ISPs in Australia decreased by 5% to 571 over the six month period to the end of March 2002, continuing the series of declines recorded since September 2000.
- The number of Points of Presence (POPs) declined slightly (-9) over the six months to the end of March 2002.
- The number of access lines available to subscribers decreased 7% to 447,050.
- The number of subscribers declined by 43,000 (1%). This fall in the number of subscribers was due to declines in the number of subscribers with free access (-180,000) and hourly access (-155,000) being offset by increases in the number of subscribers with other types of access (+292,000). Other types of access include monthly/quarterly/annual access, volume access and other access.

ISPS

There were 571 Internet Service Providers (ISPs) in Australia supplying Internet access services to 4.2 million active subscribers at the end of March 2002. There were:

- 6 Very large ISPs (with more than 100,000 subscribers) which provided Internet access to 66% (2.8 million) of all Internet subscribers
- 26 Large ISPs (with 10,001 to 100,000 subscribers) with 19% (0.8 million) of subscribers
- 161 Medium ISPs (with 1,001 to 10,000 subscribers) with 12% (0.5 million) of subscribers
- 276 Small ISPs (with 101 to 1,000 subscribers) with 3% (0.1 million) of subscribers
- 102 Very small ISPs (with 100 or fewer subscribers) with only 0.1% (4,073) of subscribers.

There was a decrease of 32 ISPs overall between the end of September 2001 and the end of March 2002. The majority of these were in the Small size category (decrease of 27).

INTERNET SUBSCRIBERS

Internet subscribers are customers (individuals or businesses) with ISP accounts. Counts of subscribers differ from counts of people/organisations/households with Internet access. See paragraph 5 of the Explanatory notes for more information.

Of the 4.2 million Internet subscribers in Australia at the end of March 2002, there were 3.7 million household subscribers and 505,000 business and government subscribers.

Over the 6 month period to the end of March 2002, there was a decline of 5,000 household Internet subscribers and a decline of 39,000 business and government Internet subscribers. This movement was due to a significant decrease in both business and government and household subscribers on free access plans (a decrease of 180,000).

POPS AND ACCESS LINES

A POP is a server in a geographic location where a subscriber can access (connect to) an ISP via access lines. As at the end of March 2002, ISPs provided 2,131 POPs and 447,050 access lines across Australia, which indicates that on average there were 9.5 subscribers per Internet access line.

DATA DOWNLOADED

There were 1,234 million megabytes (Mbs) of data downloaded by Internet subscribers during the March quarter 2002, which is an average of 290 Mbs per subscriber. Of this, household subscribers downloaded 713 million Mbs (average of 191 Mbs per household subscriber) and business and government subscribers downloaded 520 million Mbs (average of 1,010 Mbs per business and government subscriber).

STATE AND TERRITORY DATA

Subscriber Characteristics

In the six months to the end of March 2002, the following changes occurred at a state/territory level:

- New South Wales - ISPs decreased by 14, POPs decreased by 20, access lines decreased by 5,957 and subscribers decreased by 52,000.
- Victoria - ISPs decreased by 10, POPs increased by 11, access lines decreased by 22,605 and subscribers decreased by 105,000.
- Queensland - ISPs decreased by 2, POPs increased by 10, access lines decreased by 10,025 and subscribers increased by 58,000.
- South Australia - ISPs increased by 6, POPs decreased by 6, access lines increased by 1,214 and subscribers increased by 18,000.
- Western Australia - ISPs increased by 5, POPs increased by 1, access lines increased by 4,011 and subscribers increased by 37,000.
- Tasmania - ISPs increased by 2, POPs decreased by 5, access lines decreased by 604 and subscribers decreased by 2,000.
- Northern Territory - ISPs increased by 4, POPs increased by 2, access lines decreased by 268 and subscribers remained constant at 44,000.
- Australian Capital Territory - ISPs decreased by 3, POPs decreased by 2, access lines decreased by 1,418 and subscribers increased by 2,000.

Data Downloaded

Data downloaded by Internet subscribers during the March quarter 2002 changed from that downloaded during the September quarter 2001 in the following ways:

- New South Wales - increased by 17 million Mbs
- Victoria - decreased by 10 million Mbs
- Queensland - increased by 10 million Mbs
- South Australia - decreased by 6 million Mbs
- Western Australia - increased by 12 million Mbs
- Tasmania - decreased by 1 million Mb
- Northern Territory - remained constant at 9 million Mbs
- Australian Capital Territory - increased by 10 million Mbs.

1.1 INTERNET ACTIVITY SUMMARY, AUSTRALIA ....

		2000		2001			2002
		September Quarter	*December Quarter*	*March Quarter*	*June Quarter*	*September Quarter*	*March Quarter*(a)
ISPs(b)(c)							
Very small	no.	132	129	129	114	114	102
Small	no.	377	359	330	321	303	276
Medium	no.	173	171	169	156	150	161
Large	no.	28	31	31	32	30	26
Very large	no.	8	6	6	5	6	6
Total	no.	*718*	*696*	*665*	*628*	*603*	*571*
Internet Access(c)							
Points of Presence	no.	2 244	2 394	2 310	2 200	2 140	2 131
Access lines	no.	521 645	515 740	490 108	480 600	482 702	447 050
Subscribers(c)							
Business and government	'000	432	512	482	508	544	505
Household	'000	3 417	3 410	3 486	3 673	3 729	3 724
Total	'000	*3 849*	*3 921*	*3 968*	*4 181*	*4 273*	*4 230*
Data downloaded(d)							
Business and government	million Mbs	457	467	428	557	550	520
Household	million Mbs	595	583	611	648	652	713
Total	million Mbs	*1 052*	*1 050*	*1 040*	*1 204*	*1 201*	*1 234*

(a) The collection frequency for the Internet Activity Survey changed from quarterly to biannual for March quarter 2002.

(b) See paragraph 7 of Explanatory notes for description of size of ISPs.

(c) As at the end of the reference quarter.

(d) During the three months of the reference quarter.

1.2 INTERNET ACTIVITY SUMMARY, STATE AND TERRITORY ....

		2000 September Quarter	2000 December Quarter	2001 March Quarter	2001 June Quarter	2001 September Quarter	2002 March Quarter(a)
NEW SOUTH WALES							
ISPs(b)	no.	299	291	283	266	250	236
Points of Presence(b)	no.	738	804	781	736	703	683
Access lines(b)	no.	176 078	187 150	157 253	142 600	154 769	148 812
All subscribers(b)	'000	1 301	1 318	1 284	1 303	1 435	1 383
Data downloaded(c)	million Mbs	336	309	337	392	403	420
VICTORIA							
ISPs(b)	no.	267	264	248	226	222	212
Points of Presence(b)	no.	505	548	500	459	465	476
Access lines(b)	no.	148 583	134 710	137 465	142 367	141 880	119 275
All subscribers(b)	'000	1 020	1 085	1 047	1 154	1 175	1 070
Data downloaded(c)	million Mbs	327	333	250	326	331	321
QUEENSLAND							
ISPs(b)	no.	177	176	170	167	153	151
Points of Presence(b)	no.	427	438	437	429	408	418
Access lines(b)	no.	96 035	101 629	99 235	99 885	90 572	80 547
All subscribers(b)	'000	771	752	803	856	820	878
Data downloaded(c)	million Mbs	181	174	201	215	193	203
SOUTH AUSTRALIA							
ISPs(b)	no.	78	78	73	71	68	74
Points of Presence(b)	no.	176	185	186	181	186	180
Access lines(b)	no.	28 324	31 462	31 668	31 592	31 037	32 251
All subscribers(b)	'000	246	254	278	292	280	298
Data downloaded(c)	million Mbs	59	84	88	102	101	95
WESTERN AUSTRALIA							
ISPs(b)	no.	113	120	109	102	95	100
Points of Presence(b)	no.	233	255	239	233	220	221
Access lines(b)	no.	47 891	37 860	40 861	40 969	40 375	44 386
All subscribers(b)	'000	318	318	357	373	357	394
Data downloaded(c)	million Mbs	99	101	113	115	112	124
TASMANIA							
ISPs(b)	no.	30	33	32	28	28	30
Points of Presence(b)	no.	66	72	73	73	76	71
Access lines(b)	no.	8 458	10 627	10 793	10 323	10 018	9 414
All subscribers(b)	'000	76	83	88	94	92	90
Data downloaded(c)	million Mbs	14	16	17	19	26	25
NORTHERN TERRITORY							
ISPs(b)	no.	17	18	20	19	17	21
Points of Presence(b)	no.	30	30	32	31	29	31
Access lines(b)	no.	3 183	4 095	4 523	4 089	4 061	3 793
All subscribers(b)	'000	30	36	38	40	44	44
Data downloaded(c)	million Mbs	8	9	9	9	9	9

(a) The collection frequency for the Internet Activity Survey changed from quarterly to biannual for March quarter 2002.

(b) As at the end of the reference quarter.

(c) During the three months of the reference quarter.

1.2 INTERNET ACTIVITY SUMMARY, STATE AND TERRITORY *continued* . . . .

		2000		2001			2002
		September Quarter	*December Quarter*	*March Quarter*	*June Quarter*	*September Quarter*	*March Quarter(a)*
AUSTRALIAN CAPITAL TERRITORY							
ISPs(b)	no.	58	56	57	52	49	46
Points of Presence(b)	no.	69	62	62	58	53	51
Access lines(b)	no.	13 093	8 207	8 310	8 775	9 990	8 572
All subscribers(b)	'000	86	74	73	69	71	73
Data downloaded(c)	million Mbs	27	24	24	26	27	37
TOTAL AUSTRALIA							
ISPs(b)	no.	718	696	665	628	603	571
Points of Presence(b)	no.	2 244	2 394	2 310	2 200	2 140	2 131
Access lines(b)	no.	521 645	515 740	490 108	480 600	482 702	447 050
All subscribers(b)	'000	3 849	3 921	3 968	4 181	4 273	4 230
Data downloaded(c)	million Mbs	1 052	1 050	1 040	1 204	1 201	1 234

(a)   The collection frequency for the Internet Activity Survey changed from quarterly to biannual for March quarter 2002.

(b)   As at the end of the reference quarter.

(c)   During the three months of the reference quarter.

CHAPTER **2**   S U B S C R I B E R   C H A R A C T E R I S T I C S ....

SUBSCRIBERS

Active subscribers are defined as customers having accounts with ISPs who have accessed the Internet, or paid for access to the Internet, during the last 90 days of the reference period. Counts of subscribers differ from counts of people/organisations/households with Internet access. See paragraph 5 of the Explanatory notes for more information.

At the end of March 2002, there were 4.2 million active Internet subscribers in Australia comprising 3.7 million household Internet subscribers and 505,000 business and government Internet subscribers.

The proportion of subscribers who had permanent access to the Internet at the end of March 2002 was 6% (238,000) which compares to 4% at the end of September 2001. The remaining subscribers had dial-up access (94%).

SUBSCRIBER GROWTH

At the end of March 2002, there were 5,000 fewer household Internet subscribers and 39,000 fewer business and government Internet subscribers than at the end of September 2001.

ACCESS PLANS

Of the 4.2 million Internet subscribers, only 0.3% (12,000) were on a free Internet access plan. This was a decrease of 180,000 from the end of September 2001.

The majority of Internet subscribers were either on a monthly/quarterly/annual access plan (77% or 3.2 million subscribers), or an hourly access plan (16% or 0.7 million subscribers).

There were 70% (356,000) of business and government subscribers on monthly/quarterly/annual access plans, and 78% (2.9 million) of household subscribers on these plans. Hourly access plans accounted for 16% (79,000) of business and government subscribers and 16% (591,000) of household subscribers.

ACCESS TECHNOLOGY

The principal Internet access technology utilised by subscribers at the end of March 2002 was an analog connection with 3.7 million dial-up and 34,000 permanent subscribers connected to the Internet by an analog line.

2.1 INTERNET ACCESS PLANS ....

	FREE ACCESS		MONTHLY/ QUARTERLY/ ANNUAL ACCESS		HOURLY ACCESS		VOLUME ACCESS		OTHER ACCESS		ALL ACCESS PLANS	
	'000	%	'000	%	'000	%	'000	%	'000	%	'000	%
BUSINESS AND GOVERNMENT SUBSCRIBERS												
ISPs(a)												
Very Small	np	np	1	80	np	np	np	np	np	np	1	100
Small	—	2	21	73	7	24	np	np	np	np	29	100
Medium	1	1	60	59	33	33	np	np	np	np	101	100
Large	1	1	69	58	23	19	25	21	—	—	119	100
Very Large	np	np	205	80	np	np	np	np	np	np	255	100
Total	np	np	*356*	*71*	*79*	*16*	*63*	*12*	np	np	*505*	*100*
HOUSEHOLD SUBSCRIBERS												
ISPs(a)												
Very Small	np	np	2	77	—	16	—	—	np	np	3	100
Small	3	3	66	69	25	26	1	1	—	—	95	100
Medium	4	1	259	65	116	29	6	2	11	3	396	100
Large	1	—	528	77	129	19	28	4	—	—	686	100
Very Large	1	—	2 065	81	320	13	93	4	65	3	2 545	100
Total	np	np	*2 919*	*78*	*591*	*16*	*129*	*3*	np	np	*3 724*	*100*
ALL SUBSCRIBERS												
ISPs(a)												
Very Small	np	np	3	78	np	np	np	np	np	np	4	100
Small	3	3	87	70	32	25	np	np	np	np	124	100
Medium	5	1	319	64	149	30	np	np	np	np	497	100
Large	2	—	597	74	152	19	54	7	—	—	805	100
Very Large	np	np	2 270	81	np	np	np	np	np	np	2 800	100
Total	*12*	*—*	*3 276*	*77*	*670*	*16*	*191*	*5*	*80*	*2*	*4 230*	*100*

np   not available for publication but included in totals where applicable, unless otherwise indicated

—   nil or rounded to zero (including null cells)

(a)   See paragraph 7 of Explanatory noted for description of size of ISPs.

2.2 INTERNET ACCESS TECHNOLOGY ....

	Number of subscribers	Percentage of subscribers	Number of ISPs providing subscribers with this access(a)
	'000	%	no.
Dial-up Access			
Analog	3 738	88	529
Digital	210	5	88
Wireless	np	np	20
Satellite	np	np	55
Other	np	np	4
Total dial-up	*3 991*	*94*	*552*
Permanent Access			
Analog	34	1	327
DSL	60	1	131
Digital	15	—	169
Cable	np	np	14
Satellite	np	np	31
Microwave	—	—	25
Other	np	np	16
Total permanent	*238*	*6*	*410*
Total	**4 230**	**100**	**571**

np   not available for publication but included in totals where applicable, unless otherwise indicated

—   nil or rounded to zero (including null cells)

(a)   ISPs are counted for each technology provided, hence the totals may not equal the sum of their components.

CHAPTER **3**   TECHNICAL AND OTHER SERVICES PROVIDED BY
ISPS ....

ACCESS SUPPORT

ISPs provided a variety of technical support services to their subscribers including on-line, help desk and call out/on site support services.

On-line support services were provided by 80% of ISPs with the larger ISPs (Very large and Large ISPs both 100%) more likely to provide this service than smaller ISPs (Very small ISPs 68% and Small ISPs 76%).

Different levels of help desk support offered were:
- business hours - provided by 92% of ISPs
- extended hours - provided by 71% of ISPs
- 24 hours - provided by 19% of ISPs.

Call out/on site support services were provided by 68% of ISPs.

Other technical support services provided by ISPs were start up disk/package services (provided by 52% of ISPs) and pager services (provided by 26% of ISPs).

RELATED SERVICES

Other related services provided by ISPs include:
- Web design - this service was provided by 69% of ISPs
- Web hosting - provided by 93% of ISPs
- Secure access or transactions capabilities - provided by 54% of ISPs
- Network/systems integration - provided by 63% of ISPs
- Training services - provided by 44% of ISPs.

It should be noted that for some larger ISPs, these services were provided from other parts of the business that were not covered by the Internet Activity Survey and have therefore not been included in the statistics.

3.1 ACCESS SUPPORT PROVIDED BY ISPS(a)(b) ....

		Very Small	Small	Medium	Large	Very Large	Total
Type of support service							
Online support	no.	69	211	142	26	6	454
	%	68	76	88	100	100	80
Help desk							
Business hours	no.	90	258	150	24	6	528
	%	88	93	93	92	100	92
Extended hours	no.	61	192	124	24	6	407
	%	60	70	77	92	100	71
24 hours	no.	31	38	24	7	6	106
	%	30	14	15	27	100	19
Pager	no.	22	80	39	np	np	148
	%	22	29	24	np	np	26
Call out/on site	no.	65	199	111	np	np	390
	%	64	72	69	np	np	68
Start up disk/package	no.	22	141	107	22	6	298
	%	22	51	66	85	100	52

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Proportions are of total ISPs in each size group.

(b) See paragraph 7 of Explanatory notes for description of size of ISPs.

3.2 RELATED SERVICES PROVIDED BY ISPS(a)(b) ....

		Very Small	Small	Medium	Large	Very Large	Total
Type of service							
Web design	no.	63	212	112	np	np	394
	%	62	77	70	np	np	69
Training services	no.	39	138	67	6	3	253
	%	38	50	42	23	50	44
Network/Systems integration	no.	72	182	94	9	4	361
	%	71	66	58	35	67	63
Secure access or transactions	no.	37	150	103	14	3	307
	%	36	54	64	54	50	54
ISPs providing Web Hosting	no.	84	267	155	21	6	533
	%	82	97	96	81	100	93

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Proportions are of total ISPs in each size group.

(b) See paragraph 7 of Explanatory notes for description of size of ISPs.

DATA DOWNLOADED

There were 1,234 million Mbs of data downloaded by Internet subscribers in the March quarter 2002. Household subscribers downloaded 713 million Mbs (58%) and business and government subscribers downloaded 520 million Mbs (42%). The majority of the Mbs downloaded came from the larger ISPs. Downloads from Very large ISPs accounted for 37% of the Mbs downloaded by subscribers, with Large ISPs and Medium ISPs accounting for 43% and 12% respectively.

There was an average of 290 Mbs of data downloaded per Internet subscriber in the March quarter 2002. Household subscribers downloaded an average of 191 Mbs of data and business and government subscribers downloaded an average of 1,010 Mbs of data. For information on how these averages are calculated, refer to Explanatory notes paragraph 12.

Internet subscribers serviced by smaller ISPs tended to have a higher average Mbs downloaded levels (an average of 1,250 Mbs for Very small ISPs and 726 Mbs for Small ISPs) than subscribers serviced by larger ISPs (162 Mbs for Very large ISPs and 637 Mbs for Large ISPs).

4.1 VOLUME OF DATA DOWNLOADED(a) ....

	Data downloaded	Data downloaded
	million Mbs	%
BUSINESS AND GOVERNMENT SUBSCRIBERS		
ISPs(b)		
Very Small	4	1
Small	66	13
Medium	51	10
Large	321	62
Very Large	78	15
Total	*520*	*100*
HOUSEHOLD SUBSCRIBERS		
ISPs(b)		
Very Small	1	—
Small	26	4
Medium	101	14
Large	212	30
Very Large	373	52
Total	*713*	*100*
ALL SUBSCRIBERS		
ISPs(b)		
Very Small	5	—
Small	92	7
Medium	152	12
Large	533	43
Very Large	452	37
Total	*1 234*	*100*

— nil or rounded to zero (including null cells)

(a) Volume of data downloaded during the three months of the reference quarter.

(b) See paragraph 7 of Explanatory notes for description of size of ISPs.

INTRODUCTION

The details presented on access lines, Internet subscribers and volume of data downloaded in the following table relates to a combination of data for dial-up and permanent subscribers as well as household and business and government subscribers. Accordingly, the details should be used with caution as the proportions of types of subscribers varies between regional areas.

STATISTICAL DIVISIONS

There was a wide distribution of ISPs across Statistical Divisions (SDs) in Australia, with the highest concentration occurring in the Capital City SDs. Capital City SDs accounted for 75% of access lines, 73% of subscribers and 81% of Mbs downloaded. They recorded an average of 9.3 subscribers per access line and an average of 320 Mbs of data downloaded per subscriber. This compares with 9.9 subscribers per access line and an average of 205 Mbs of data downloaded per subscriber for all other SDs across Australia.

New South Wales - Sydney SD had 180 ISPs servicing 1,000,000 subscribers (72% of state subscribers). All other SDs in the state had 96 ISPs servicing 383,000 subscribers.

Victoria - Melbourne SD had 179 ISPs servicing 888,000 subscribers (83% of state subscribers). All other SDs in the state had 76 ISPs servicing 182,000 subscribers.

Queensland - Brisbane SD had 105 ISPs servicing 475,000 subscribers (54% of state subscribers). All other SDs in the state had 90 ISPs servicing 403,000 subscribers

South Australia - Adelaide SD had 64 ISPs servicing 267,000 subscribers (90% of state subscribers). All other SDs in the state had 26 ISPs servicing 31,000 subscribers.

Western Australia - Perth SD had 88 ISPs servicing 321,000 subscribers (81% of state subscribers). All other SDs in the state had 30 ISPs servicing 73,000 subscribers.

Tasmania - Greater Hobart SD had 26 ISPs servicing 52,000 subscribers (58% of state subscribers). All other SDs in the state had 17 ISPs servicing 38,000 subscribers.

Northern Territory - Darwin SD had 19 ISPs servicing 33,000 subscribers (75% of territory subscribers). All other SDs in the territory had 10 ISPs servicing 11,000 subscribers.

Australian Capital Territory - Canberra SD had 46 ISPs servicing 73,000 subscribers (100% of territory subscribers).

5.1 SELECTED INTERNET ACTIVITY BY STATISTICAL DIVISION(a) ....

	ISPs(b)(c)	POPs(c)	Access lines(c)	All subscribers(c)	Data downloaded by subscribers(d)	Average number of subscribers per access line(c)	Average data downloaded per subscriber(e)
	no.	no.	no.	'000	million Mbs	no.	Mbs
New South Wales							
Sydney	180	266	112 432	1 000	327	8.9	320
Hunter	37	59	8 942	94	17	10.5	191
Illawarra	32	46	5 381	63	16	11.8	243
Richmond-Tweed	24	30	2 605	32	11	12.3	355
Mid-North Coast	23	64	4 988	55	10	11.0	175
Northern	15	57	2 778	31	6	11.1	188
North Western	15	27	1 293	15	2	11.6	142
Central West	19	39	4 271	23	6	5.4	257
South Eastern	11	22	813	11	5	13.6	325
Murrumbidgee	18	33	1 885	24	11	12.5	447
Murray	25	29	2 760	31	9	11.3	280
Far West	10	11	664	5	1	7.0	186
Total	*236*	*683*	*148 812*	*1 383*	*420*	*9.3*	*298*
Victoria							
Melbourne	179	229	98 487	888	284	9.0	307
Barwon	40	48	5 069	37	8	7.4	210
Western District	14	22	1 451	13	2	9.2	144
Central Highlands	27	29	2 590	25	5	9.8	176
Wimmera	5	8	378	5	np	13.6	np
Mallee	16	18	1 559	14	3	8.8	211
Loddon	18	27	2 399	24	4	10.2	146
Goulburn	20	34	3 394	26	4	7.6	152
Ovens-Murray	12	14	736	7	np	10.0	np
East Gippsland	9	21	821	8	2	9.5	176
Gippsland	16	26	2 391	21	7	9.0	284
Total	*212*	*476*	*119 275*	*1 070*	*321*	*9.0*	*286*
Queensland							
Brisbane	105	131	42 997	475	131	11.1	280
Moreton	63	87	16 294	180	30	11.0	182
Wide Bay-Burnett	15	30	2 500	25	4	10.0	140
Darling Downs	22	40	3 353	37	7	11.0	206
South West	3	np	np	np	np	np	np
Fitzroy	15	29	4 289	41	9	9.6	204
Central West	3	5	np	np	np	10.9	51
Mackay	17	24	1 965	24	5	12.1	218
Northern	11	14	3 267	40	7	12.4	201
Far North	19	30	5 074	49	10	9.7	210
North West	4	np	np	np	np	8.5	67
Total	*151*	*418*	*80 547*	*878*	*203*	*10.9*	*239*

np   not available for publication but included in totals where applicable, unless otherwise indicated

(a)   Subscribers and data downloaded has been apportioned to a Statistical Division (SD) according to the location of their POP where the activity took place.

(b)   ISPs are counted in each SD where that ISP has a presence.

(c)   As at the end of the reference quarter.

(d)   During the three months of the reference quarter.

(e)   Care should be taken in comparing figures with those in previous issues of this publication due to changes in the method of calculation. See paragraph 12 of Explanatory notes for details.

5.1 SELECTED INTERNET ACTIVITY BY STATISTICAL DIVISION(a) *continued* . . . .

	ISPs(b)(c)	POPs(c)	Access lines(c)	All subscribers(c)	Data downloaded by subscribers(d)	Average number of subscribers per access line(c)	Average data downloaded per subscriber(e)
	no.	no.	no.	'000	million Mbs	no.	Mbs
South Australia							
Adelaide	64	83	28 871	267	85	9.2	339
Outer Adelaide	5	8	343	3	1	8.8	191
Yorke and Lower North	5	10	309	3	2	9.6	467
Murray Lands	8	18	721	8	1	11.4	114
South East	13	21	878	6	2	6.9	241
Eyre	6	14	207	3	1	15.9	183
Northern	13	26	922	8	4	8.8	452
Total	*74*	*180*	*32 251*	*298*	*95*	*9.2*	*330*
Western Australia							
Perth	88	110	34 171	321	109	9.4	369
South West	19	35	4 152	31	6	7.5	186
Lower Great Southern	7	12	971	7	1	7.2	149
Upper Great Southern	np	np	np	np	np	6.0	212
Midlands	np	np	np	np	np	7.5	148
South Eastern	13	18	1 494	np	np	np	np
Central	9	13	1 356	9	1	6.5	160
Pilbara	7	16	972	5	2	5.3	412
Kimberley	5	8	np	3	np	np	np
Total	*100*	*221*	*44 386*	*394*	*124*	*8.9*	*330*
Tasmania							
Greater Hobart	26	31	5 719	52	18	9.1	332
Southern	np	np	np	np	np	8.1	322
Northern	16	22	np	np	4	9.2	np
Mersey-Lyell	np	np	1 962	22	np	11.1	np
Total	*30*	*71*	*9 414*	*90*	*25*	*9.5*	*272*
Northern Territory							
Darwin	19	20	2 837	33	6	11.7	182
- Balance	10	11	956	11	3	11.0	248
Total	*21*	*31*	*3 793*	*44*	*9*	*11.5*	*197*
Australian Capital Territory							
Canberra	46	51	8 572	73	37	8.5	516
Total	*46*	*51*	*8 572*	*73*	*37*	*8.5*	*516*
Total Australia	**571**	**2 131**	**447 050**	**4 230**	**1 234**	**9.5**	**290**

np   not available for publication but included in totals where applicable, unless otherwise indicated

(a)   Subscribers and data downloaded has been apportioned to a Statistical Division (SD) according to the location of their POP where the activity took place.

(b)   ISPs are counted in each SD where that ISP has a presence.

(c)   As at the end of the reference quarter.

(d)   During the three months of the reference quarter.

(e)   Care should be taken in comparing figures with those in previous issues of this publication due to changes in the method of calculation. See paragraph 12 of Explanatory notes for details.

EXPLANATORY NOTES ....

INTRODUCTION

1   This publication presents results from the Internet Activity Survey (IAS) in respect of the three months ending 31 March 2002. The census covers all identified Internet Service Providers (ISPs) providing Internet access across Australia.

CENSUS SCOPE AND METHODOLOGY

2   The scope of the IAS is all Australian based ISPs operating during the reference period. ISPs are defined as businesses that supply Internet connectivity services to individuals, households, businesses and other organisations. Libraries, Internet kiosks and Internet cafes which provide Internet access on a casual basis are excluded from the census.

3   The primary source of the census population frame is the Telecommunications Industry Ombudsman (TIO) with which ISPs are required to register. The TIO list is supplemented where required with ISPs identified from other sources such as Internet association membership lists and industry media.

4   The IAS is conducted as a mail-out, mail-back census.

SUBSCRIBERS

5   Active subscribers are defined as customers having accounts with ISPs who have accessed the Internet or paid for access to the Internet during the 90 days of the reference period. Counts of subscribers are not the same as counts of people/organisations with Internet access because subscribers may have accounts with more than one ISP and conversely an ISP subscriber account may provide Internet access (and email addresses) for several people/organisations.

STATISTICAL UNIT

6   The unit for which statistics were reported in the census was the trading entity providing Internet access. In most cases this equates with the ABS concept of the management unit. The management unit is the highest-level accounting unit within a business or organisation, having regard for industry homogeneity, for which accounts are maintained. In nearly all cases it coincides with the legal entity owning the business (i.e. company, partnership, trust, sole operator etc.)

7   ISPs in this census have been classified by size according to the number of subscribers ISPs reported for at the end of the reference period. The size categories are defined as follows:

Very Small ISP	1 - 100 subscribers
Small ISP	101 - 1,000 subscribers
Medium ISP	1,001 - 10,000 subscribers
Large ISP	10,001 - 100,000 subscribers
Very Large ISP	100,001 + subscribers

GEOGRAPHICAL CLASSIFICATIONS

8   The data contained in table 5.1 have been classified on a geographical basis by allocating Points of Presence (POP) details to Statistical Divisions (SDs) within states and territories, as set out in the *Australian Standard Geographical Classification (ASGC)* (cat. no. 1216.0). The SD is the largest and most stable geographical unit within each State and Territory. The Reference map at the back of this publication shows the SD boundaries.

POINTS OF PRESENCE

9　The number of POPs relate to the sum of POPs made available by individual ISPs. This may be more than the number of physical POPs due to the sharing of POPs between ISPs.

ACCESSIBILITY/REMOTENESS INDEX OF AUSTRALIA

10　Previous issues of this publication included experimental estimates on accessibility/remoteness (ARIA) based on methodology developed by the National Key Centre for Social Applications of Geographic Information Systems at the University of Adelaide.

11　On 1 July 2001, the ABS introduced a new classification of remoteness. The publication *Information Paper: ABS Views on Remoteness* (cat. No. 1244.0) details the proposed classification. It is currently being considered how the data collected in the IAS may be approximately presented using this new classification.

CALCULATING AVERAGE DATA DOWNLOADED

12　In the past, average data downloaded by Internet subscribers, as reported in Table 5.1, was calculated from the number of subscribers at the end of the reference period and the data downloaded over the three months of the reference period. In the current issue, this figure has instead been calculated from an estimate of the number of subscribers at the middle of the reference period.

REFERENCE PERIOD

13　Data contained in this publication relate to ISPs which were operating in Australia at the end of the reference quarter. Counts of ISPs reflect only those businesses operating at the end of the reference quarter. Volume of data downloaded figures relate to data downloaded during the three months of the reference quarter.

RELIABILITY OF DATA

14　As the census does not have a sample component, the data are not subject to sampling variability. However, other inaccuracies collectively referred to as non-sampling error may affect the data. These non-sampling errors may arise from a number of sources, including:
- errors in the reporting of data by respondents
- errors in capturing or processing of data
- estimation for missing or mis-reported data
- definition and classification errors.

15　Every effort has been made to reduce non-sampling error to a minimum by careful design and testing of questionnaires, efficient operating procedures and systems, and appropriate methodology.

ACKNOWLEDGEMENT

16　ABS publications draw extensively on information provided freely by individuals, businesses, governments and other organisations. Their continued cooperation is very much appreciated. Without it, the wide range of statistics published by the ABS would not be available. Information received by the ABS is treated in strict confidence as required by the *Census and Statistics Act 1905*.

17　In particular, the ABS acknowledges the assistance of the Telecommunications Industry Ombudsman in providing regular lists of registered ISPs.

RELATED PUBLICATIONS

18 Other ABS publications on information technology andtelecommunications in Australia are:

Business Use of Information Technology, 2000-01, cat. no. 8129.0

Computing Services Industry, Australia, 1998-99, cat. no. 8669.0

Government Use of Information Technology, Australia, 1999-2000,
   cat. no. 8119.0

Household Use of Information Technology, Australia, 2000, cat. no. 8146.0

Information Technology, Australia 2000-01, cat. no. 8126.0

Use of Information Technology on Farms, Australia, June 2000,
   cat. no. 8150.0

Use of the Internet by Householders, Australia, November 2000,
   cat. no. 8147.0

AVAILABILITY OF
UNPUBLISHED STATISTICS

19 The ABS may make available on request certain unpublished statistics from this census, subject to the application of confidentiality provisions.
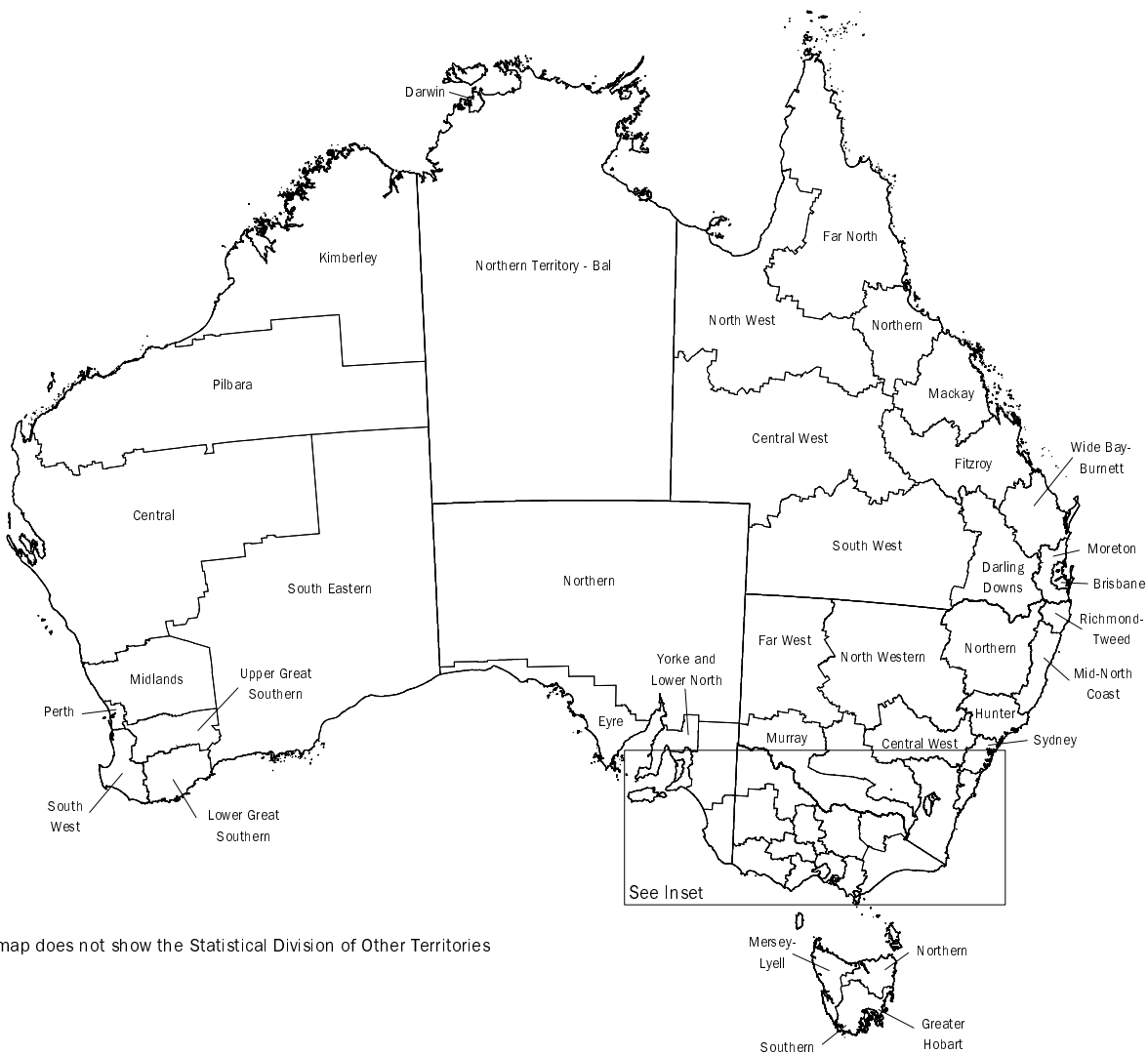
ABBREVIATIONS

ABS Australian Bureau of Statistics

ARIA Accessibility/Remoteness Index of Australia

ISP Internet Service Provider

Mb Megabyte

POP Point of Presence

SD Statistical Division

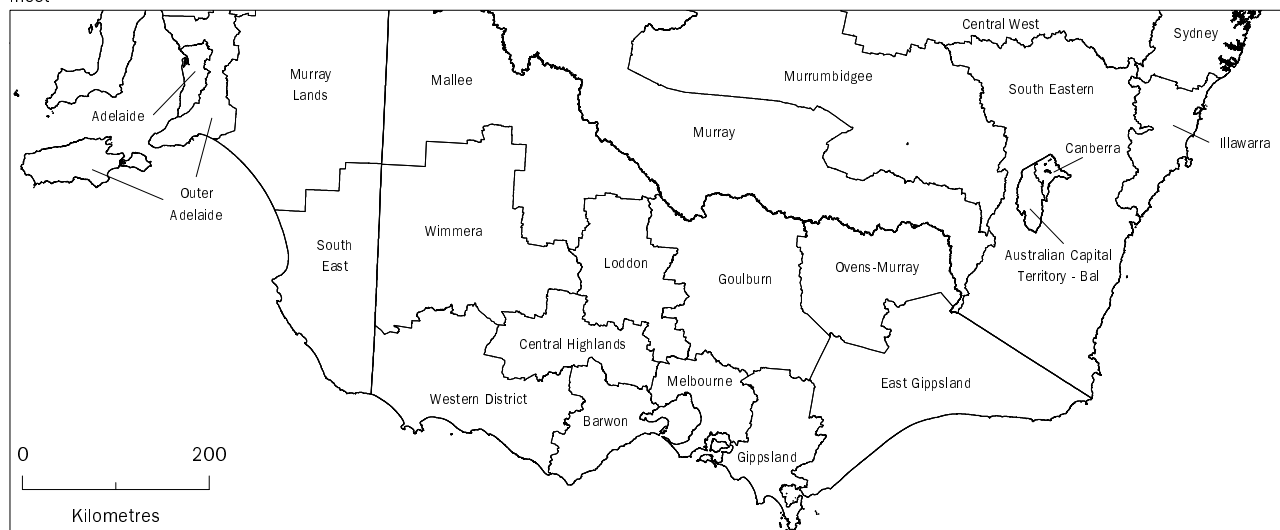TIO Telecommunication Industry Ombudsman

GLOSSARY ....

Access plan	The Internet access package options available to subscribers from ISPs.
Access lines	Lines, points, ports, modem access points available to subscribers to access their ISP.
Active subscribers	Subscribers who have accessed the Internet or paid for access to the Internet through an ISP in the 90 days during the reference period.
Analog/Public Switched Telephone Network (PSTN)	A telecommunications network operated by a carrier to provide services to the public.
Average data downloaded per subscriber	Calculated by dividing the volume of data downloaded during the three months of the reference quarter by an estimate of the number of subscribers at the middle of the reference quarter.
Average number of subscribers per access line	Calculated by dividing the number of active subscribers at the end of the reference quarter by the number of access lines at the end of the reference quarter.
Business and government subscribers	All businesses, corporations, non-profit organisations and government organisations who obtain access to the Internet through an ISP.
Business hours telephone service	A telephone support service which operates during normal business hours.
Cable modem	A modem that sends and receives data through a coaxial cable television network instead of through telephone lines as do conventional modems. Cable modems, which have speeds of 500 Kbps, can transmit data faster than current conventional modems.
Data downloaded	Volume of data downloaded by subscribers from the Internet in megabytes (Mbs).
Dial-up subscribers	Subscribers who connect to the Internet via modem and dial-up software.
Digital/Integrated Services Digital Network (ISDN)	A digital access technique for both voice and data. Digital alternative to an analog public switched telephone service and carries data or voltages consisting of discrete steps or levels, as opposed to continuously variable analog data. Integrated Services Digital Network (ISDN) enables digital transmission over the PSTN.
Digital Subscriber Line (DSL)	Often referred to as xDSL and refers to several digital technologies (e.g. asymmetric DSL or ADSL and Symmetric DSL or SDSL) for fast two-way data connections over the PSTN.
Free access	Free access to an email and web browsing account.
Hosted websites	Customer websites maintained by ISPs on their servers.
Hourly access plan	A subscription option where customers pay for dial-up access on an hourly basis.
Household subscribers	Households and private individuals who subscribe to Internet access via an ISP. This may include some home based businesses.

Internet	This is a world-wide public computers network. Organisations and individuals can connect their computers to this network and exchange information across a country and/or across the world. The Internet provides access to a number of communication services including the World Wide Web and carries email, news, entertainment and data files.
Internet cafe	A venue that offers access to personal computers or other terminals that are connected to the Internet and paid for on a non-subscription basis.
Internet Service Provider (ISP)	Resident Australian individuals or businesses offering Internet access services to customers.
ISDN	See Digital/Integrated Services Digital Network (ISDN).
Megabyte (Mb)	A data unit of 1,048, 576 bytes, sometimes interpreted as 1 million bytes.
Microwave radio	A communication link that uses point-to-point radio transmission.
Monthly/quarterly/annual access plan	A subscription option where customers pay a flat monthly/quarterly/annual fee, and receive either a set period of time on-line during the month/quarter/year, usually with additional fees for exceeding that time or set download limits, or a flat monthly/quarterly/annual fee for unlimited access time during the month/quarter/year with other limits usually applying e.g. maximum single session times.
Non-profit organisations	Industry and trade associations, clubs, cultural organisations, community service organisations and similar organisations.
On-line support service	The ability to get support from an ISP on-line either through search facilities or on-line dialogue with ISPs help desk staff on-line.
Permanent connections	Permanent subscriber access to the Internet via permanent modem, Integrated Services Digital Network, dedicated data service, frame relay, etc.
Point of Presence (POP)	A server in a geographic location where an ISP can be accessed by a subscriber via access lines.
PSTN	See Analog/Public Switched Telephone Network (PSTN).
Satellite/communications satellite	A satellite stationed in geosynchronous orbit that acts as a microwave relay station, receiving signals sent from a ground based station, amplifying them, and retransmitting them on a different frequency to another ground-based station. Satellites can be used for high-speed transmission of computer data.
Secure transaction capabilities	Includes websites with on-line payment facilities (e.g. payments performed on-line in a web browser using secure protocols to protect the information) and websites with the ability to conduct real time on-line payments (e.g. on-line payments for which there is a real time connection to credit/debit card processing networks).
Start up disk/package	A CD-ROM or floppy disk containing software for Windows or Macintosh systems that includes configuration information for the dial-up software plus an email 'client' program (e.g. Eudora/Pegasus) plus a navigator package.
Subscriber	An ISP customer to whom Internet access is provided. Included are paying and non paying customers, email only subscribers, dial-up subscribers and those with permanent connections. Excluded are customers who purchase other services from an ISP, such as web hosting, but do not obtain Internet access.
Web hosting	See Hosted websites
Wireless Application Protocol (WAP)	A standard for providing Internet access and other data-based services, such as e-mail, electronic transactions, news and weather reports, over wireless networks.
24 hr telephone service	A telephone support service which operates 24 hours a day.

Darwin

Kimberley

Northern Territory - Bal

Far North

North West

Northern

Pilbara

Mackay

Central West

Central

Fitzroy

Wide Bay-
Burnett

South West

Moreton

Darling
Downs

Brisbane

South Eastern

Northern

Richmond-
Tweed

Far West

Northern

Mid-North
Coast

Yorke and
Lower North

North Western

Upper Great
Southern

Midlands

Hunter

Perth

Eyre

Central West

Sydney

Murray

South
West

Lower Great
Southern

See Inset

This map does not show the Statistical Division of Other Territories

Mersey-
Lyell

Northern

Greater
Hobart

Southern

Inset

Murray
Lands

Mallee

Central West

Sydney

Murrumbidgee

South Eastern

Adelaide

Murray

Canberra

Illawarra

Outer
Adelaide

Wimmera

Loddon

Goulburn

Ovens-Murray

Australian Capital
Territory - Bal

South
East

Central Highlands

Melbourne

East Gippsland

Western District

Barwon

Gippsland

0   200

Kilometres

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2815300003020
ISSN 1443-5063

RRP $20.00

Produced by the Australian Bureau of Statistics