

# INTERNET ACTIVITY

AUSTRALIA

EMBARGO: 11.30AM (CANBERRA TIME) FRI 20 FEB 2004

# CONTENTS

page	е
Notes	2
List of Tables	3
HAPTERS	
1 Summary of Internet activity findings	4
2 Subscriber characteristics	3
<b>3</b> ISPs and SPAM	3
4 Data downloaded	5
DDITIONAL INFORMATION	
Explanatory Notes	7
Glossary	a

## INQUIRIES

■ For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070 or Peter Hodgson on Perth (08) 9360 5367.

### NOTES

INTRODUCTION

The Internet Activity Survey (IAS) is a census which collects details on aspects of Internet access services provided by ISPs in Australia. This publication contains results from all identified Internet Service Providers (ISPs) operating in Australia at 30 September 2003.

DATA QUALITY

Estimates for data at the State/Territory level are derived from data provided for POPs (Point Of Presence or servers). In recent cycles, changing access technologies, infrastructure and operational arrangements have been impacting on the quality of the data at the POP level. As a result, data presented at the State/Territory level should be considered only indicative measures of Internet activity.

The same issues related to the quality of POP data have had a more significant impact at the Statistical Division level. These data cannot be adequately quality assured and could present misleading indicators of regional activity and usage. These data are no longer available for release.

The requirement to report number of access lines available for use of subscribers for both dial-up and non-dial up technologies has resulted in significantly improved reporting for this item and contributed to a major increase in the number of access lines reported.

A comprehensive coverage exercise was undertaken prior to the conduct of the September quarter 2003 collection. This has resulted in a higher than usual increase in the number of ISPs being introduced to the survey. Analysis indicates that these additional units are predominently in the very small and small size ranges used in the Internet Activity Survey and that the impact on survey data is minimal.

CHANGES IN THIS ISSUE

New questions and changes to existing questions have increased the data available for both subscriber numbers and subscriber activity relating to access technologies. For the first time, data regarding download speed of access connection have been collected allowing improved analysis of the uptake of broadband. Changes to questions on data downloaded and access lines available to subscribers have resulted in the availability of these data for both dial-up and non dial-up subscribers as well as household and business/government subscribers.

A series of new questions on SPAM filtering products and their provision by ISPs have been introduced. Questions relating to additional services provided by ISPs have been removed for this reference period.

COMMENTS

Comments and suggestions for both survey content and this publication are welcome and should be addressed to the Director, Innovation & Technology Business Statistics Centre, GPO Box K881, Perth, WA, 6842.

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.

R.W. Edwards

Acting Australian Statistician

# LIST OF TABLES .....

		page
SUMMARY OF INTERNET	ACTIVITY	
	1.1	Internet activity summary, Australia5
	1.2	Internet activity summary, State and Territory
SUBSCRIBER CHARACTE	RISTICS	
	2.1	Internet access plans, by subscriber type, by ISP size
	2.2	Subscribers and ISPs, by access technology type
	2.3	Internet access speeds by subscriber type, by download speed ranges 12
ISPS AND SPAM		
	3.1	ISPs and SPAM filtering products, by type of service offered 14
	3.2	Subscribers adopting and ISPs offering SPAM filtering products, by
		subscriber type, by access type
DATA DOWNLOADED		
	4.1	Volume of data downloaded, by access technology, by subscriber type,
		by ISP size

### SUMMARY OF INTERNET ACTIVITY FINDINGS

HIGHLIGHTS

- At the end of September 2003, total Internet subscribers in Australia numbered over 5.2 million, this is an increase of 135,000 (3%) from the end of March 2003. This modest increase follows the larger increases recorded in the previous two collections, 11% for the six months ended March 2003 and 8% for the six months ended September 2002.
- Dial-up subscriber numbers in Australia fell by 85,000 (2%) in the six months to
   September 2003. Dial-up subscribers as a proportion of total subscribers fell below
   90% for the first time.
- The number of non dial-up subscribers grew from 470,000 at the end of the March 2003 to 690,000 at the end of September 2003, an increase of 220,000 (47%) reflecting the continuing move toward these technologies. Digital Subscriber Line (DSL) subscriber numbers grew strongly from 209,000 in the March quarter 2003 to 372,000 in the September quarter 2003, an increase of 163,000 (78%).
- There were 667 ISPs supplying Internet access to 5.2 million active subscribers at the end of the September quarter 2003. This is an increase of 113 ISPs (20%) over the six months from the end of the March quarter 2003. About half of the new ISPs were identified from new web-based sources as part of an exercise aimed at improving industry coverage (see 'Data Quality' in the Notes section for details). All new units identified in this exercise were found to be in the very small and small categories and in general, had a minimal impact on survey results.
- Changes to the question used to collect the number of access lines available for subscribers contributed significantly to the large increase (52%) for the September quarter 2003. ISPs now provide the number of access lines available to subscribers for dial-up and non-dial up separately. For this reason, data should not be compared to previous quarters. Data from the September quarter 2003 showed that there were just over 626,000 access lines available for dial-up subscribers and just under 681,000 access lines available for non-dial up subscribers.
- The number of subscribers by download speed of access connection was collected for the first time. The intention is to provide a measure of broadband uptake that utilises speed of access connection rather than the technology being used to deliver the connection. The definition currently being utilised by the ABS defines broadband as "an 'always on' Internet connection with an access speed equal to or greater than 256kbps". At the end of September 2003, there were 657,000 broadband subscribers by this definition.
- At the end of September 2003, 384 (or 58%) ISPs offered their subscribers a SPAM filtering product as either a free or charged service. Almost 2.5 million subscribers had adopted a SPAM filtering product at the end of September 2003.
- Data downloaded by subscribers increased by 53% from 3,046 million MBs to 4,665 million MBs. Non dial-up subscribers accounted for over 67% of the total data downloaded reflecting the much faster download speeds available.



Quarter   Quarter   Quarter   Quarter   Quarter   Quarter   2003   200			September	March	September	March	September
SPs(a)(b)   Very small							
SPS(a)(b)   Very small			2001	2002	2002	2003	2003
Very small         no.         112         102         102         110         153           Small         no.         299         276         254         251         316           Medium         no.         155         161         172         160         163           Large         no.         30         26         29         26         27           Very large         no.         602         571         563         554         667           Total         no.         602         571         563         554         667           Interent Access Lines         no.         —         —         —         —         626 554           Non Dial-up Access         Lines         no.         —         —         —         —         680 933           Total Coccess Lines         no.         —         —         —         —         680 933           Total Coccess Lines         no.         —         —         —         —         680 933           Total Coccess Lines         no.         —         —         —         —         1307 487           Ubial-up         Business and government         900         —	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • •	• • • • • • • •	• • • • • • •	• • • • • • • •	• • • • • • • •	
Small Medium         no.         299         276         254         251         316           Medium         no.         155         161         172         160         163           Large         no.         30         26         29         26         27           Very large         no.         602         571         563         554         667           Internet Access (b)         Dial-up Access lines         no.         —         —         —         —         —         626 554           Non Dial-up Access Lines         no.         486 877         447 050         639 197         857 470         1 307 487           ubscribers (b)         Joil-up Business and goverment         900         —         —         —         —         680 933           Total         900         —         —         —         —         680 933         107 487           Ubscribers (b)         Joil-up Business and goverment         900         —         —         —         520         505         505         505         505         505         600         407         4522         4017         707         707         707         4007         4522         708	<b>SPs</b> (a)(b)						
Medium         no.         155         161         172         160         163           Large         no.         30         26         29         26         27           Very large         no.         60         6         6         6         7         8           Total         no.         602         571         563         554         667           Internet Access (b)         Dial-up Access         no.         —         —         —         —         626 554           Non Dial-up Access Lines         no.         —         —         —         —         —         680 933           Total Access Lines         no.         486 877         447 050         639 197         857 470         1 307 487           Jubscribers (b)         Dial-up         Business and government         900         —         —         —         520         505           Household         900         —         —         —         4 607         4 522           Non Dial-up         Business and government         900         —         —         —         129         190           Household         900         —         —         —         — </td <td>Very small</td> <td>no.</td> <td>112</td> <td>102</td> <td>102</td> <td>110</td> <td>153</td>	Very small	no.	112	102	102	110	153
Large Very large no. 30 26 29 26 27 Very large no. 6 6 6 6 7 8 7 8 7 8 7 8 7 1 8 1 1 1 1 1 1 1 1 1	Small	no.	299	276	254	251	316
Very large         no.         6         6         6         7         8           Total         no.         602         571         563         554         667           Internet Access (b)         Dial-up Access         no.         —         —         —         —         626 554           Non Dial-up Access         no.         —         —         —         —         680 933           Total Access Lines         no.         —         486 877         447 050         639 197         857 470         1 307 487           subscribers (b)         Dial-up         Business and government         —         —         —         520         505           Household         000         —         —         —         —         520         505           Household         000         —         —         —         —         4 087         4 017           Total         000         —         —         —         —         4 607         4 522           Non Dial-up         Business and government         000         —         —         —         —         4 70         690           Total         000         559         505	Medium	no.	155	161	172	160	163
Very large         no.         6         6         6         7         8           Total         no.         602         571         563         554         667           Internet Access (b)         Dial-up Access         no.         —         —         —         —         626 554           Non Dial-up Access         no.         —         —         —         —         680 933           Total Access Lines         no.         —         486 877         447 050         639 197         857 470         1 307 487           subscribers (b)         Dial-up         Business and government         —         —         —         520         505           Household         000         —         —         —         —         520         505           Household         000         —         —         —         —         4 087         4 017           Total         000         —         —         —         —         4 607         4 522           Non Dial-up         Business and government         000         —         —         —         —         4 70         690           Total         000         559         505	Large	no.	30	26	29	26	27
Dial-up Access Lines   Non Dial-up   Business and   government   O00							
Dial-up Access Lines   Non Dial-up	Total	no.	602	571	563	554	667
Dial-up Access Lines   Non Dial-up	nternet Access(b)						
Non Dial-up Access Lines no. — — — — — — — — 680 933  Total Access Lines no. — 486 877 447 050 639 197 857 470 1 307 487  **Lubscribers(b)**  Dial-up  Business and government		no.	_	_	_	_	626 554
Lines         no.         486 877         447 050         639 197         857 470         1 307 487           Jobscribers (b)         Dial-up         Business and government         000         —         —         —         520         505           Household         000         —         —         —         4 087         4 017         7 070         7 070         4 087         4 017         7 070         7 070         4 087         4 017         7 070         7 070         4 007         4 522         7 070         7 070         4 007         4 522         7 070         7 070         4 007         4 522         7 070         7 070         4 007         4 522         7 070         7 070         4 007         4 522         7 070         7 070         4 007         4 522         7 070         7 070         4 007         4 522         7 000	•						
Dial-up   Business and government   '000   -	·	no.	_	_	_	_	680 933
Subscribers (b) Dial-up Business and government '0000	Total Access Lines	no.	486 877	447 050	639 197	857 470	1 307 487
Dial-up   Business and government   '000	Subscribers(b)						
government							
Household '000 — — — — 4 087 4 017  Total '000 — — — — 4 607 4 522  Non Dial-up Business and government '000 — — — — 139 190 Household '000 — — — — 331 499 Total '000 — — — 470 690  Total  Business and government '000 559 505 650 659 696 Household '000 3 726 3 724 3 904 4 417 4 516  Total '000 4 285 4 229 4 555 5 076 5 211  Pata Downloaded (c) Dial-up Business and government million MBs — — — — 178 Household million MBs — — — 1 1520  Non Dial-up Business and government million MBs — — — — 1 169 Household million MBs — — — — 1 169 Household million MBs — — — — 1 178 Total million MBs — — — — 1 178 Household million MBs — — — — 1 1520  Non Dial-up Business and government million MBs — — — — 1 169 Household million MBs — — — — 1 178 Total million MBs — — — — — 1 178 Total million MBs — — — — — 1 169 Household million MBs — — — — — 3 145  Total Business and government million MBs — — — — — 1 178  Business and government million MBs — — — — — 1 169 Household million MBs — — — — — 3 145  Total Business and government million MBs — — — — — 1 178	Business and						
Non Dial-up   Business and government   1000   1000   139   190	government	'000	_	_	_	520	505
Non Dial-up	Household	'000	_	_	_	4 087	4 017
Business and government '000 — — — — — 139 190 Household '000 — — — — — 331 499 Total '000 — — — — — 470 690 Total Business and government '000 559 505 650 659 696 Household '000 3 726 3 724 3 904 4 417 4 516 Total '000 4 285 4 229 4 555 5 076 5 211 Delatup Business and government million MBs — — — — 178 Household million MBs — — — — 1 1341 Total million MBs — — — — 1 1520 Non Dial-up Business and government million MBs — — — — 1 169 Household million MBs — — — — 1 169 Household million MBs — — — — 1 169 Household million MBs — — — — 3 145 Total million MBs — — — — — 3 145 Total Business and government million MBs — — — — — 3 145 Total Business and government million MBs — — — — — 3 145 Total Business and government million MBs — — — — — 3 145	Total	'000	_	_	_	4 607	4 522
government         '000         —         —         —         139         190           Household         '000         —         —         —         331         499           Total         '000         —         —         —         470         690           Total           Business and government         '000         559         505         650         659         696           Household         '000         3 726         3 724         3 904         4 417         4 516           Total         '000         4 285         4 229         4 555         5 076         5 211           Parameter Substance Substanc	Non Dial-up						
Household 7000 — — — — 331 499 Total 7000 — — — — 331 499 Total 7000 — — — — 470 690  Total  Business and government 7000 559 505 650 659 696 Household 7000 3 726 3 724 3 904 4 417 4 516  Total 7000 4 285 4 229 4 555 5 076 5 211  Pata Downloaded (c) Dial-up Business and government million MBs — — — — 178 Household million MBs — — — — 1 341 Total million MBs — — — 1 520  Non Dial-up Business and government million MBs — — — 1 169 Household million MBs — — — 1 169 Household million MBs — — — — 3 145  Total Business and government million MBs — — — — 3 145  Total Business and government million MBs — — — — 3 145  Total Business and government million MBs — — — — 3 145	Business and						
Total         '000         —         —         —         470         690           Total Business and government government Household         '000         559         505         650         659         696           Household         '000         3 726         3 724         3 904         4 417         4 516           Total         '000         4 285         4 229         4 555         5 076         5 211           Data Downloaded (c) Dial-up Business and government million MBs         —         —         —         —         178           Household million MBs         —         —         —         —         1 341         70tal         million MBs         —         —         —         1 520           Non Dial-up Business and government million MBs         —         —         —         —         1 169           Household million MBs         —         —         —         —         1 169           Household million MBs         —         —         —         —         1 169           Household million MBs         —         —         —         —         1 169           Total million MBs         —         —         —         —         —         1 345	government	'000	_	_	_	139	190
Total Business and government '000 559 505 650 659 696 Household '000 3 726 3 724 3 904 4 417 4 516  Total '000 4 285 4 229 4 555 5 076 5 211  Pata Downloaded (c) Dial-up Business and government million MBs — — — — 178 Household million MBs — — — — 1 341 Total million MBs — — — 1 520  Non Dial-up Business and government million MBs — — 1 169 Household million MBs — — — 1 169 Household million MBs — — — 1 176 Total million MBs — — — 3 145  Total Business and government million MBs — — — 3 145  Total Business and government million MBs — 7 7 7 782 1 347	Household	'000	_	_	_	331	499
Business and government '000 559 505 650 659 696 Household '000 3 726 3 724 3 904 4 417 4 516  Total '000 4 285 4 229 4 555 5 076 5 211  Pata Downloaded (c) Dial-up Business and government million MBs — — — — 178 Household million MBs — — — — 1 520  Non Dial-up Business and government million MBs — — — — 1 169 Household million MBs — — — — 1 169 Household million MBs — — — — 1 169 Household million MBs — — — — 1 169 Household million MBs — — — — 1 178 Total million MBs — — — — 1 169 Household million MBs — — — — 1 169 Total million MBs — — — — 3 145  Total Business and government million MBs 506 528 740 782 1 347	Total	'000	_	_	_	470	690
government '000 559 505 650 659 696 Household '000 3 726 3 724 3 904 4 417 4 516  Total '000 4 285 4 229 4 555 5 076 5 211  Pata Downloaded (c) Dial-up Business and government million MBs — — — — 178 Household million MBs — — — — 1 341 Total million MBs — — — 1 520  Non Dial-up Business and government million MBs — — — 1 520  Non Dial-up Business and government million MBs — — — — 1 169 Household million MBs — — — — 1 169 Household million MBs — — — — 3 145  Total Business and government million MBs — 7 — 7 — 3 145  Total Business and government million MBs 506 528 740 782 1 347	Total						
Household '000 3 726 3 724 3 904 4 417 4 516  Total '000 4 285 4 229 4 555 5 076 5 211  Pata Downloaded (c) Dial-up Business and government million MBs — — — — 178 Household million MBs — — — — 1 341 Total million MBs — — — 1 520  Non Dial-up Business and government million MBs — — — 1 520  Non Dial-up Business and government million MBs — — — 1 169 Household million MBs — — — 1 169 Total million MBs — — — 3 145  Total Business and government million MBs 506 528 740 782 1 347	Business and						
Total         '000         4 285         4 229         4 555         5 076         5 211           Pata Downloaded (c)         Dial-up         Business and government         Image: Company of the company o	government	'000	559	505	650	659	696
Data Downloaded (c)         Dial-up       Business and government         178         Household       million MBs         -         -         1341         Household       million MBs         -         -         1341         Total       million MBs         -         -         1520         Non Dial-up       Business and government         -         -         -         169         Household       million MBs         -         -         -         1976         Total         million MBs         -         -         -         3145         Total         Business and government         million MBs         506         528         740         782         1347	Household	'000	3 726	3 724	3 904	4 417	4 516
Dial-up         Business and government million MBs         —         —         —         178           Household million MBs         —         —         —         —         1341           Total million MBs         —         —         —         —         1520           Non Dial-up Business and government million MBs         —         —         —         —         1169           Household million MBs         —         —         —         —         1976           Total million MBs         —         —         —         3145           Total Business and government million MBs         506         528         740         782         1347	Total	'000	4 285	4 229	4 555	5 076	5 211
Business and government         million MBs         —         —         —         178           Household         million MBs         —         —         —         —         1341           Total         million MBs         —         —         —         —         1520           Non Dial-up Business and government         million MBs         —         —         —         —         169           Household         million MBs         —         —         —         —         1976           Total         million MBs         —         —         —         —         3 145           Total Business and government         million MBs         506         528         740         782         1 347	Data Downloaded(c)						
government         million MBs         —         —         —         —         178           Household         million MBs         —         —         —         —         1 341           Total         million MBs         —         —         —         —         1 520           Non Dial-up         Business and         government         —         —         —         —         1 169           Household         million MBs         —         —         —         —         1 976           Total         million MBs         —         —         —         —         3 145           Total           Business and         government         million MBs         506         528         740         782         1 347	•						
Household         million MBs         —         —         —         —         1 341           Total         million MBs         —         —         —         —         1 520           Non Dial-up Business and government         Business and million MBs         —         —         —         —         —         1 169           Household         million MBs         —         —         —         —         1 976           Total         million MBs         —         —         —         —         3 145           Total Business and government         million MBs         506         528         740         782         1 347		Illian MD					4=0
Total         million MBs         —         —         —         —         1 520           Non Dial-up Business and government         —         —         —         —         —         —         —         1 169           Household         million MBs         —         —         —         —         1 976           Total         million MBs         —         —         —         —         3 145           Total Business and government           million MBs         506         528         740         782         1 347			_	_	_	_	
Non Dial-up         Business and         government       million MBs       —       —       —       —       1 169         Household       million MBs       —       —       —       —       1 976         Total       million MBs       —       —       —       —       3 145         Total         Business and government       million MBs       506       528       740       782       1 347			_	_	_	_	
Business and government government million MBs       —       —       —       —       1 169         Household million MBs       —       —       —       —       1 976         Total million MBs       —       —       —       —       3 145         Total Business and government million MBs       506       528       740       782       1 347	Total	million MBs	_	_	_	_	1 520
government         million MBs         —         —         —         —         1 169           Household         million MBs         —         —         —         —         1 976           Total         million MBs         —         —         —         —         3 145           Total Business and government           million MBs         506         528         740         782         1 347							
Household         million MBs         —         —         —         —         1 976           Total         million MBs         —         —         —         —         3 145           Total         Business and government         million MBs         506         528         740         782         1 347							
Total         million MBs         —         —         —         —         3 145           Total         Business and government         million MBs         506         528         740         782         1 347	_		_	_	_	_	
Total Business and government million MBs 506 528 740 782 1 347			_	_	_	_	
Business and government million MBs 506 528 740 782 1 347	Total	million MBs	_	_	_	_	3 145
government million MBs 506 528 740 782 1 347							
9	Business and						
Household million MBs 780 1 303 2 172 2 264 3 317	government			528			
					0.4=0	0.004	0.047

nil or rounded to zero (including null cells)

<sup>(</sup>a) See paragraph 7 of the Explanatory Notes for a description of ISP size categories

<sup>(</sup>b) As at the end of the reference quarter

<sup>(</sup>c) During the three months of the reference quarter



# 1.2 INTERNET ACTIVITY SUMMARY, State and territory ......

		September Quarter 2001	March Quarter 2002	September Quarter 2002	March Quarter 2003	September Quarter 2003
• • • • • • • • • • • • •	• • • • • • • •	NEW SOUT	H WALES	• • • • • • • •	• • • • • • •	• • • • • • •
ISPs(a)	no.	244	236	240	212	236
Access lines(b)	no.	155 291	160 100	241 541	295 563	449 591
All subscribers(b)	'000	1 446	1 441	1 583	1 770	1 828
Data downloaded(c)	million MBs	435	676	1 132	1 074	1 672
• • • • • • • • • • • • • •	• • • • • • • •	• • • • • • • •	• • • • • • •	• • • • • • •	• • • • • • •	• • • • • • •
		VICTO	DRIA			
ISPs(a)	no.	220	212	198	187	213
Access lines(b)	no.	141 313	114 544	163 855	241 274	347 371
All subscribers(b)	'000	1 160	1 045	1 180	1 338	1 394
Data downloaded(c)	million MBs	347	457	709	847	1 197
• • • • • • • • • • • • • •	• • • • • • • •	QUEENS		• • • • • • •	• • • • • • •	• • • • • • •
100		-				
ISPs(a)	no.	161	151	150	146	170
Access lines(b)	no.	93 985	77 432	102 767	143 362	219 800
All subscribers(b)	'000	829	863	822	886	923
Data downloaded(c)	million MBs	206	308	524	464	688
• • • • • • • • • • • • •	• • • • • • • •	SOUTH AU	STRALIA	• • • • • • •	• • • • • • •	• • • • • • •
ISPs(a)	no.	70	74	65	57	62
Access lines(b)	no.	31 027	31 394	34 807	44 386	84 533
All subscribers(b)	'000	280	294	328	347	343
Data downloaded(c)	million MBs	99	125	141	193	396
• • • • • • • • • • • • •	· · · · · · · · · · · · · · · · · · ·	VESTERN A	AUSTRALI	Α	• • • • • • •	• • • • • • •
ISPs(a)	no.	100	100	92	85	96
Access lines(b)	no.	41 104	42 647	65 044	86 538	137 786
All subscribers(b)	'000	363	386	411	472	472
Data downloaded(c)	million MBs	129	173	273	303	522
	• • • • • • • •		• • • • • • •			• • • • • • •
		TASMA	ANIA			
ISPs(a)	no.	29	30	28	22	24
Access lines(b)	no.	10 354	9 159	12 404	20 876	28 109
All subscribers(b)	'000	95	88	98	109	107
Data downloaded(c)	million MBs	31	36	49	60	78
	• • • • • • • •	• • • • • • • •	• • • • • • •		• • • • • • •	• • • • • • •
	N	ORTHERN	TERRITO	RY		
ISPs(a)	no.	18	21	23	15	18
Access lines(b)	no.	4 163	3 661	4 701	6 860	9 340
All subscribers(b)	'000	45	43	37	38	35
Data downloaded(c)	million MBs	9	16	19	26	25
• • • • • • • • • • • • • • • • • • • •	• • • • • • • •	• • • • • • • •	• • • • • • •	• • • • • • • •	• • • • • • •	• • • • • • •

<sup>(</sup>a) Based on State or Territory of operations not Head Office location - see 'Data Quality' in the Notes section on Page 2 for details

<sup>(</sup>b) As at the end of the reference period

<sup>(</sup>c) During the three months of the reference period



# 1.2 INTERNET ACTIVITY SUMMARY, State and territory continued .....

		September Quarter 2001	March Quarter 2002	September Quarter 2002	March Quarter 2003	September Quarter 2003
• • • • • • • • • • • • • • •	• • • • • • • • •	• • • • • • • • •	• • • • • • •	• • • • • • • •	• • • • • • •	• • • • • • •
	AUSTRA	LIAN CAPI	TAL TER	RITORY		
ISPs(a)	no.	49	46	44	37	38
Access lines(b)	no.	9 640	8 113	14 078	18 611	30 957
All subscribers(b)	'000	68	71	95	116	110
Data downloaded(c)	million MBs	28	40	66	80	87
• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	AUSTR	ΛΙΙΛ	• • • • • • • • •	• • • • • • • •	• • • • • • •
		AUSTR	ALIA			
ISPs(a)	no.	602	571	563	554	667
Access lines(b)	no.	486 877	447 050	639 197	857 470	1 307 487
All subscribers(b)	'000	4 285	4 229	4 555	5 076	5 211
Data downloaded(c)	million MBs	1 286	1 831	2 913	3 046	4 665

<sup>(</sup>a) Based on State or Territory of operations not Head Office location - see 'Data Quality' in the Notes section on Page 2 for details

<sup>(</sup>b) As at the end of the reference period

<sup>(</sup>c) During the three months of the reference period

### SUBSCRIBER CHARACTERISTICS .....

### **SUBSCRIBERS**

At the end of the September quarter 2003, there were 5.2 million active Internet subscribers in Australia, comprised of 4.5 million household subscribers and 696,000 business and government subscribers.

Subscribers of the large and very large size categories of ISPs represented just over 88% of all Internet subscribers, which is the same as the March quarter 2003.

At the end of the September quarter 2003, there were 99,000 more household Internet subscribers than at the end of the March quarter 2003, this represents an increase of 2.2%. There were 37,000 more business and government subscribers, representing an increase of 5.6% over the end of the March quarter 2003.

### ACCESS PLANS

The majority of Internet subscribers remain on either monthly/quarterly/annual plans (79% or 4.1 million subscribers), or hourly access plans (18% or 0.9 million subscribers).

The number of subscribers opting for monthly/quarterly/annual plans at the end of September 2003 increased by 640,000 (18%) subscribers from the number recorded at the end of March 2003. During the same period, hourly access plans decreased in popularity, falling from 1.4 million subscribers at the end of the March quarter 2003, to just over 921,000 at the end of the September quarter 2003.

The number of subscribers choosing volume only access plans fell by 39%, with just under 85,000 subscribers now using these plans, down from 140,000 subscribers at the end of March quarter 2003.

Approximately 71% (494,000) of business and government subscribers access the Internet via monthly/quarterly/annual plans, while 80% (3.6 million) of household subscribers selected these plans.

### ACCESS TECHNOLOGY

Despite the fall recorded in dial-up subscribers (a decrease of 2% or 85,000 subscribers from the end of the March quarter 2003), the vast majority of subscribers (over 4.5 million) continue to utilise this access technology. By contrast, the number of subscribers with a non dial-up connection has increased by 220,000 subscribers (47%) to 690,000 at the end of the September quarter 2003. Non dial-up subscribers now comprise 13% of all subscribers while dial-up subscribers have fallen below 90% (to 87%) for the first time.

DSL recorded the strongest growth amongst the non dial-up connection technologies with Internet subscribers increasing from 209,000 (just over 4% of total subscribers) to 372,000 subscribers (just over 7% of total subscribers) at the end of the September quarter 2003.

ACCESS TECHNOLOGY continued

For the first time, the Internet Activity Survey collected data on the number of Internet subscribers by download speed of access connection. Using the definition of broadband adopted by the ABS (those technologies providing access speeds of 256kbps or greater), the number of broadband subscribers is now 657,000.

While household subscribers comprise the majority of broadband connections (over 74%), these technologies represent only 11% of total household subscribers. A much higher proportion of business and government subscribers (168,000 or 24% of all business and government subscribers) have taken advantage of faster access speeds.



# 

			MONTHLY	/								
			QUARTERI	LY/								
	FREE		ANNUAL		HOUR	LY	VOLU	ME	OTHE	R	ALL ACCI	ESS
	ACCE	SS	ACCESS		ACCES	SS	ACCE	SS	ACCE	SS	PLANS	
	••••••	•••••	•••••	•••••		•••••	••••••	•••••		•••••	•••••	•••••
	'000	%	'000	%	'000	%	'000	%	'000	%	'000	%
• • • • • • • • •					00//5		NT CI			• • • • •		
		В	USINESS	AND	GOVE	KINIVIE	N I 50	BSCR	IBEKS			
Very Small	_	1	np	np	np	np	np	np	_	_	3	100
Small	np	np	28	74	5	14	4	10	np	np	38	100
Medium	np	np	61	69	23	26	2	2	np	np	89	100
Large	np	np	88	61	17	11	40	27	np	np	144	100
Very Large	np	np	np	np	np	np	np	np	np	np	421	100
, ,		·	·	·								
Total	np	np	494	71	139	20	46	7	np	np	696	100
• • • • • • • •	• • • •	• • • • •		• • • •	• • • • • •	• • • • •	• • • • •	• • • • •	• • • • •	• • • •		
			Н	OUSE	HOLD	SUBS	CRIBE	RS				
Very Small	_	8	np	np	np	np	np	np	_	_	4	100
Small	np	an	71	72	21	21	2	2	np	np	99	100
Medium	np	np	285	74	80	21	4	1	np	np	383	100
Large	np	np	558	77	157	22	5	1	np	np	721	100
Very Large	np	np	np	np	np	np	np	np	np	np	3 309	100
, ,			·	·							4.510	100
Total	np	np	3 635	80	782	17	39	1	np	np	4 516	100
• • • • • • • •	• • • •	• • • • • •	• • • • • • • •	• • • •	• • • • • •	• • • • •	• • • • •	• • • • •	• • • • •	• • • • •	• • • • • • • •	• • • •
				ΑL	L SUB	SCRIE	BERS					
Very Small	_	5	5	76	np	np	np	np	_	_	7	100
Small	np	np	99	73	26	19	6	5	np	np	137	100
Medium	13	3	346	73	104	22	6	1	3	1	472	100
Large	np	np	645	75	173	20	45	5	np	np	865	100
Very Large	np	np	3 032	81	np	np	np	np	np	np	3 731	100
, ,		•										
Total	np	np	4 128	79	921	18	85	2	np	np	5 211	100

nil or rounded to zero (including null cells)
 not available for publication but included in totals
 included in totals</



2.2	SUBSCRIBERS	AND ISPS	S, by acc	cess tech	nology type			
		MARCH QUA	RTER 2003	••••••	SEPTEMBER	SEPTEMBER QUARTER 2003		
		Number of subscribers	Percentage of subscribers	Number of ISPs providing subscribers with this access(a)	Number of subscribers	Percentage of subscribers	Number of ISPs providing subscribers with this access(a)	
		'000	%	no.	'000	%	no.	
	• • • • • • • • • • • • •		• • • • • • • •	• • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • •		
	Dial-up							
	Analog	4 536	89	507	4 474	99	601	
	ISDN (Digital)	64	1	97	43	1	153	
	Microwave	np	np	25	_	_	_	
	Satellite	np	np	108	np	np	29	
	Other	np	np	1	np	np	1	
	Total dial-up	4 607	91	523	4 522	100	611	
	Non Dial-up							
	Analog	31	1	262	31	4	169	
	DSL	209	4	310	372	54	439	
	ISDN (Digital)	16	_	125	14	2	190	
	Cable	np	np	25	np	np	115	
	Satellite	np	np	66	np	np	93	
	Microwave	3	_	36	_	_	_	
	Fixed Wireless	_	_	_	5	_	118	
	Mobile Wireless	_	_	_	3	_	33	
	Other	1	_	22	6	1	17	
	Total non Dial-up	470	9	432	690	100	558	
	Total	5 076	100	554	5 211	100	667	

nil or rounded to zero (including null cells)

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

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



# 2.3 INTERNET ACCESS SPEEDS, by subscriber type, by download speed ranges .....

Number of subscribers at end of period '000	Number of ISPs reporting subscribers no.	Percentage of subscribers %						
BUSINESS AND GOVERNMENT	SUBSCRI	BERS						
Less than 256kbps528256kbps to less than 512kbps70512kbps to less than 1.5Mbps731.5Mbps to less than 2Mbps192Mbps or greater6	550 398 394 283 207	76 10 10 3 1						
Total all access speeds 696 602 100  HOUSEHOLD SUBSCRIBERS								
Less than 256kbps       4 027         256kbps to less than 512kbps       165         512kbps to less than 1.5Mbps       181         1.5Mbps to less than 2Mbps       17         2Mbps or greater       125         Total all access speeds       4 516	582 354 289 194 30	89 4 4 — 3 100						
ALL SUBSCRIBERS								
Less than 256kbps       4 554         256kbps to less than 512kbps       235         512kbps to less than 1.5Mbps       254         1.5Mbps to less than 2Mbps       36         2Mbps or greater       131         Total all access speeds       5 211	625 461 432 314 213 667	87 5 5 1 3						

nil or rounded to zero (including null cells)

### ISPS AND SPAM

BACKGROUND

SPAM is defined as "unsolicited electronic messaging, regardless of its content". It is usually transmitted to a large number of recipients and it does not necessarily have a commercial focus. The increasing usage of SPAM has reached the point where it is having a significant effect on the global email network.

Traditionally, many ISPs have provided SPAM filtering products to their subscribers either as a free or a charged product; the latter being included in subscription fees or paid separately. The Internet Activity Survey for September quarter 2003 collected data relating to SPAM filtering products and their uptake amongst Internet subscribers.

ISPS

Of the 667 active ISPs in Australia at the end of the September quarter 2003, a total 384 ISPs offered their subscribers a SPAM filtering product as either a free or charged service. There were 348 ISPs offering SPAM filtering products as a free service and 77 ISPs offering SPAM filtering products as a charged service. A total of 283 ISPs did not provide SPAM filtering products to their subscribers.

SUBSCRIBERS

A total of almost 2.5 million Internet subscribers (48% of all subscribers) had adopted a SPAM filtering product offered by their ISP at the end of September quarter 2003. Almost 380,000 business subscribers (55%) had adopted a SPAM filtering product offered by their ISP at the end of the September quarter 2003. This compares with the 2.1 million household subscribers (46%) who had also done so. And while business and government subscribers had similar uptake rates between dial-up and non dial-up subscribers (54%), a higher proportion of non dial-up household subscribers (50%) than dial-up household subscribers (46%) had adopted a SPAM filtering product.

3.1

# ISPS AND SPAM FILTERING PRODUCTS, by type of service offered ......

September Quarter 2003(a)

no.

ISPs offering SPAM filtering products as a free service348ISPs offering SPAM filtering products as a charged service77ISPs not offering a SPAM filtering product283

 Some ISPs offer both free and charged SPAM filtering products, therefore components do not add to the total number of ISPs

# 3.2

# SUBSCRIBERS ADOPTING AND ISPS OFFERING SPAM FILTERING PRODUCTS, by subscriber type, by access type

Number of ISPs offering SPAM filtering products

Subscribers(a) to their subscribers '000 BUSINESS AND GOVERNMENT SUBSCRIBERS Dial-up 276 Non Dial-up 286 104 Total 380 350 HOUSEHOLD SUBSCRIBERS Dial-up 1 852 335 Non Dial-up 248 248 2 100 345 Total ALL SUBSCRIBERS Dial-up 2 128 350 Non Dial-up 352 310 2 480 379

 (a) Only includes those subscribers who have chosen to adopt a SPAM filtering product offered by their ISP

## DATA DOWNLOADED .....

ALL ACCESS
TECHNOLOGIES

There were 4.7 million megabytes (MB) of data downloaded by subscribers during the three months ended 30 September 2003, representing an average of 901 MBs per subscriber (an increase of 285 MBs per subscriber or 46% over the March quarter 2003 figure of 616 MBs per subscriber). Average downloads increased across the board, reflecting the increasing popularity of broadband and its faster download speeds.

Household subscribers, representing 87% of all subscribers, downloaded 3,317 million MBs (71% of all data downloaded). This resulted in an average of 739 MBs per household subscriber, an increase of 211 MBs per subscriber or 40% over the March quarter 2003 figure of 528 MBs per subscriber.

Business and government subscribers downloaded 1,347 million MBs during the three months ended 30 September 2003, an average of 1,963 MBs per subscriber. This represented an increase of 772 MBs per subscriber or 65% over the March 2003 figure of 1,191 MBs per subscriber.

DIAL-UP VERSUS NON DIAL-UP ACCESSES

Non dial-up subscribers downloaded 3,145 million MBs during the three months ended 30 September 2003, representing 67% of all data downloaded. This results in an average of 4,557 MBs per non dial-up subscriber. By comparison, dial-up subscribers downloaded 1,520 million MBs at an average of 336 MBs per subscriber. The faster download speeds offered by the majority of the non dial-up connections allows more data to be downloaded within the same time online, leading to the higher average downloads by non dial-up subscribers.

Business and government non dial-up subscribers downloaded 1,169 million MBs at an average of 6,153 MBs per subscriber. In comparison, household non dial-up subscribers downloaded a total of 1,976 million MBs at an average of 3,960 MBs per subscriber. In contrast, business and government dial-up subscribers downloaded just 178 million MBs at an average of 256 MBs per subscriber and household dial-up subscribers downloaded 1,341 million MBs at an average of 297 MBs per subscriber. See Glossary item 'Average data downloaded per subscriber' for an explanation of the differing methodologies applied in determining average downloads.

4.1

# VOLUME OF DATA DOWNLOADED(a), by access technology, by subscriber type, by ISP size(b)

	Dialun		Non Dial-	un	Total	
	Dial-up	•••••	NOIT DIAI-	up	Total	•••••
	million		million		million	
	MBs	%	MBs	%	MBs	%
• • • • • • • •	• • • • • •	• • • • •	• • • • • • • • • • • •	• • • • •	• • • • • • • • • • • • •	• • • •
E	BUSINES	SS AND	GOVERNMEN	r su	BSCRIBERS	
Very Small	2	1	24	2	26	2
Small	23	13	180	15	204	15
Medium	36	20	341	29	377	28
Large	49	28	420	36	469	35
Very Large	68	38	203	17	271	20
Total	178	100	1 169	100	1 347	100
• • • • • • • •	• • • • • •					• • • •
		HOUSI	EHOLD SUBSCI	KIBE	35	
Very Small	1	_	8	_	9	_
Small	64	5	40	2	104	3
Medium	127	9	292	15	418	13
Large	314	23	326	16	640	19
Very Large	836	62	1 310	66	2 146	65
Total	1 341	100	1 976	100	3 317	100
• • • • • • • •	• • • • • •	٨١	L SUBSCRIBE	D C	• • • • • • • • • • • • •	• • • •
		Λ.				
Very Small	3	_	33	1	35	1
Small	87	6	221	7	308	7
Medium	163	11	633	20	796	17
Large	363	24	745	24	1 109	24
Very Large	904	59	1 513	48	2 417	52
Total	1 520	100	3 145	100	4 665	100

nil or rounded to zero (including null cells)

<sup>(</sup>a) Volume of data downloaded during the three months of the reference quarter

<sup>(</sup>b) See paragraph 7 of Explanatory Notes for a description of ISP size categories

## EXPLANATORY NOTES .....

INTRODUCTION

**1** This publication presents results from the Internet Activity Survey (IAS) conducted in respect of the three months ending 30 September 2003. The IAS is a census that 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 at the end of 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. The primary source of the IAS population frame is the Telecommunications Industry Ombudsman (TIO) with which ISPs are required to register. The TIO list is supplemented with ISPs identified from other sources such as Internet association membership lists and industry media.
- **3** A comprehensive coverage exercise was undertaken prior to the conduct of the September quarter 2003 collection. In addition to the information received from the TIO, a number of new sources for identification of potential in-scope ISPs were identified. These were primarily web based and focussed more on ISPs providing broadband services.
- **4** The IAS is conducted as a mail-out, mail-back census.

SUBSCRIBERS

**5** Active subscribers are defined as subscribers having accounts with ISPs who have accessed the Internet or paid for access to the Internet during the three months 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. Conversely, a single ISP subscriber account may provide Internet access (or email addresses) for several people/organisations.

STATISTICAL UNIT

- **6** The unit for which statistics were reported in the census was the legal entity providing Internet access.
- **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

REFERENCE PERIOD

**8** The IAS is conducted biannually and the reference quarters are March and September. This publication includes information reported by ISPs which were operating in Australia at the end of the reference quarter. Figures on the volume of data downloaded relate to data downloaded during the three months of the reference quarter as reported by ISPs still in operation at the end of the reference quarter.

RELIABILITY OF DATA

**9** As the IAS does not have a sample component, the data are not subject to sampling variability. However, other inaccuracies, collectively referred to as non-sampling errors, may affect the data. These non-sampling errors may arise from a number of sources, including:

•••••••••••••••••••••••

RELIABILITY OF DATA continued

- 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.
- **10** 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

- **11** 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*.
- **12** In particular, the ABS acknowledges the assistance of the TIO in providing regular lists of registered ISPs.

RELATED PUBLICATIONS

**13** Other ABS publications on information technology and telecommunications in Australia are:

Business Use of Information Technology, 2001-02, cat. no. 8129.0 Government Use of Information Technology, Australia, 1999-2000, cat. no. 8119.0 Household Use of Information Technology, Australia, 2001-02, 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

AVAILABILITY OF UNPUBLISHED STATISTICS

- **14** The ABS may make available on request certain unpublished statistics from this census, subject to the application of confidentiality provisions. Please contact Peter Hodgson by telephone on 1800 136 387 during business hours or via email on *peter.bodgson@abs.gov.au* at any time.
- **15** Prior to the March 2003 issue of this publication, data at the Statistical Division level were included, however, these data are no longer available.

MORE INFORMATION ON ABS INFORMATION TECHNOLOGY STATISTICS **16** 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 <a href="http://www.abs.gov.au">http://www.abs.gov.au</a>. 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 13 of the Explanatory Notes of this publication.

ABBREVIATIONS

- ABS Australian Bureau of Statistics
- ISP Internet service provider
- POP point of presence
- TIO Telecommunications 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

At the all subscriber level, 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 midpoint of the reference quarter.

At the dial-up/non dial-up subscriber level, calculated by dividing the volume of data downloaded during the three months of the reference quarter by the number of subscribers at the end 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.

Bit Abbeviation for binary digit and describing the smallest unit of information handled by a computer. One bit expresses a 1 or a 0 in a binary numeral, or a true or false logical condition. See also Byte.

Broadband

Defined by ABS as an 'always on', Internet connection with an access speed equal to or greater than 256Kbps.

Business and government subscribers

All businesses, corporations, non-profit organisations and government organisations who obtain access to the Internet through an ISP. Some ISPs are unable to separate out subscriber numbers for business and government, these ISPs provide business plan subscribers as a proxy.

Byte

Abbreviation for binary term. A unit of data, today almost always consisting of 8 bits. A byte can represent a single character, such as a letter, a digit, or a punctuation mark. See also kilobit and kilobyte.

Cable

Describes those technologies including coaxial cable, fibre optic cable and hybrid fibre coaxial which are capable of transmitting data at speeds of up to 2Gbps.

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 utilising the public switched telecommunication network (PSTN).

Digital Subscriber Line (DSL)

More properly referred to as xDSL as this covers 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 often provided by ISPs to staff or to subscribers as part of an introductory offer or heavily subsidised by on-screen advertising.

Fixed Wireless Internet access

Point to point microwave link, generally building to building or tower to building which allows subscribers within the receiving building to access the Internet. Sender and receiver must be within line of sight and no more than 22km apart.

Hourly access plan

A subscription option where customers pay for Internet access on an hours-on-line basis.

Household subscribers Households and private individuals who subscribe to Internet access via an ISP. This may

include some home based businesses. Some ISPs are unable to separate out subscriber numbers for households, these ISPs provide residential plan subscribers as a proxy.

A world-wide public computer 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.

Resident Australian individuals or businesses offering Internet access services to Internet Service Provider (ISP)

customers.

Internet

**Integrated Services Digital** A digital access technique for both voice and data. Digital alternative to an analog public Network (ISDN)

switched telephone service and carries data or voltages consisting of discrete steps or levels, as opposed to continuously variable analog data. ISDN enables digital

transmission over the PSTN.

Kilobit (Kb) A data unit of 1,024 bits and generally abbreviated as kb or kbit. Data speeds are

generally referred to in kilobits (kbps) rather than kilobytes.

Kilobyte (KB) A data unit of 1,024 bytes and generally abbreviated as KB or Kbyte

Megabit (Mb) A data unit of 1,048, 576 bits, sometimes interpreted as 1 million bits. Faster data speeds

are generally referred to in megabits rather than megabytes (hence Mbps)

Megabyte (MB) A data unit of 1,048, 576 bytes, sometimes interpreted as 1 million bytes.

Mobile Wireless Internet access Mobile Internet access via 'hotspots' using a microwave connection often referred to as

WiFi. Most commonly utilised by laptop users although it is also becoming increasingly

popular within homes and businesses with multiple PCs.

Monthly/quarterly/annual A subscription option where customers pay a flat monthly/quarterly/annual fee, and access plan

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 Dial-up connections Refers to permanent and 'always on' connections to the Internet via a variety of

technoloies including Integrated Services Digital Network, DSL, Cable, Wireless, Satellite,

dedicated data service, frame relay, etc.

Point of Presence (POP) A server in a geographic location where an ISP can be accessed by a dial-up subscriber via

access lines.

**PSTN** See Analog/Public Switched Telephone Network (PSTN).

Satellite/communications 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.

SPAM SPAM is defined as unsolicited electronic messaging, regardless of its content.

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 (non dial-up) connections. Excluded are customers who purchase other services from an

ISP, such as web hosting, but do not obtain Internet access.

Virtual ISP An ISP who does not own or operate their own network of servers (POPs) but instead

relies on infrastructure provided by a third party.

Virtual POP A POP which is provided by a third party infrastructure business or another ISP for use by

multiple ISPs including those used by Virtual ISPs.

satellite

Volume Only

Volume only plan subscribers are only billed for data downloaded. They do not pay for time spent online and pay no monthly/quarterly/annual access fees but can be billed by any of these periods for data downloaded.

### FOR MORE INFORMATION .

INTERNET www.abs.gov.au the ABS web site is the best place to

start for access to summary data from our latest publications, information about the ABS, advice about upcoming releases, our catalogue, and Australia Now—a

statistical profile.

LIBRARY A range of ABS publications is available from public and

tertiary libraries Australia-wide. Contact your nearest library to determine whether it has the ABS statistics you require,

or visit our web site for a list of libraries.

CPI INFOLINE For current and historical Consumer Price Index data, call

1902 981 074 (call cost 77c per minute).

DIAL-A-STATISTIC For the latest figures for National Accounts, Balance of

Payments, Labour Force, Average Weekly Earnings, Estimated Resident Population and the Consumer Price Index call 1900 986 400 (call cost 77c per minute).

### INFORMATION SERVICE

Data already published that can be provided within five minutes will be free of charge. Our information consultants can also help you to access the full range of ABS information—ABS user pays services can be tailored to your needs, time frame and budget. Publications may be purchased. Specialists are on hand to help you with analytical or methodological advice.

PHONE 1300 135 070

EMAIL client.services@abs.gov.au

FAX 1300 135 211

POST Client Services, ABS, GPO Box 796, Sydney NSW 2001

### WHY NOT SUBSCRIBE?

ABS subscription services provide regular, convenient and prompt deliveries of ABS publications and products as they are released. Email delivery of monthly and quarterly publications is available.

1300 366 323

EMAIL subscriptions@abs.gov.au

FAX (03) 9615 7848

PHONE

POST Subscription Services, ABS, GPO Box 2796Y,

Melbourne Vic 3001



RRP \$20.00