



Key indicators— At a glance¹

¹ All sources the ACMA, except where noted.

Licensed services

Broadcasting licences, 30 June 2009

Commercial radio broadcasting licences	273
Community radio broadcasting licences	350
Temporary community radio broadcasting licences	65
Commercial television broadcasting licences	54
Community television broadcasting licences*	81
Subscription television broadcasting licences**	2,591

Telecommunications licences, 30 June 2009

Licensed carriers	175
Licensed or registered cablers	61,904

* Relates mostly to indigenous TV services.

** Each subscription service is licensed separately.

Apparatus licences, 2007–08 to 2008–09

Licence type	30 June 2008	30 June 2009
Aeronautical	1,966	1,977
Aircraft	13	13
Amateur	15,278	15,432
Broadcasting	9,538	9,676
Defence	71	71
Earth	368	389
Fixed	43,338	42,302
Land mobile	62,659	63,660
Maritime coast	3,403	3,403
Maritime ship	8,941	8,594
Outpost	5,837	5,363
Public telecommunications service	9	13
Radiodetermination	2,098	2,330
Scientific	508	502
Space	49	60
Major coast receive	17	17
Earth receive	349	371
Fixed receive	970	1,014
Space receive	53	64
Total	155,465	155,251

Note: these figures include multi-year licences.

Financial information

Revenue raised, 2008–09

Telephone number revenue:	
Revenue from smart numbers® auctions	\$3.2 million
Revenue from annual numbering charge	\$59.9 million
Broadcast licence fees	\$341 million

Radiocommunications apparatus licences revenue, 30 June 2009

Type of licence	\$million
<i>Assigned licences</i>	
Public telecommunications service	68
Fixed	53.6
Land mobile	20.2
Satellite*	4.5
Defence	6.6
Other	2.3
Total assigned licences	155.2
<i>Non-assigned licences</i>	1.7
Total	156.9

* Includes earth, space, earth receive and space receive licences.

Universal service obligation (USO) subsidy

The total 2008–09 USO subsidy was \$145 million.

Telecommunications revenue

	2003–04	2004–05	2005–06	2006–07	2007–08	2008–09
Total eligible revenue of carriers	\$23.7 b	\$24.1 b	\$24.7 b	\$25.2 b	\$26.8 b	na
Revenue from carrier licence charges	\$30.4 m	\$34.3 m	\$55.4 m	\$33.7 m	\$37.1 m	\$36.2

na: 2008–09 data not yet available.

Telecommunications services

Communication network and service providers, June 2009

Network / services	Coverage	No. of service providers or networks*
Fixed-line voice*	100%	391 fixed-line telephone service providers
VoIP*	–	287 VoIP service providers
Mobile		
GSM	96.22% of population	3 carrier networks
3G	99.06% of population	3 carrier networks
Broadband		
Internet access*	–	638 internet service providers
HFC cable	2.6 million premises	4 carriers with metropolitan and regional centre networks
ADSL**	92% of population	22 carriers with active DSLAM installations
Wireless*	Selected metropolitan and regional areas	287 service providers
Satellite*	100% of population	47 satellite broadband providers

* Source: Market Clarity Database, June 2009.

** Source: Paul Budde Communication Pty Ltd. Australia – Broadband Network Operators and Wholesalers, 5 September 2009.

Note: VoIP service providers includes service providers, resellers and system integrators.

Number of services

	2007–08	2008–09
Mobile*	22.12 m	24.22 m
Fixed-line telephone	11.00 m	10.67 m
Payphones	45,114	39,328
Internet**	7.23 m	8.4 m
Dial-up	1.57 m	1.09 m
Non-dial up	5.66 m	7.33 m

* Refers to terrestrial mobile services only, does not include satellite services. Includes wholesale services.

** Includes ISPs with more than 1,000 subscribers.

Source: ABS for counts of internet services.

Quantity of numbers allocated by number type, 2008–09

Type of number	CSPs allocated numbers	Quantity of numbers allocated
Geographic	14	3,132,400
Digital mobile	4	2,420,000
Mobile number codes	1	1
International signalling point codes	3	8
Operator service	1	1
Total numbers allocated		5,552,410

Australia in the digital economy

	2007–08	2008–09
Average no. of hours spent online at home per person*	47 hours	57 hours
Average no. of web pages viewed per person*	3,088	3,099
Australians banking/shopping online**	83%	86%
Australians using the internet for entertainment**	41%	46%
Australians partaking in blogging**	23%	27%
Volume of data downloaded (terabits)*	55,434	99,993
Domain names registered under '.au'***	1.17 million	1.42 million
Revenue generated by the online information services sector	\$1.3 billion	\$1.4 billion

* Relates to June quarter of 2008 and 2009.

** Percentages are of all internet users.

***Excludes '.gov.au'

Sources: Nielsen Online for average no. of hours spent online and average no. of web pages viewed.
ABS for volume of data downloaded. IBISWorld for revenue generated by online information services sector.
Roy Morgan for data on online activities.

Emergency call services

Call volumes to emergency call service numbers Triple Zero and 112, 2004–05 to 2008–09

	2004–05	2005–06	2006–07	2007–08	2008–09
Total number of calls	10,807,627	11,588,777	12,139,526	12,220,196	10,301,011

Telecommunication and broadcasting service complaints and investigations

Number of telecommunication complaint issues received by the TIO, 2007–08 and 2008–09

Year	Mobile	Fixed-line telephone	Internet	Mobile premium services	Total
2007–08	85,968	96,611	63,760	22,401	268,645
2008–09	178,019	159,153	115,437	28,809	481,418

Source: TIO.

Telemarketing investigations

	Complaints received	Complaints raising potential breaches of the Do Not Call Register Act
2008–09	10,644	9,036
2007–08	28,804	23,336

Number of broadcasting complaints and investigations, 2003–04 to 2008–09*

	2003–04	2004–05	2005–06	2006–07	2007–08	2008–09
No. of telephone enquiries and complaints	1,999	2,219	578	444	429	308
No. of written enquiries and complaints	699	684	737	886	789	1,464
No. of investigations completed	106	153	142	136	136	194
No. of investigations resulting in breach finding*	27	59	34	45	47	80
No. of investigations resulting in non-breach finding*	79	94	108	91	89	109

* Investigations against a code of practice, licence condition, standard and/or provision of the Broadcasting Services Act 1992.

Sum of categories does not equal total number of investigations completed due to exclusion of completed investigations with no finding, for example where the complaint is withdrawn.

Internet content investigations, 2003–04 to 2008–09

	2003–04	2004–05	2005–06	2006–07	2007–08	2008–09
Complaints received	1,107	1,145	826	602	1,122	1,182
Investigations leading to finding of prohibited content	548	575	422	262	475	618
Items actioned (hosted in Australia)	7	48	18	5	15	7
Items actioned (overseas-hosted)	701	857	706	494	786	1,356