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that informs

Communications and media in Australia series:

How we use the internet Executive summary and key findings

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Executive summary



Using this report

This report contains the executive summary and key findings from our *How we use the internet* report, which is part of our *Media and communications in Australia* series.

An [interactive version](#) of the full report can be accessed on our website. We recommend this document is read in conjunction with the entire report as the key findings reference charts in the report. The website also has links to the methodology used, a data quality statement and a glossary of terms for the report. The data for tables in the report can be directly exported.

How we use the internet

Internet access and use among Australian adults remained stable and continued to be almost universal. Nearly all of us were online in 2025, had internet access at home, and used our mobile phones multiple times a day to go online. Four in 5 households had an NBN connection, a level that has remained steady since 2022.

While overall internet access and usage remained stable in 2025, more Australian adults used a mobile phone to go online, and several internet-based activities returned to levels last seen in 2023.

Key findings

At June 2025, 99% of us had internet access at home – including via the 4G/5G mobile network, stable from 2024. Most Australian adults (93%) had a fixed or wireless home internet connection (excluding 4G/5G), with the majority connected via the NBN (80%).

Almost all Australian adults (99.7%) used at least one device to go online in the previous 6 months in 2025, up from 90% in 2019 and steady at around 99% since 2020.

While overall internet access and device use has remained steady, the number of devices we use to access the internet continued to grow, rising to an average of 4.1 devices in 2025 (up from 3.7 in 2024). This is the highest recorded level since 2020. This increase was driven by Australians aged under 55, with all age groups reporting a higher device usage.

Mobile phones remained the most commonly used device for internet access, with more of us using a mobile phone to go online than in 2024 (97% up from 95% in 2024). Most adults (91%) accessed the internet through their mobile phone multiple times a day. While those aged 75 and over were less likely to use their mobile phones to go online than younger Australians, usage among this group jumped to 88% in 2025, a substantial increase from 18% in 2017.

Laptops (73%) and smart TVs (64%) were also widely used devices to access the internet. While laptop use remained steady in 2025, smart TV use increased compared with 2024. This growth was driven mainly by females (67%, up from 61%) and people living in metropolitan areas (65%, up from 60%).

While ownership of all smart devices remained steady, older age groups were less likely to adopt, as is common for newer technologies. This was particularly pronounced among those 65-years and older, who were less likely to have one of the listed smart devices connected to the internet than younger adults.

We continued to rely heavily on the internet for numerous daily activities in 2025. Most online activities remained consistent with 2024, but several rebounded to levels last seen in 2023.

Accessing news and information increased to 94% (up from 91%), using apps to access government services rose to 75% (up from 71%), and video conferencing and calling increased to 58% (up from 54%). However, all these activities were similar to levels observed in 2023.

The total volume of data downloaded across retail broadband internet and mobile services increased by 4% to 14.4 million terabytes (TB) in the 3 months to 31 December 2024, from 13.8 million TB in the same quarter of the previous year. The volume of data downloaded over the NBN continued to rise (2% since the 2023 December quarter), with non-NBN downloads also increasing (3% since the 2023 December quarter). Downloads using mobile devices increased by 15%, reaching 2.3 million TB compared to the previous December quarter.

About the research

This report is based on an ACMA-commissioned nationally representative tracking survey seeking to understand consumer take-up, views and attitudes around communications and media services. Information about the sample and the ACMA annual consumer survey is in the [methodology](#).

Key findings

1. Home internet access

Base: Australian adults, at June 2025

- Overall, 99% had access to the internet at home, including via the 4G/5G mobile network.
- 93% had a fixed or wireless home internet connection (excluding 4G/5G), unchanged from 2024. The majority (80%) were connected via the NBN. Those living in metropolitan areas were more likely to have an NBN connection (83%) than those in regional areas (76%).
- 39% had a mobile broadband service, down from 42% in 2024.

2. Online vs offline Australians

Base: Australian adults, 6 months to June 2025

- Almost all (99.7%) used a device to access the internet – stable since increasing from 90% in 2019 to 99% in 2020.

3. Devices connected to the internet

Base: Australian adults, 6 months to June 2025

- In 2025, overall use of devices to access the internet was stable among Australian adults (99.7%), though there was an increase in use of several devices.
- Nearly all (97%) used a mobile phone to go online, up from 95% in 2024 – a 22 percentage-point increase from 2017. Increases from 2024 were among males (97%, up from 95%) and in metropolitan areas (97%, up from 95%).
- 88% of those aged 75+ used a mobile phone to go online – up from 18% in 2017, though they were still less likely to go online via a mobile than all other age groups.
- 64% used a smart TV to go online, up from 61% in 2024. Increases from 2024 were among females (67%, up from 61%) and in metropolitan areas (65%, up from 60%).
- 53% used a tablet to go online, up from 49% in 2024. Increases from 2024 were among females (53%, up from 49%) and in regional areas (55%, up from 48%).

4. Number of devices connected to the internet

Base: Australian adults, 6 months to June 2025

- On average, 4.1 different types of devices were used to access the internet, up from 3.7 in 2024.
- 40% used 5 or more devices, up from 30% in 2024. This was driven by the younger age groups, with increases from 2024 among those aged 18–24 (41%, from 23%), 25–34 (43%, from 25%), 35–44 (48%, from 34%) and 45–54 (44%, from 34%).
- Compared to 2024, more people in metropolitan areas (41%, up from 30%) and in regional areas (39%, up from 29%) used 5 or more devices to go online, as well as more females (39%, up from 27%) and males (40%, up from 33%).

5. Smart devices connected to the internet

Base: Australian adults, 6 months to June 2025

- Ownership of all smart devices was stable compared with 2024.
- Females (40%) were more likely than males (34%) to have a wearable device connected to the internet.
- Males (29%) were more likely than females (24%) to have a smart home appliance.
- Those in metropolitan areas were more likely than those in regional areas to have the following smart devices: a voice controlled smart speaker (23% vs 19%), Bluetooth tracking tag or device (16%, vs 11%), smart home appliance (29% vs 24%) or a wearable device (39% vs 34%).

6. Frequency of internet use

Base: Australian adults who used each specific device to access the internet, 6 months to June 2025

- Most who used a mobile phone to access the internet went online with the device multiple times a day (91%).
 - Females (93%) were more likely than males (89%) to use their mobile phone to go online multiple times a day.
 - Those in metropolitan areas (93%) were more likely than those in regional areas (89%) to use the device to access the internet multiple times a day.
 - Australians aged 18–24 (99%) and 25–34 (99%) were more likely than all older age groups to access the internet using their mobile phone multiple times a day.
- Males were more likely than females to access the internet multiple times a day using: a desktop computer (55% vs 35%) or laptop computer (50% vs 40%).
- Those in metropolitan areas were more likely than those in regional areas to access the internet multiple times a day using a laptop computer (50% vs 39%).
- Those in regional areas were more likely than those in metropolitan areas to access the internet multiple times a day using a digital media player or streaming device (35% vs 28%).

7. Volume of data downloaded

Base: Australian adults, 3 months to 31 December 2024

- The total volume of data we downloaded increased by 4% to 14.4 million terabytes (TB) (13.8 million TB in December 2023).
- The volume of data downloaded over the NBN continued to rise, with non-NBN downloads also rising compared to December 2023, but holding steady on the June 2024 quarter.
- 80% (11.5 million TB) of total data downloaded was via NBN services, 16% (2.3 million TB) via mobile services and 4% (0.6 million TB) via non-NBN services.
- Downloads using mobile services increased by 15% to 2.3 million TB (2.2 million TB in June 2024 quarter).
- Postpaid services accounted for just under half of data downloaded over mobile networks (1 million TB), more than double the volume for prepaid services (0.4 million TB).

8. Activities performed online

Base: Australian adults, 6 months to June 2025

- Most online activities stayed consistent with 2024, with several key activities returning to 2023 levels.
- Accessing news and information online increased to 94%, up from 91% in 2024 (returning to 2023 levels).
 - This increase was driven by those aged 55–64 (94%, up from 91%) and 75+ (89%, up from 83%), females (93%, up from 90%) and those living in metropolitan areas (95%, up from 92%).
 - People in metropolitan areas were more likely than those in regional areas access news and information online (95% vs 92%).
- Accessing government services using an app increased to 75%, up from 71% in 2024 (returning to 2023 levels).
 - This increase was driven by those aged 45–54 (80%, up from 73%), 55–64 (71%, up from 63%), females (75%, up from 71%), those in metropolitan areas (76%, up from 72%) and in regional areas (74%, up from 69%).
 - Those aged 75+ were less likely than all younger age groups to access government services using an app (58%).
- Video conferencing or video calling increased to 58%, up from 54% in 2024 (similar to 2023 levels).
 - This change was most pronounced among females (59%, up from 54%) and those living in metropolitan areas (66%, up from 59%) and regional areas (49%, up from 43%).
 - Those aged 18–24 were more likely to participate in video calling (80%) than all older age groups.
 - Those aged 75+ were less likely than all younger age groups to participate in video calling (22%).
 - People living in metropolitan areas were more likely than those in regional areas participate in video calling (66% vs 49%).

9. Gambling activities performed online

Base: Australian adults who gambled online, 6 months to June 2025

- More than a third (38%) of Australian adults participated in at least one of the listed online gambling activities – stable from 2024.
- Lotteries were the most common online activity (80%), stable since 2019. Those aged 18–24 (29%) were less likely than all older age groups to participate in online lottery.
- Males were more likely than females to participate in sports betting (21% vs 12%) and betting on racing (21% vs 14%).
- Those in regional areas were more likely than those in metropolitan areas to participate in betting on racing (21% vs 14%).