



# Enhanced Electromagnetic Energy (EME Program)

## Telecommunications Usage Survey Key Findings

Prepared for:

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts.  
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### How Australians use their digital devices

- The survey looked into the prevalence of digital devices among Australians, with **99%** of Australians using a digital device of some sort.
- The responses from over 2,000 Australians across all states and territories shows usage of **mobile phones (97%)**, **laptop (73%)**, and **tablets (54%)** ranking as the most commonly used devices.
- Most Australians (**97%**) use digital devices for work, leisure, and personal administration (paying bills, etc.).
- Over half of the Australian population (**60%**) spend three hours or more on their mobile phone every day.
- The majority of Australians (**71%**) access Wi-Fi at home, work, and other public spaces.



### What Australians think of their connectivity

#### Phone connection

- When asked to describe the connectivity/reception in their local areas, **76%** of Australians described their phone connection as **good** or **very good**.
- **Four per cent** of Australians described their phone connection as **very poor**.
- **Nine in ten** Australians want better connectivity than what they currently experience.

#### Mobile data

- When asked to describe the connectivity/reception in their local areas, **78%** of Australians described their phone connection as **good** or **very good**.
- **Two per cent** of Australians described their mobile data connection as **very poor**.

#### Improving connectivity

- **Ninety-three per cent** of Australians say it is **important** that their current connectivity and reception is improved.
- **Thirty-five per cent** of Australians indicated that poor wireless connectivity can have a big impact on their **professional life**.
- **Forty-four per cent** of Australians indicated that poor wireless connectivity can have a big impact on their **personal life**.





## How much Australians rely on connectivity

- **Forty-seven percent** of Australians consider wireless or mobile connectivity an **important factor** in deciding where to live.
- More than **three-quarters of Australians** see wireless or mobile connectivity as essential as access to water, heat and electricity.
- **Eighty-seven per cent** of Australians think that wireless or mobile connectivity should be available to residents when moving in to their new home in a new development or growth area.
- **Ninety-two per cent** of Australians think that it is important that telecommunications networks are able to expand to support growing communities.
- **Seventy-two per cent** of Australians think more telecommunications infrastructure needs to be installed in their local area to maintain reliable connectivity.



## What Australians are most concerned about

- While some Australians (**4%**) expressed concern about perceived health effects from wireless/mobile connectivity, **one in five** were more focused on their need for better connectivity.

*The survey was conducted by Antenna Strategic Insights, an independent consumer research agency. The survey was conducted between 13 February and 3 March 2024.*

*The survey included a national data collection, and respondents were sourced using an accredited online research access panel. Data was weighted for representation against the 2021 ABS Census.*