



## Enhanced Electromagnetic Energy (EME Program)

### **Telecommunications Usage Survey Key Findings**

### Prepared for:

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts. June 2024



## 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

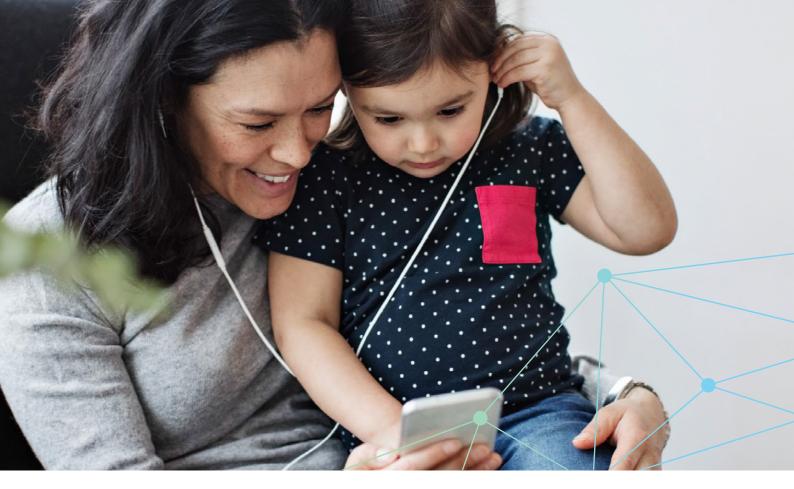
- When asked to describe the connectivity/reception in their local areas, 76% of Australians described their phone connection as good or very good.
- Four per cent of Australians described their phone connection as very poor.
- Nine in ten Australians want better connectivity than what they currently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