



Mapping Affordability Research

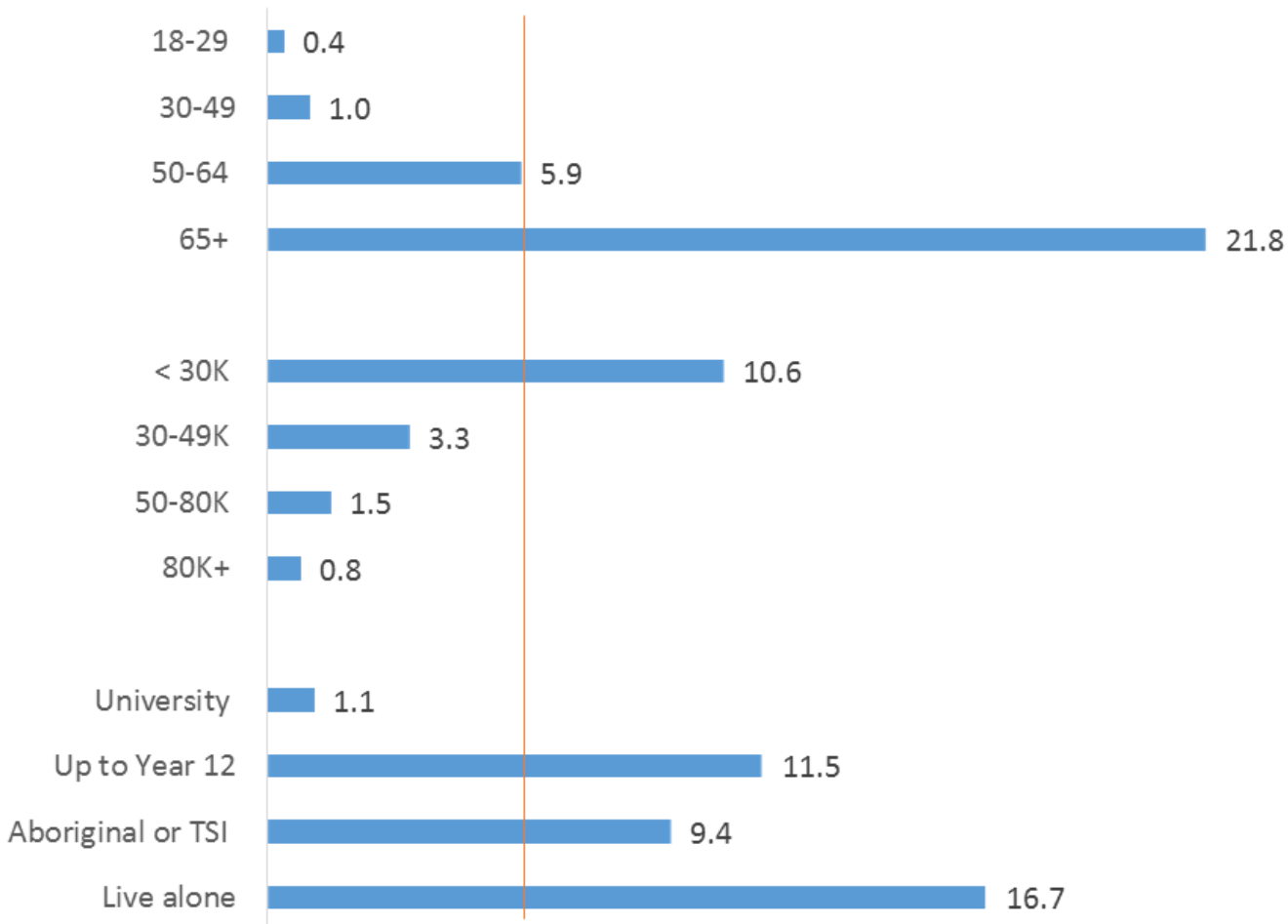
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A decorative graphic at the bottom of the slide consisting of several overlapping, wavy bands of color: yellow, purple, blue, green, orange, and red. A dashed yellow line follows the top edge of the waves.

communicating | facilitating | regulating

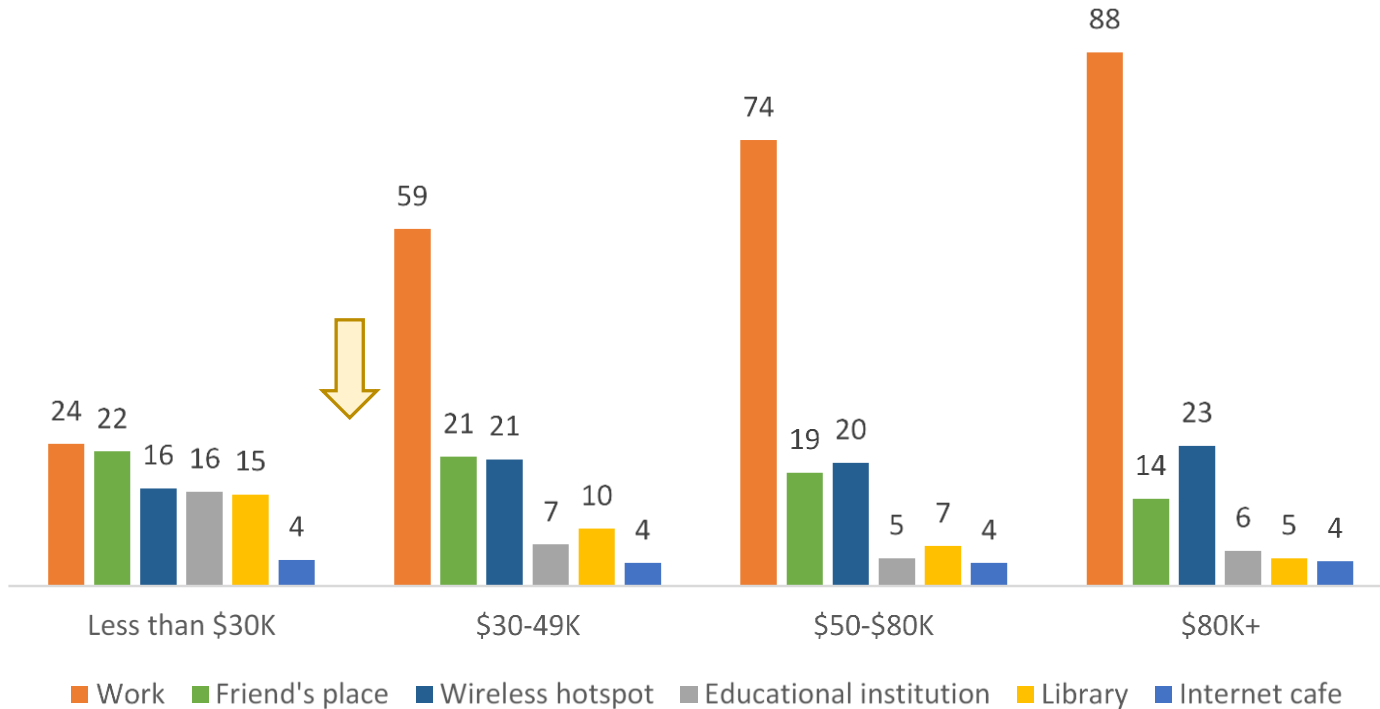
Access and Digital divide issues

Australians adults offline at June 2014 (%)



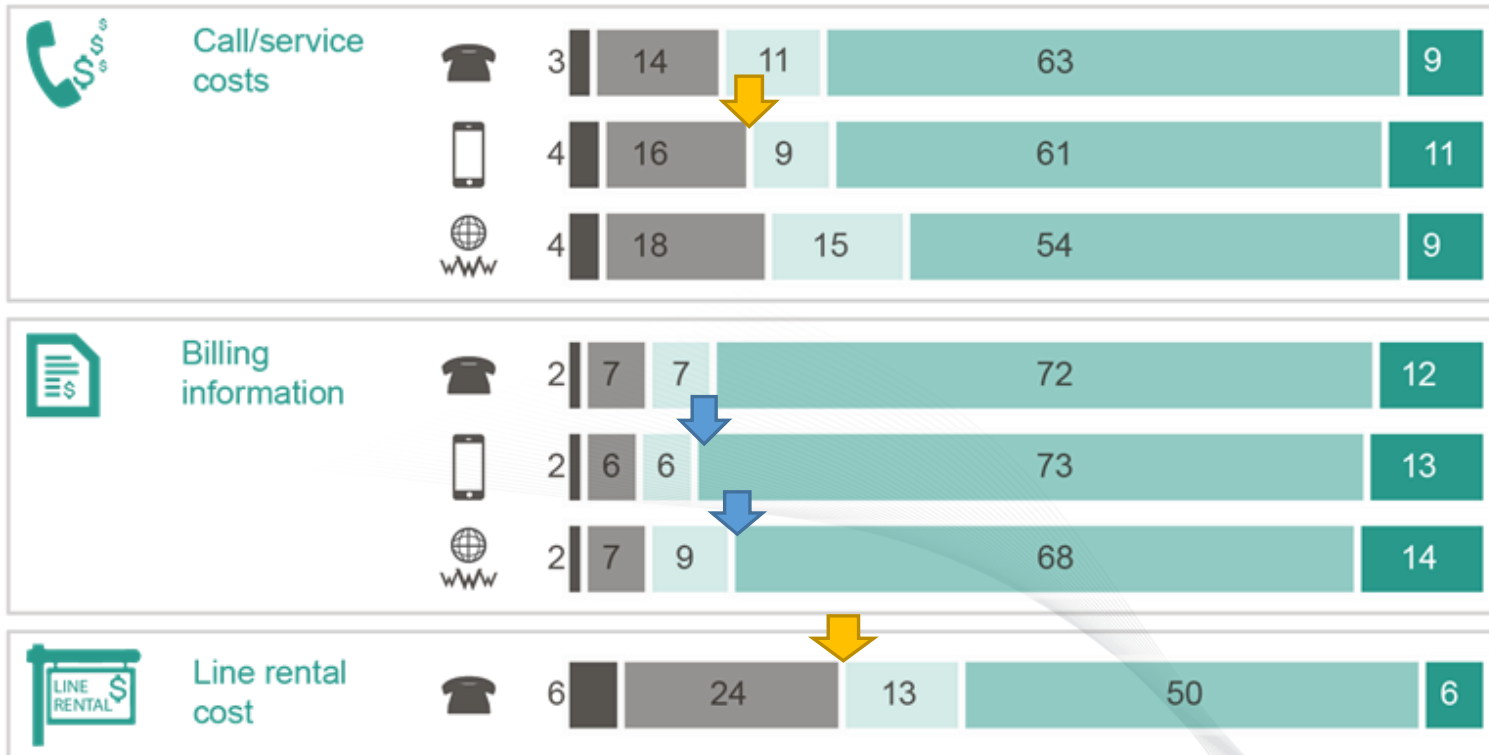
Source: Roy Morgan Single Source. Red line represents 6% Australians adults offline.

Places used internet outside the home by personal income (%)



Base: Australians age 18+ who accessed the internet in the last three months.
 Source: Roy Morgan Single Source.

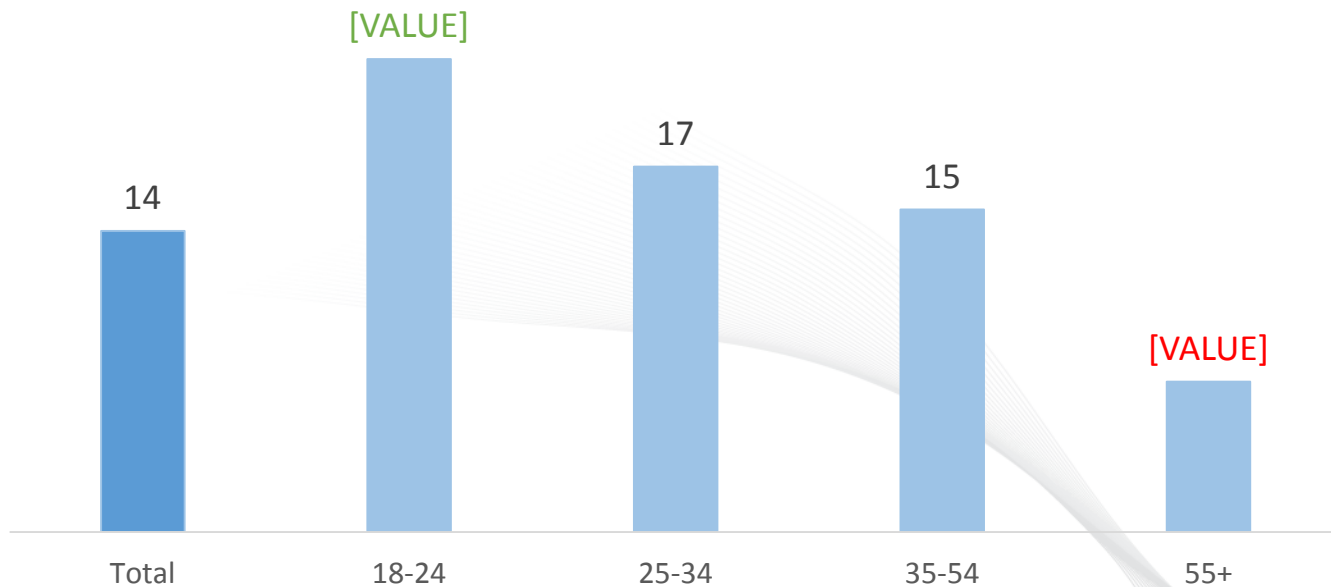
Consumer satisfaction with communications services, May 2014



Data relates to % of services users aged 18 years and over.
 Source: ACMA commissioned research

Telecommunications customer and financial Hardship (2012)

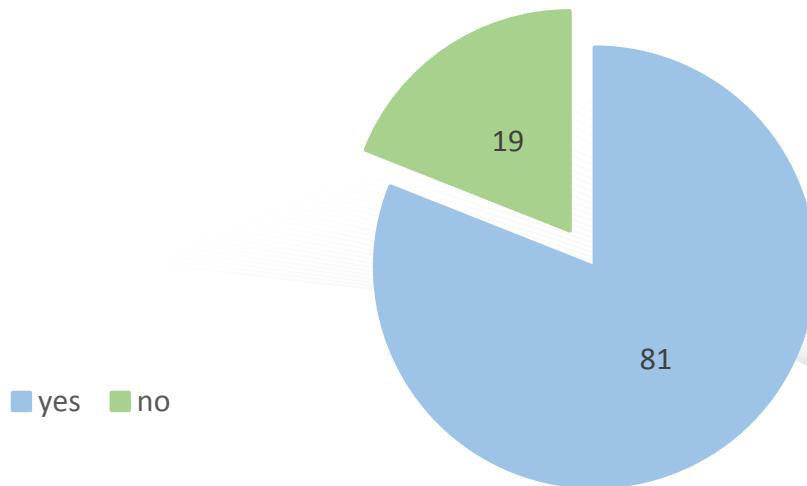
Post-paid bill payers who had difficulty paying a telecommunications bill - by age (%)



Source: ACMA commissioned research

Spend Management Tools (2015)

Use any spend management tools or alerts (%)



Source: ACMA commissioned research (unpublished)