

Internet Service Provider Survey: 2015

Embargoed until 10:45am – 14 October 2015

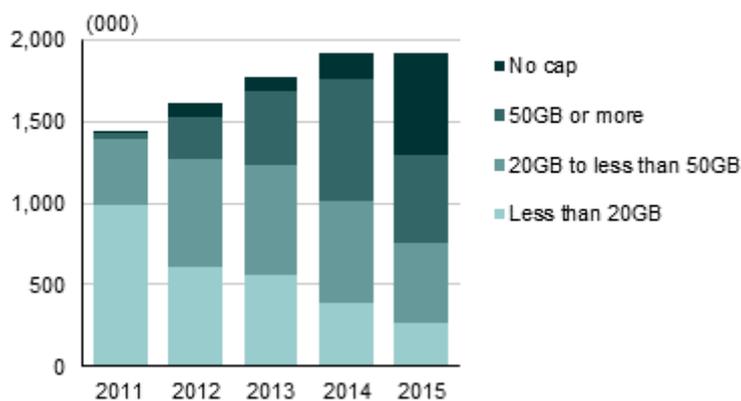
Key facts

In 2015:

- One-third of all broadband Internet connections had no data cap. The number of uncapped connections has quadrupled since 2014.
- The number of fibre connections in use increased to 105,000, which is 5 percent of all broadband connections.
- 84,247 terabytes of data were used in the month of June through broadband connections (excluding mobile phones).
- 3.9 million mobile phones were connected to the Internet, which is 86 active connections for every 100 New Zealanders.

Broadband Internet connections

By data cap range
At 30 June 2011–15



Source: Statistics New Zealand

Liz MacPherson, Government Statistician
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Commentary

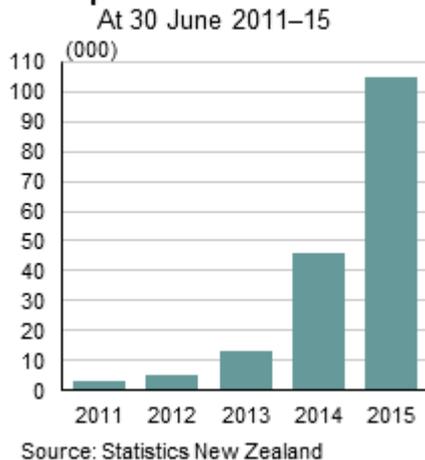
- Fibre connections hit 100,000
- More people choosing uncapped data plans
- Over 84,000 terabytes used in June 2015
- Broadband speeds trending upwards
- Mobile phone Internet connections increase 7 percent

The information in this release is based on data as at 30 June 2015.

Fibre connections hit 100,000

Fibre-optic broadband connections continued to be the fastest-growing type of Internet connection in New Zealand. The number of fibre-based Internet connections has more than doubled to over 100,000 in 2015, from 46,000 in 2014. We've seen this exponential growth in fibre connections since the technology was introduced in 2011.

Fibre-optic Internet connections



The number of DSL (copper) Internet connections continued to increase, but at a slower rate than fibre connections: increasing only 1 percent from June 2014 to June 2015, from 1.32 million to 1.33 million.

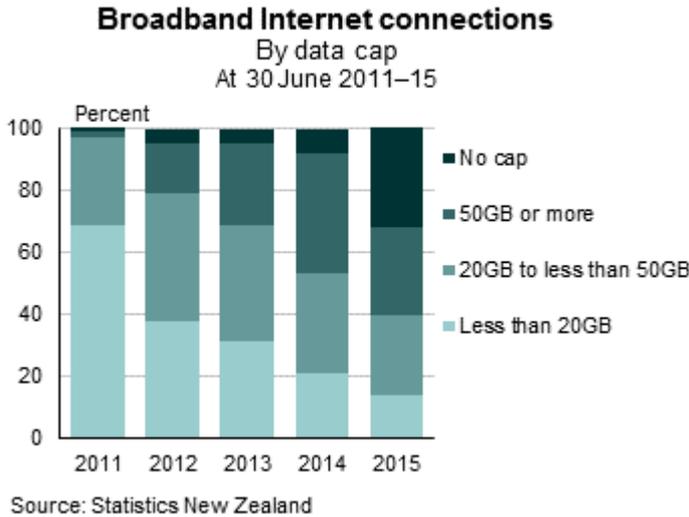
As at June 2015, fibre connections made up 5 percent of all broadband connections (up from 2 percent in 2014), and the market share of fibre connections is increasing. Compared with other countries that are part of the Organisation for Economic Co-operation and Development (OECD), New Zealand's fibre connections were still below the average value of 17 percent.

More people choosing uncapped data plans

The number of broadband Internet connections with no data cap has quadrupled to 628,000 in 2015, from 155,000 in 2014. Since 2011, the number of uncapped plans has increased almost 30 times over. As at 30 June 2015, one-third of all broadband Internet connections were uncapped, compared with 8 percent in 2014.

Connections with data caps over 50 gigabytes (GB) peaked in 2014, and were expected to increase further in 2015 to meet the needs of heavy-data users. However, these high-cap

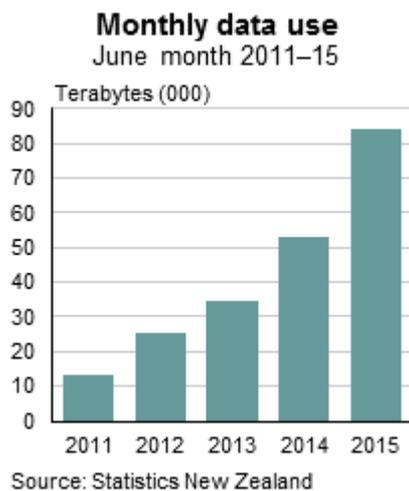
connections are being replaced by unlimited connections. Sixty percent of all broadband connections allow 50GB or more data to be used each month.



The number of connections with data caps decreased across all data cap ranges. This shows that consumers are choosing broadband plans with high or unlimited data caps, allowing for data-heavy Internet usage. This may be linked to the decreasing cost of using the Internet: the cost of telecommunications services is 4 percent lower in 2015 than in 2014 (Consumers Price Index: June 2015 quarter).

Over 84,000 terabytes used in June 2015

People used over 84,000 terabytes in the month of June 2015, up 143 percent from June 2013. In 2014, some ISPs were unable to provide information on the amount of data used per month, therefore we are comparing 2015 with 2013 data. Monthly data use excludes data used by mobile phone Internet connections.



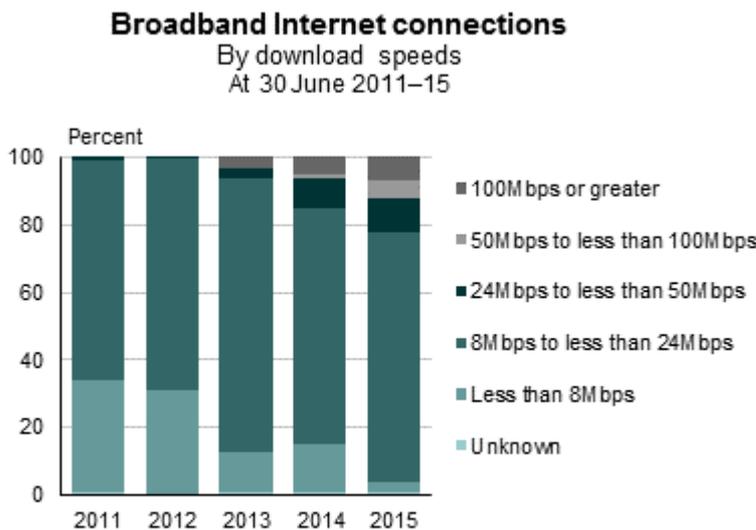
People used an average of 45GB per household in June 2015. This equates to watching approximately 27 hours of on-demand TV, or 11 hours of HD video per week. The increase in data is likely to relate to growth in video and music streaming, along with greater availability of options for TV and movie screening online, both subscription-based and non-subscription based.

Several new video-streaming services launched in New Zealand recently, including Netflix, Lightbox, and Neon.

Residential connections used over 90 percent of the total data. However, in some cases it is not clear whether a connection is classed as residential or business, notably small home businesses.

Broadband speeds trending upwards

Broadband speed is getting faster, both in download and upload speeds. Because of the differences in infrastructure that can affect the speed for individual connections, we collect the theoretical speed from each ISP. As at 30 June 2015, only 3 percent of connections had a download speed of less than eight megabits per second (Mbps), compared with 14 percent in 2014. Additionally, 23 percent of all broadband connections are now faster than 24 Mbps, up from 16 percent in 2014.



Source: Statistics New Zealand

The Government’s Rural Broadband Initiative (RBI) aims to increase broadband speeds to at least 5 Mbps, for 97 percent of New Zealand households and businesses. As at 30 June 2015, 98 percent of broadband Internet connections had download speeds greater than 5 Mbps. However, not included in this figure are the 3 percent of Internet connections that are dial-up connections, and the households and businesses that don’t have an Internet connection.

Upload speeds are also increasing, but are changing at a slower rate. The proportion of connections with uploading speeds of greater than 10 Mbps was 19 percent, up from 16 percent in 2014.

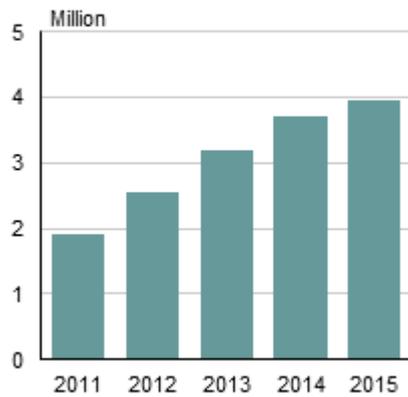
Mobile phone Internet connections increase 7 percent

The number of active mobile phone Internet connections increased 7 percent in the year ended June 2015, to 3,959,000. The value of mobile phone imports was the highest ever, with \$675 million of mobile phones being brought into New Zealand during the year. Based on the estimated population of New Zealand at 30 June 2015 (4.6 million), there were 86 mobile phone

Internet connections for every 100 people. Some users have multiple mobile phone connections, for example a work and a personal phone, which are both used to access the Internet.

Mobile phone Internet connections

At 30 June 2011–15



Source: Statistics New Zealand

The way that people are using the Internet on the move is changing. More customers could be using their mobile phone for an Internet connection, instead of a cellular connection. Tethering a mobile phone to a laptop, for example, can take the place of a cellular connection.

For more detailed data from the ISP Survey, see the Excel tables in the 'Downloads' box.

See [DataInfo+](#) for information on definitions, data quality, and revisions. These sections were previously included in this release.

Related links

Next releases

Internet Service Provider Survey: 2016 will be released in October 2016.

Business Operations Survey (BOS): Business Operations Survey (BOS) – Business Use of Information and Communication Technology provides information on the current state of ICT use by businesses as well as considerations, activities, and outcomes. Every second year a Business Use of ICT module is included in the annual Business Operations Survey. This will be released in 2017.

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Past releases

Internet Service Provider Survey – information releases has links to past releases.

Household Use of Information and Communication Technology – information releases has links to past releases.

Related information

Internet Service Provider Survey: 2015 – data collection methodology details the methodology used for this release.

Internet Service Provider Survey – data collection methodology details the methodology used to produce internet service provider statistics.

Internet Service Provider Survey – concepts provides the definitions of terms used in this release.

OECD Broadband Portal provides access to a range of broadband-related statistics gathered by the OECD.

Government Use of Information and Communication Technology was a one-off release that looked at government computer and Internet use, website features, and expenditure on ICT.

The Commerce Commission collects data as part of their regulatory work on the telecommunications industry, and publish annual monitoring reports.

Correction

On 15 October 2015 we made a correction to table 9: Other business activities of Internet service providers.

The original published figures for 2011–14 differed slightly from previously published data. Numbers are randomly rounded in the tables to protect confidentiality. When the 2015 data was added, previously published numbers were randomly rounded again giving a different result to that previously published for 2011 to 2014, when in fact the actual numbers have not changed. These values have been updated in the tables, and now match all historically published data.

On 22 October 2015 we made a correction to table 3: Broadband Internet connections by type of technology.

The 2014 figures for percentage of connections were incorrect (the number of connections were correct, however).

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Tables

See the following tables in the 'Downloads' box on this page.

Dial-up and broadband Internet connections, at 30 June 2011–15

Residential and business Internet connections, at 30 June 2011–15

Broadband Internet connections, by type of technology (updated 22 October 2015; see Corrections page for information)

Broadband Internet download and upload speeds, at 30 June 2011–15

Broadband Internet data caps, at 30 June 2011–15

Broadband Internet data caps, by residential and business connections, at 30 June 2012–15

Monthly broadband data use, June month 2011–15

Size of Internet service providers, at 30 June 2011–15

Other business activities of Internet service providers, year ended June 2011–15 (updated 15 October 2015; see Corrections page for information)

Mobile phone Internet connections, at 30 June 2011–15

Availability of Internet Protocol version 6, at 30 June 2011–15

Barriers to installing Internet Protocol version 6, at 30 June 2011–15

Internet security monitoring activities of Internet service providers, at 30 June 2011–15

Voice over Internet Protocol (VoIP), at 30 June 2014–15

Next release

Internet Service Provider Survey: 2016 will be released in October 2016