

## Online content complaints, February 2008

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Complaints received	108
Invalid complaints <sup>1</sup>	9
Investigations terminated <sup>2</sup>	26
Investigations completed	52
Items actioned <sup>3</sup>	129

- A complaint is not investigated by ACMA if:
  - the complaint does not meet the statutory requirements under subclause 22(3) and clause 25 of Schedule 5 (eg no internet address provided; complainant not an Australian resident) or
  - the complaint falls within the meaning of subclause 26(2) of Schedule 5 (frivolous, vexatious, not made in good faith, or made for the purpose of frustrating or undermining the effective administration of the scheme) or
  - the complaint concerns matters not within the scope of Schedule 5 (eg the complaint relates to an electronic 'virus').
- A complaint is terminated under subclause 26(4) of Schedule 5 if ACMA has insufficient information to conclude the investigation.
- ACMA assesses each piece of internet content, such as a single web page or newsgroup posting, separately (these are referred to as 'items' of internet content). Action is taken about items of internet content found to be prohibited or potentially prohibited.

Established under Schedule 7 to the *Broadcasting Services Act 1992*, ACMA's online complaints hotline enables Australian residents to complain to ACMA about prohibited or potentially prohibited online content, including internet and mobile phone content. Complaints can be registered at <[www.acma.gov.au/hotline](http://www.acma.gov.au/hotline)>. Online content is assessed in accordance with the National Classification Scheme. The prohibited categories for content are RC (Refused Classification), X 18+ and certain content classified R 18+ or MA 15+ that is not subject to a restricted access system preventing access by minors. ACMA will notify the relevant police force and/or the relevant accredited hotline overseas where content of a 'sufficiently serious' nature (such as child pornography) is found. For prohibited content hosted in or provided from Australia, ACMA issues a take-down notice, service-cessation notice or link-deletion notice to the relevant content service provider, directing the provider not to host or provide access to the content. Failure to comply with such a notice may result in a penalty of up to \$11,000 per day. For overseas-hosted prohibited or potentially prohibited internet content items, ACMA notifies the content to the suppliers of approved filter software in accordance with procedures outlined in the internet industry codes of practice. Under the codes, internet service providers (ISPs) are required to provide approved filters to their subscribers.

### Items actioned, February 2008

Classification and description of online content <sup>4</sup>	Items hosted in or provided from Australia (take-down notice issued)	Items hosted or provided from overseas (referred to makers of filters)	Total
MA 15+ – Violence	0	N/A	0
MA 15+ – Sex	0	N/A	0
MA 15+ – Themes	0	N/A	0
MA 15+ – Drug use	0	N/A	0
MA 15+ – Nudity	0	N/A	0
MA 15+ – Language	0	N/A	0
R 18+ – Violence	0	0	0
R 18+ – Sex	0	3	3
R 18+ – Themes	0	0	0
R 18+ – Drug use	0	0	0
R 18+ – Nudity	0	0	0
R 18+ – Language	0	0	0
X 18+ – Actual sexual activity	0	55	55
RC – Crime – promotion/instruction	0	0	0
RC – Violence – depiction	0	0	0
RC – Paedophilia – promotion/instruction	0	0	0
RC – Child – depiction	0	54	54
RC – Bestiality – depiction	0	1	1
RC – Sexual violence – depiction	0	0	0
RC – Sexual fetish – depiction	0	10	10
RC – Sexual fantasy – depiction	0	6	6
RC – Drug use – promotion/instruction	0	0	0
RC – Terrorist material	0	0	0
RC – Publication	0	0	0
Cat 1 – Publication	0	0	0
Cat 2 – Publication	0	0	0
<b>Totals</b>	<b>0</b>	<b>129</b>	<b>129</b>

Descriptions of online content in this table are based on the National Classification Board's *Guidelines for the Classification of Films and Computer Games 2005*, available at <[www.oflc.gov.au/resource.html?resource=62&filename=62.pdf](http://www.oflc.gov.au/resource.html?resource=62&filename=62.pdf)>.