| **Table 4a:** Medicare digital and self-managed transactions and customer registrations - Transactions1 by channel | | |
| --- | --- | --- |
| **Transactions1 by channel** | **2011–12 million** | **2012–13 million** |
| Online services transactions | 1.9 | 2.3 |

1. Transaction refers to an entry into a specific customer record, either for the purpose of viewing or updating information. There are differences between the view and update transactions, and the benefits derived, between these transaction types.