

Appendix B – Confirmed Wireless Code Breaches by Section 1 August 2014 – 31 January 2015

Section	Number of breaches	Percent of breaches
A. Clarity	28	8.5%
A.1. Plain language	1	0.3%
A.3. Unlimited services	27	8.2%
B. Contracts and Related documents	92	28.0%
B.1(i-ii) Permanent copy of the contract and related documents	14	4.3%
B.1(iv). a-e Key Contract Terms and Conditions	31	9.5%
B.1(iv). f-m Other aspects of the contract	47	14.3%
C. Critical Information Summary	11	3.4%
C.1. Critical Information Summary	11	3.4%
D. Changes to contracts and related documents	94	28.7%
D.1. Changes to key contract terms and conditions	50	15.2%
D.2. Changes to other contract terms and conditions or related documents	44	13.4%
E. Bill Management	7	2.1%
E.1. International roaming notification	2	0.6%
E.2. Cap on data roaming charges	1	0.3%
E.3. Cap on data overage charges	3	0.9%
E.4. Unsolicited wireless services	1	0.3%
F. Mobile device issues	1	0.3%
F.1. Unlocking	1	0.3%
G. Contract cancellation and extension	2	0.6%
G.1. Early cancellation fees - General	2	0.6%
I. Disconnection	93	28.4%
I.1. When Disconnection may occur	5	1.5%
I.2. Notice before disconnection	86	26.2%
I.3. Disputing disconnection charges	2	0.6%
Total	328	100.0%