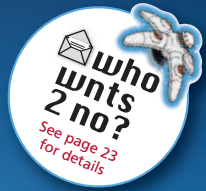


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# Mobiles and the Internet A guide for parents

[o2.co.uk/parents](http://o2.co.uk/parents)



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## Mobiles and the Internet A guide for parents

As children grow up, mobiles and the Internet increasingly become part of their lives. If you're a parent or carer, this guide will help you to help your children to use their mobile and the Internet safely and enjoyably.

We've included some talking points in our guide. They're useful topics to think about when talking to children about mobile and Internet safety.

# Stay healthy, stay safe

Most scientists say that mobiles don't threaten the health of children or adults. Even so, if your children use mobiles, it's best to only make essential calls and to keep calls short.

**The Department of Health has a leaflet on their website called 'Mobile Phones and Health'. To download it, go to [doh.gov.uk](http://doh.gov.uk).**

## Lost and stolen

**To report a mobile lost or stolen, call the customer service team as soon as possible on 0870 521 4000.**

They'll restrict the number so no one will be able to make or receive calls with the mobile or its SIM card. Then you should report the theft to the police.

The police will be able to identify a stolen mobile if it's been 'property marked' with your postcode. Your local police station will have more information about how to do this. It'll also help if you know the mobile's IMEI number. This is a 15-digit serial number unique to every mobile and you'll find it on the label behind the battery.

**If your children feel threatened in any way, they need to protect themselves first, rather than worrying about their mobile.**

## Talking points

- Avoid drawing attention to your mobile in public. When you're out and about, try to stick to texting rather than calling. If you make calls, hold your mobile firmly, talk quietly or use a hands-free headset.
- Keep your mobile hidden and separate from your other valuables. An ideal place is your inside jacket or coat pocket.
- Never leave your mobile where you can't reach it quickly.
- Never lend it to strangers.
- Stay alert. Don't become so caught up in talking or texting that you aren't aware of what's going on around you.
- Stick to well-lit areas and look around you before you use your mobile.
- If you feel unsafe and don't want to talk, let your calls go through to voicemail. Then ring or text back when you feel safer.
- Protect your mobile with a password so that you're the only one who can use it.

# Know what's online

Many mobiles can now access the Internet, so you might want to protect your children from harmful or offensive websites.

Our free Parental Control service limits the websites children can use on their mobiles. It only lets them use sites that have been classified as suitable and interesting for children under 12.

**To turn Parental Control on or off, call 61818 from your child's mobile. Or visit [o2.co.uk/parentalcontrol](http://o2.co.uk/parentalcontrol).**

Most mobiles and computers use Bluetooth and WiFi. These features let you connect to other mobiles, computers or networks without wires. They also mean other people can send you unexpected or unwanted messages. Parental Control can't restrict downloads from computers or mobiles using WiFi or Bluetooth.

**For help with your mobile's Bluetooth and WiFi settings, call our customer service team.**

O2 Home Broadband includes the latest security software from McAfee. This can block access to inappropriate websites, stop inappropriate images and control the time your children are online.

**To install McAfee Security on your home computer, use your O2 Home Broadband setup CD.**

Parental Control is a free service that limits mobile Internet access to sites that are suitable and interesting for children.

## Talking points

- Learn about the types of content to avoid. If you see something that upsets or concerns you, talk about it with your parent or carer.
- Does your mobile have WiFi or Bluetooth? There are risks associated with these features, so find out how to turn them off.

# Know what you're paying for

When your children use their mobile, it's not just the cost of calls and texts you need to think about. They can spend money on other things too.

It costs to enter competitions, vote on a TV show or order ring tones, wallpapers and alerts using a mobile. These services are often charged at a premium rate. Make sure your children know exactly what they're getting and what it costs.

You have to subscribe to some text and picture message services. Once a subscription is set up, text or picture messages are delivered on a regular basis, with a separate charge for each one. To stop this kind of service, just reply to the text with the word 'stop'.

It's important to be able to spot when you're using a premium rate service. All premium rate dialling codes in the UK begin with the numbers 09.

To block premium rate calls from your mobile, call Customer Service.

## Talking points

- Always make sure you know how much something costs. Read the small print of anything you buy. If it sounds too good to be true, it probably is!
- Information messages sent by text can sometimes be expensive, because there's usually a charge on top of the normal text rate.
- Check you have enough credit when you buy something with your mobile. If you don't, it will come out of your next top-up.
- Be certain that what you're buying will work with your mobile.
- Mobile companies keep track of the numbers you dial and the texts you send. If you've agreed to use a service, you'll be responsible for paying the bill.

# Downloading and sharing music – legally

Young people can get hold of music from many different sources, including download sites, blogs and social networking sites. They can swap tracks between computers, mobiles and portable music players.

It's important to understand the difference between illegally downloading copyrighted music, and buying or listening to online music legally.

## Talking points

- It's against the law to use or share copyrighted material like music without permission.
- Know the risks when you look for 'free' music online. Some files are intentionally misnamed to trick people into downloading them.
- Peer-to-peer software works by opening 'doors' into your computer that could give someone access to your private files and leave your computer vulnerable to attack. Make sure it is protected with anti-virus software and a firewall.
- You can download software that lets you chat with other people. Be careful not to reveal any personal information to strangers.
- Parents or carers could be held responsible for what happens on the family computer even if they're not doing anything illegal. Check together that you're not at risk from viruses and that there is nothing on the computer that shouldn't be there.

# Protecting your privacy

It's important that people keep their personal details secure. This can be a challenge as there are many places where children can leave their details and images without realising the consequences.

People can use their camera phone to send and receive pictures and videos, so they need to be used carefully. It's important that your children don't misuse them.

Anybody with a camera on their mobile can also use multimedia chat rooms, where photos or video clips are placed in public forums. The photos can then be copied and sent on to other people.

## Keeping your information private

Social networking sites have privacy settings to help your children to stay in control of the information they put online. Their personal profiles can be completely private, be shared with just people they allow, or be open to everyone. There are also ways to block contact from others and to check and approve the comments they put on your pages.

Some information services need to know the location of a mobile to send their messages. Location based services can be very useful, but it means someone could find out the whereabouts of a mobile and its owner. It's worth checking the location settings of your child's mobile – you can stop location information being available to everyone except the police.

**Call 1300 to check and change the location settings of your mobile.**

It's important that your children think about where the personal information they give away and the photos they post online might end up.

## Talking points

- Learn how to use the safety features on social networking sites. They can help to protect the information that's most important to you. Always know where to report abuse and where you can get help.
- If you want to post a picture of yourself, think about the kind of attention it might attract. Photos can easily be copied, changed and used somewhere else online and you might not be able to remove them. The same applies to pictures you post of others, so always ask their permission first.
- To stop getting unwanted messages by Bluetooth from people you don't know, you can turn Bluetooth off on your mobile.
- A picture message could contain something that could help someone find out more about you. Clues about who you are can often be found in the background.
- Some people might try to take pictures in inappropriate places, such as at the swimming pool or the beach. If you think you've spotted something and you're worried about it, you should tell an adult straight away.

# Chat, messaging and social networking

Children can use social networking, chat and messaging services on mobiles and computers to keep in touch with their friends. But they need to understand the risks.

Our own public chat rooms are moderated, but other chat rooms might not be. Sometimes people are invited from a public room into a private chat, which is a one-to-one chat. This could be used, for example, by an adult who wants to strike up inappropriate relations with a child. So it's important to know the risks and remember that people online may not be who they say they are.

To understand the appeal of social networking sites like Bebo and Facebook, you could set-up your own page - it's usually free - so you'll be able to talk to your children about what they can do to stay safe online.

**Parental Control is a feature that limits web surfing from a mobile to sites that are suitable for children aged 12 or under. To turn it on or off, call 61818 from your child's mobile or visit [o2.co.uk/parentalcontrol](http://o2.co.uk/parentalcontrol).**

If you've set-up Parental Control, then your children won't be able to access social networking services. As they grow up, this might place too much of a restriction on what they can do, and you may decide to turn it off.

## Talking points

- You can't see the impact your words or images have on other people, so it's important to be careful about what you post. Discuss what's okay to post and what sort of behaviour is responsible. Remember it's important to ask permission of the people in your photos before you post them.
- People sometimes ask personal questions online. Giving out your mobile number, your address or any details about your school is not a good idea.
- You don't have to give anyone any information if you don't want to, and you can stop a conversation at any time. If you're not comfortable, just end the session and log off.
- Your online friends may not be who they say they are. They might claim to be 14 years old one day and 18 the next.
- There's no need to keep friendships secret. If somebody asks you to keep an online friendship secret, you should tell an adult who you trust straight away.

# Text, text chat and picture messaging

Texts can be sent between mobiles and also from computers. As well as one-to-one messaging, you can have a text conversation with several people at the same time in a chat room. Texting in a chat room is done anonymously using nicknames.

Picture messages are like text messages but can contain photos, videos and sounds. Picture messages can be kept on your mobile and also sent to an online album, where they can be stored, altered and re-sent to other people. Mobiles can also receive information and entertainment services by text or picture messaging, such as celebrity gossip or football scores. You have to sign up to these services and they're charged at a premium rate. Some services are classified as 18+ and are only available to people who have proved they're 18 or older.

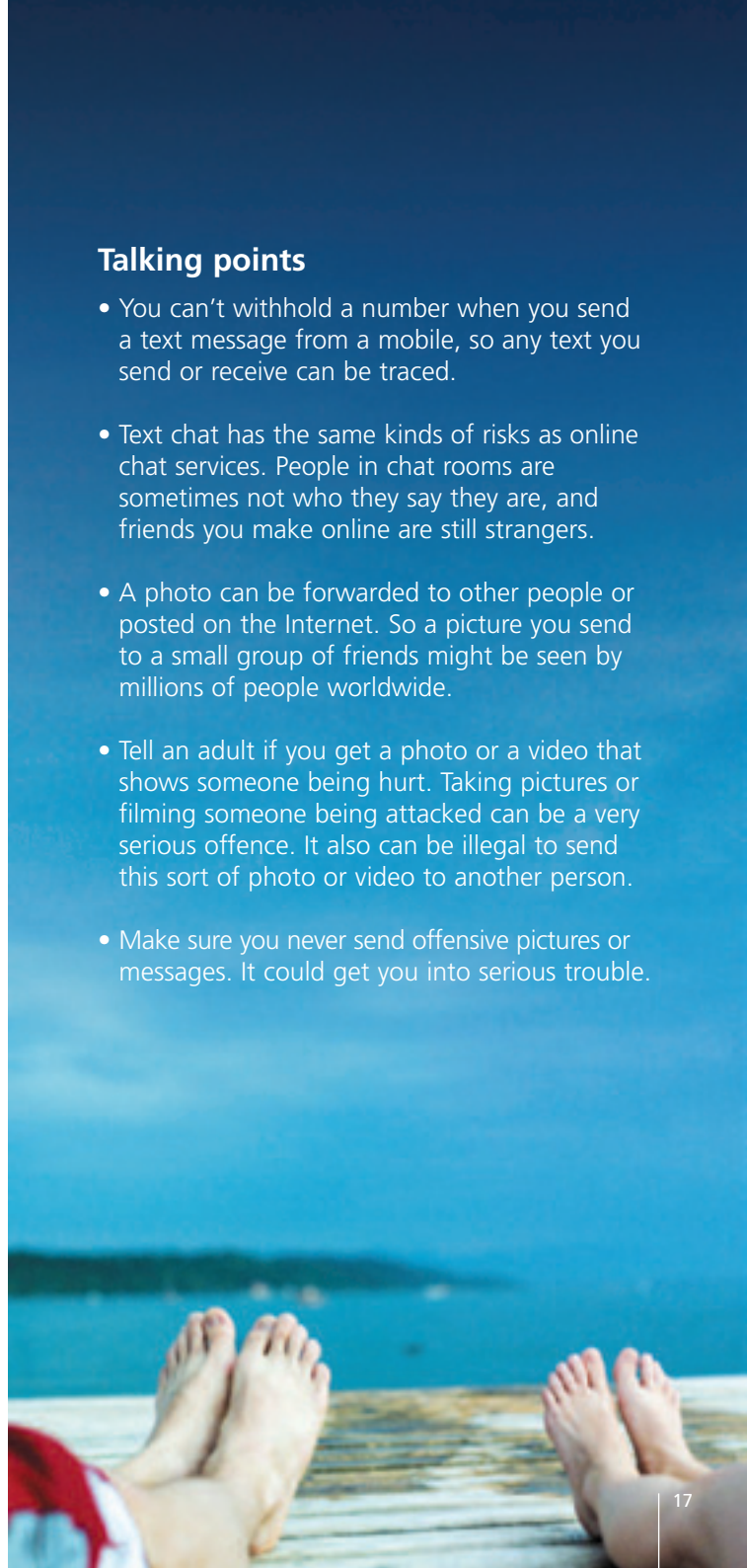
**To check whether your child's mobile can receive premium rate picture messages designed for over 18's, call 61018 or visit [o2.co.uk/ageverification](http://o2.co.uk/ageverification).**

We moderate our public chat forums and use technology to automatically filter out people posting phone numbers, personal details and obscene language.

'18 classification' premium rate text and picture messages are only available to people who have first confirmed that they are 18 or older.

## Talking points

- You can't withhold a number when you send a text message from a mobile, so any text you send or receive can be traced.
- Text chat has the same kinds of risks as online chat services. People in chat rooms are sometimes not who they say they are, and friends you make online are still strangers.
- A photo can be forwarded to other people or posted on the Internet. So a picture you send to a small group of friends might be seen by millions of people worldwide.
- Tell an adult if you get a photo or a video that shows someone being hurt. Taking pictures or filming someone being attacked can be a very serious offence. It also can be illegal to send this sort of photo or video to another person.
- Make sure you never send offensive pictures or messages. It could get you into serious trouble.



# Unwanted messages and calls

Young people sometimes get unwanted messages or calls that can be upsetting and frightening. If your children receive offensive picture messages or video, or if they're the victim of a potential offence recorded on a mobile, you should contact the police.

Keep offensive messages if you can, and talk to us as we have a specially trained team that might be able to trace them. If you have a child who's being repeatedly bullied, we can help by changing their mobile number.

It's important to let your children know that they don't have to answer every call. If they don't want to take a call they can divert it to voicemail.

Your child's mobile has a display which shows each caller's name or number to help them decide whether to answer. However, if the caller chooses to block their number, it won't be displayed. The 'call register' on a mobile is a record of the calls that have been made and received, but it's not always reliable because records can be deleted.

Sometimes children get unwanted text messages from companies trying to sell their services. You can ask companies that send marketing messages, including O2, to stop sending them.

## Stopping scam messages

Some companies send 'scam' marketing messages containing a phone number which could be expensive to call. When we're told about these messages, we take action against the companies sending them and can block numbers to stop people losing money by calling. If you or your children receive these kinds of messages, please forward them to us on 7726.

To stop unwanted sales and marketing calls (but not texts) you can register home or mobile numbers with the Telephone Preference Service. It is a legal requirement that organisations do not make sales and marketing calls to numbers registered in this way.

### Tips:


- To stop a subscription service, reply 'stop'.
- To report scam texts, forward them to 7726.
- To stop receiving marketing messages from O2, call our customer service team.
- For advice about offensive messages or calls, call our customer service team.
- To register numbers with the Telephone Preference Service, go to [tpsonline.org.uk](http://tpsonline.org.uk).

Let your child know that they don't have to put up with unwanted messages or calls. We can help put a stop to them.

# Unwanted messages and calls

## Talking points

- If you get a nuisance call, stay calm. Most people who make these calls want to upset you, so showing no emotion might put them off.
  - Avoid sending a message when you're upset or angry. Remember, once you've sent it, you can't take it back.
  - When you answer your mobile, just say "hello". Let callers identify themselves to you before you start talking. If you receive a malicious call, put the mobile down and ignore it for a few minutes, then hang up. This wastes the caller's time and money and can put them off. If your phone rings again, don't say anything.
  - You can always reject a call if you don't recognise the number that comes up on the screen, or if the number has been blocked.
  - Many people like to personalise their voicemail greeting, but to be on the safe side it shouldn't include your name or any other personal details.
  - You don't have to reply to texts or picture messages you don't like. Make sure you show them to someone you trust, like a parent, guardian or teacher, or to your best friend.
- Keep a note of the times and dates of any abusive messages you get, and remember to keep the message itself. It can be useful as evidence and to explain to others what has happened.
  - If you have Bluetooth on your mobile, you could receive unwanted messages from other Bluetooth mobiles nearby. If you've been sent a message from someone you don't know, don't accept it. You can also turn your Bluetooth off and become 'invisible' to other Bluetooth mobiles.
  - If you're worried or upset, talk to your parent or guardian. If you don't want to do that, you could tell a teacher at your school. They'll know what to do.
  - Suggest that they turn their phone off when they don't need it.



# who wnts 2 no?

Steve Barlow & Steve Skidmore  
Illustrated by Geo Parkin



## Five ways we'll help keep children safe

Dud thinks he's found a foolproof way of getting rich quick. All he has to do is put his personal details online. What could possibly go wrong? Zip and Mouse aren't convinced: they want to know, who wants to know?



This book has been created for and with input from children aged 8-12 to help promote internet safety.

*Who wnts 2 no?* is available from all good bookshops. Details of our special offer for schools can be found at [www.o2.co.uk/TheCybernuts](http://www.o2.co.uk/TheCybernuts).

### 1. Guidance

For parents, teachers and children.

### 2. Support

We'll provide our customer service with children in mind.

### 3. Leadership

We'll work with others to make mobiles and the internet safer.

### 4. Innovation

We'll use technology to help keep children safe.

### 5. Respect

We'll promote the rights of children and the authority of parents.



We support



Together with



We're better, connected 

**o2.co.uk/parents**

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**We're better, connected**