

help and advice about modern mobile phones for families and carers



mobile phones – what parents need to know

This guide offers advice on how you and your children can safely get the best out of mobile phones. We also hope it will make the technology and services easier to understand.

Mobile phones continue to develop rapidly and there is no sign of a let-up in the pace at which new features and services are becoming available.

In only ten years, mobiles have evolved from a mobile version of the traditional phone into something closer to a handheld personal computer, TV and music system.

In the immediate future, improved mobiles and networks will offer many other services now only available on computers and the wider Internet.

The challenge for parents is to make sure children fully understand and are prepared for the possibilities, good and bad, presented by this new technology.



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introduction

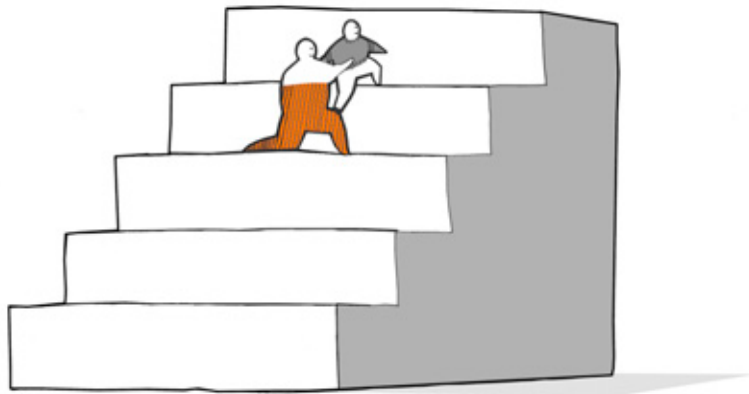
Although mobiles have brought with them many benefits, there are ways of using them that are antisocial or undesirable. These vary from people having loud mobile conversations on public transport – to ‘spam’ messages, hoax calls, and harassment.

Access to the mobile Internet has also made available types of material that are unsuitable for children and that some adults may not want to be exposed to either. And – because they are small and desirable – mobiles are often the target of thieves.

Orange as a mobile operator takes responsibility and would therefore like to inform parents and careers about the various forms of possible misuse and provides you with some useful information and help.

To help your children stay safe while using their mobiles, this guide includes information that you need to know and raises specific issues for you to discuss with them (see the ‘talking point’ boxes throughout).

We also give details of who to contact for more information about any of the issues we have introduced.



before using a mobile phone for the first time

The information found here has been designed to help your children get the most out of their mobiles. But, before they first use them, it is worth considering the following points:

- agree with them how you want the phone to be used. An early discussion about the use of paid-for services (like music and video clips – or time spent on the Internet) can avoid nasty surprises with the first bill
- try and discuss adult-content issues in a way that lets children feel able to bring up the topic again if they need to. Although it is possible to block or prevent access to adult material, that doesn't mean that their friends will be using phones or computers on which this has been effectively done
- you will probably need to have more than one conversation on mobile phone safety as new services and possibilities emerge all the time
- advice and rules agreed within the family may need to change as children grow older – to reflect the greater levels of trust you place in them
- it is a good idea to share experiences about modern technology with other parents. Doing so may help shed useful light on issues before they become a problem for you or your children

are all mobile Internet sites subject to proof-of-age checks?

Other sites that contain adult material can be viewed by 'browsing' outside of Orange World on the wider mobile Internet. These sites are not subject to the Orange age checks mentioned above. You have to confirm whether you are over or under 18 years old.

how do I block adult material?

If you are concerned about your child gaining access to adult material while using their mobile, Orange can block their access to all mobile Internet services. This will bar access to both Orange World and the wider mobile Internet.

Orange World allows you to access a wide range of content. Following customer concerns regarding protection, we are now offering you the opportunity to block either the purchase of adult content, or alternatively, the purchase of all content. To do this, simply call our Customer Care free on 0800 700 700. Your access will be blocked within 48 hours.

It should be noted, however, that disconnecting Internet access will also prevent the use of all data services – including the ability to download new ringtones, for example.

more information

For more information on filters and how we check customer age, call our Customer Care free on 0800 700 700.

reporting potentially criminal internet content

If you believe that you have encountered illegal images on the Internet you can report this via the Inhope - the International Association of Internet Hotlines or Kobik – the Swiss coordination unit for cyber crime

<http://www.lauterkeit.ch/>

<http://www.kobik.ch/>

<http://www.ombudscom.ch/english/welcome.php>

<http://www.inhope.org/en/index.html>

talking points

- remind your children that there are things on the Internet that are upsetting and unsuitable – even for adults
- encourage them to tell you or a trusted teacher if they see anything which disturbs them – either on their phone or a friend's
- children may not always be using the phone or computer you bought them. So, you may also wish to point out that looking at – and especially paying for – any form of illegal pornography encourages more to be made and so increases the amount of distress caused

online chatrooms

what are they?

Chatrooms are websites where people exchange messages with one another in more or less 'real time' – they are a type of open forum on the Internet.

There are thousands of examples that cater for almost every imaginable hobby or interest. Some of the most popular versions appear on the fan sites of pop stars.

Children often see chatrooms as friendly and unthreatening places they can visit in order to swap experiences and information. Some children even reinvent themselves away from the critical scrutiny of siblings and schoolmates.

But the fact that chatrooms attract children has also drawn the attention of paedophiles, who are able to conceal their age, background and intent, and use web conversations to form inappropriate relationships with children. This activity is linked to a hazardous conditioning process known as 'grooming'.

are chat rooms dangerous?

Although chatrooms are not dangerous in themselves they can become a real hazard if a child using one responds unwisely to comments or activities on the site.

The biggest and most likely danger is that a child may be tempted to arrange a meeting with someone contacted through a chat site. Not everyone contributing to a 'thread' – an online conversation – is necessarily who they appear to be.

To avoid this risk some chatrooms (including those run by Orange) are supervised by moderators, who work to ensure that:

- no personal or location information is exchanged
- inappropriate or sexually suggestive comments are removed
- inappropriate or offensive images, text or other unwanted postings are prevented or removed

In certain chat rooms sophisticated software packages are used to carry out these functions.

what should you do?

No filter can entirely protect users of the Internet – whether on personal computers or mobiles – from those with criminal or antisocial intentions. There are always people trying to find ways around the existing protections.

In this respect, the Internet – and chat rooms – can be seen as equivalent to a real outdoor public space. Just as sensible precautions and an understanding of the risks are the best protection in the real world, so they are in its virtual equivalent.

With this in mind, the best defence you can offer your child will be the warnings and preparation that you give them.

talking points

Here are some simple precautions for children that can greatly lessen the risk of a chance encounter with someone who is not who they seem to be:

- never attempt to meet up with anybody they come across in a chat room – unless accompanied by a parent
- never give out personal information, phone numbers (theirs or anyone else's), e-mail addresses, name of school or photographs
- avoid un-moderated chat rooms unless doing so with parental supervision
- never have secrets with anyone online

talking points

- anything suspicious should be reported to the moderator or by using the Virtual Global Taskforce logo found on some sites
- trust their instincts: if things feel creepy or strange then leave the chat room and tell a parent or guardian
- don't open any websites posted to you in chatrooms – they could contain computer viruses or disturbing material

more information

www.saferinternet.org/www/en/pub/insafe/index.htm
www.kobik.ch/
www.security4kids.ch/DE/site/etusivu.htm
www.kinderschutz.ch/downloads/jugendschutz_online.pdf
www.kinderschutz.ch



'social network' websites

The last couple of years have seen a rapid expansion in the number of websites that allow users to publish their own home page or 'profile'. They are popular with children and young people as a means of self-expression and a way to forge links with friends – an activity some call 'online social networking'.

Networking sites are typically used as a place to post on-line diaries in the form of 'blogs'. They will often also contain pictures; lists of likes and dislikes; contact details; links to other content and more or less anything else the user feels like showing there. Most sites also have the ability to leave messages.

To make the experience more appealing still, some sites offer software to allow users to decorate their own page with free graphics and artwork.

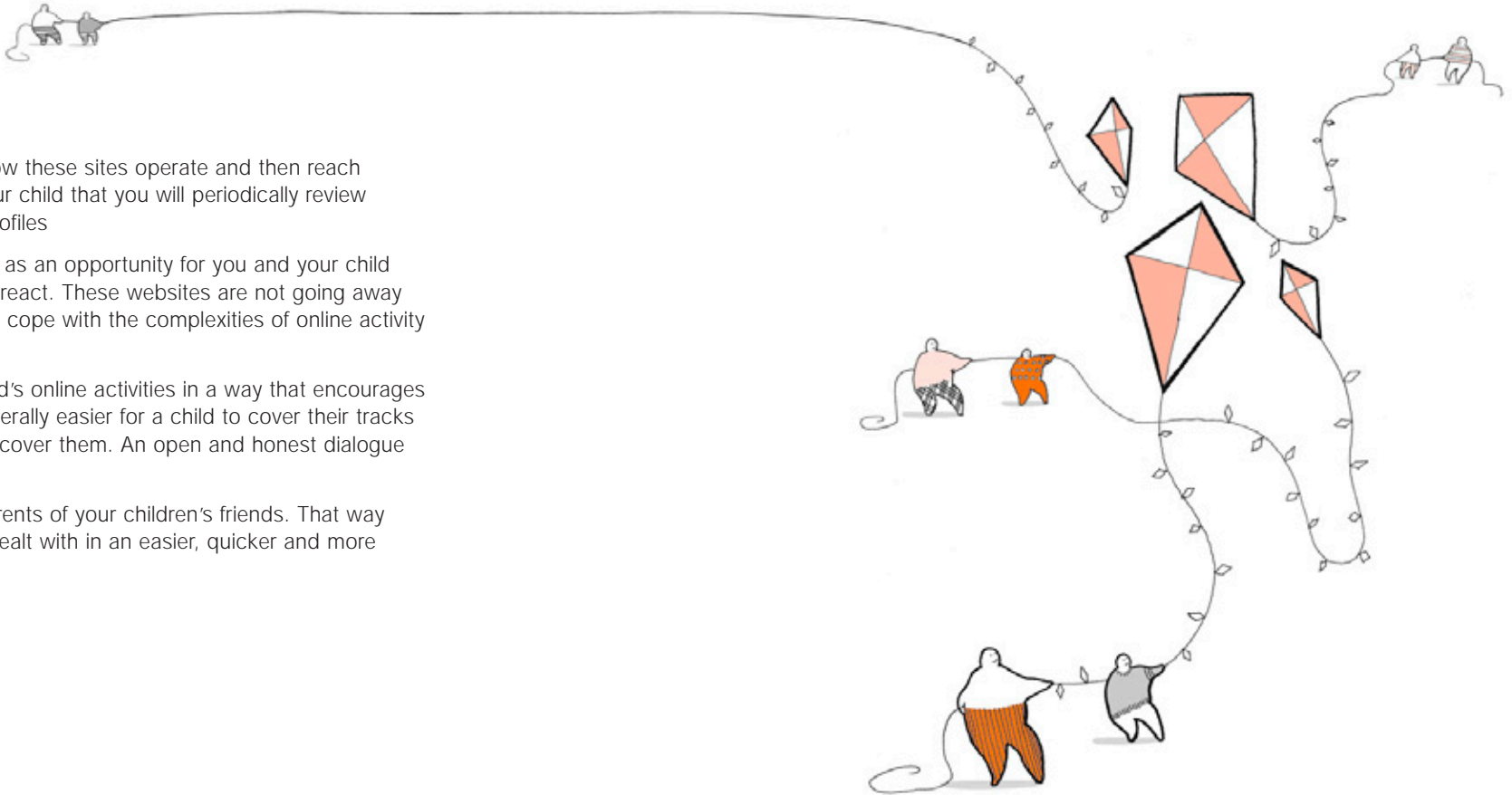
Web spaces of this kind, that are specially designed for mobile are already available. However, for all intents and purposes, the distinction between mobile and 'ordinary' content is disappearing fast as modern phones develop better and quicker web access.

Popular versions include Zapzone, Bebo, MySpace, Facebook, Live Journal, Xanga, and Blogger. There are almost believed to be at least 200 currently in operation.

should I worry?

Websites of this sort usually have clear guidelines that users are asked to read before they sign up. These can include 'house rules' on user age and advice on what not to post – as well as a means of reporting undesirable content. Some also have dedicated teams of people to 'take down' underage postings. Nevertheless, concerns about these sites remain. They include:

- **visibility**
Teenagers – a large proportion of users of these sites – don't always grasp that the material they place on these sites is visible to anyone in the world with a computer. For this reason comments, personal details or images posted on these sites are not in any sense private
- **oversight**
To ensure that children are using such sites sensibly and considerately parents need to know which services their children are using and the user names they employ. At the moment most parents don't know either
- **unwelcome visitors**
As a magnet for teens, such sites are also a lure to all sorts of people that parents would prefer their children did not encounter. These include paedophiles, child pornographers, recruiters for extremist groups and those promoting dysfunctional conditions like self-harm, suicide obsession or eating disorders



what can I do?

- familiarise yourself with how these sites operate and then reach an understanding with your child that you will periodically review what they post on their profiles
- use any obvious mistakes as an opportunity for you and your child to learn – rather than overreact. These websites are not going away and your child will have to cope with the complexities of online activity for the rest of their lives
- regularly discuss your child's online activities in a way that encourages them to be open. It is generally easier for a child to cover their tracks than it is for parents to uncover them. An open and honest dialogue will help reduce the need
- keep in touch with the parents of your children's friends. That way emerging issues can be dealt with in an easier, quicker and more co-operative way

talking points

- remember that anyone anywhere can see what you have written. Be careful what you say it may affect more than you think
- treat others as you would have them treat you
- never post personal information – especially anything that gives away where you live or where you usually go

talking points

- remember that a 'friend of a friend' may be no friend to you
- don't reply to messages from people you don't know
- report anything odd or disturbing to an adult
- report instances bullying to the website itself – as well as your parents

location-based services

what are they?

Location-based services (LBS) are a group of services that depend on a mobile network knowing where a mobile phone user happens to be.

Your position is established by the radio link between your handset and the nearest mobile base station or phone mast. Even when your phone is not in use, as long as it remains switched on, it regularly sends out signals to ensure that it is in communication with the nearest available base station.

Because this activity is logged by the network it gives the operators an approximate location. The location becomes more accurate if there are several base stations nearby which is why these services work better in urban areas.

In the main, LBS services are systems designed to help find people who have agreed to be located by their company, friends or family. There are also versions designed to find children or people with a disability. Others are set up to trace machines and vehicles.

The same technology also provides location-sensitive services. These reflect where the user happens to be. Examples include weather reports or details of local shops.

Some location services can be used simply to work out your own position – in a similar way to satellite Global Positioning Systems (GPS) used in outdoor activities – although the phone version is usually less accurate.

who gets the information?

The request for location can come from the user, from another individual or an organisation such as an application provider or network.

should I worry?

When a location is requested, the customer (the person being located) has to give permission for the request. There should also be frequent text reminders to the handset that the location service remains in operation.

But there are concerns. These focus primarily on:

- unwitting use. Some have suggested that 'spam' type messages could trick people into signing up for location-based services without fully understanding the implications of what they are doing
- security of children. It has been thought that if third parties were able to persuade the end-user of a mobile phone to consent to tracking, the use of this information could put children at risk

talking points

- ensure your children understand why they should never say 'yes' to a stranger or someone they don't trust who is trying to find them through a location service
- explain that they should ask you before accepting any kind of service offered over the phone

bullying and harassment

what is this?

Familiarity with mobile technology has enabled some children to develop ways of using mobiles to intimidate and harass others.

For instance they may;

- leave threatening voice messages
- send threatening text messages
- distribute images taken with phone cameras

what are the signs this is happening to my child?

Intimidation by phone may be part of a wider pattern of bullying and is all the more unpleasant because it reaches into their home.

Bullying can cause feelings of shame, worthlessness and hopelessness and children are often reluctant to discuss it, feeling that they should be able to cope by themselves. Signs that may suggest a problem include unexpected changes in behaviour; unexplained cuts and bruises; an unusually quiet or withdrawn manner or persistent attempts to avoid school though feeling 'unwell' for instance.

If bullying is suspected it is vital that you take it up with teachers as soon as you can.

If necessary, any problems connected with a child's mobile can also be dealt with specifically. The main options are to:

- call Orange customer services on 0800 700 700
- arrange for the phone number to be changed

If you wish, we can supply relevant information to the police. However, under Data Protection law, we cannot supply caller information directly to you.



talking points

Before your children take their mobiles out and about, it is good to give them the following advice:

- never give out any information about yourself unless you know the caller
- let the caller identify themselves – particularly if no number is displayed
- if you receive a call from a problem number, don't respond: divert such calls to your mailbox without answering
- do not leave alternative contact details on your mailbox greeting
- be very careful who you give your number to and ask those you have given it to not to pass it on
- switch off the Bluetooth™ feature on your handset – if this was the means by which unwanted messages have been received

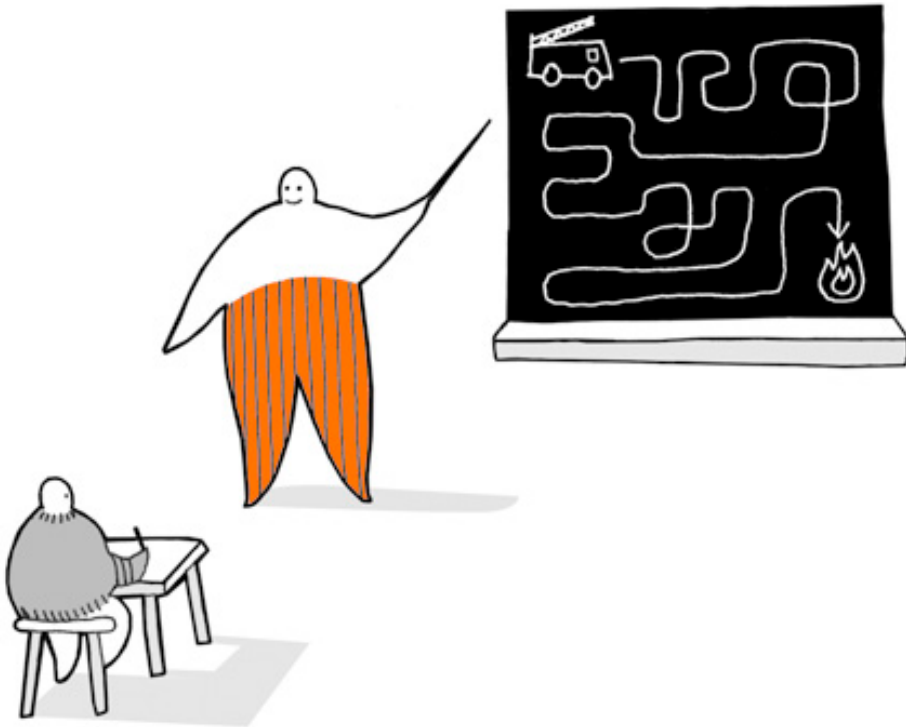
Let them know that if they don't know who a text message is from, they shouldn't reply to it (it could even have been sent to the wrong number or to a number made up at random), and that if they receive a nuisance text they should:

- show it to a trusted family member, teacher or parent
- keep the message as evidence
- make a note of the sender's number or the originating details they'll find at the end of the message
- lastly, explain to your children that all text messages and calls can be traced and that which unwanted messages have been received

misuse of mobile phones – false emergency calls

One of the most widespread and dangerous forms of mobile abuse is the making of false emergency calls.

False alarms do not just waste the emergency services' time. Any unit called to a false alarm cannot respond to a genuine emergency. In other words, far from being a 'prank', these calls actually put other people's lives at risk.



talking points

- when giving a child a mobile phone, make sure you point out the danger and irresponsibility of hoax calls before use
- point out that such behaviour has consequences for your child as well as those they endanger. Making false 117 (police), 118 (fire brigade) or 144 (emergency transport) calls is a criminal offence and can result in an application by the emergency services to have the offending phone terminated from the network. It can also lead to criminal proceedings. Both actions are now being taken more frequently by the emergency services
- care should also be taken when handsets are in bags or pockets. They are designed to allow 117, 118 or 144 calls even with the keypad locked

phone theft and loss

As mobile ownership has increased, phones have gradually become 'fashion accessories' – especially for young people. This, along with their relatively high value, small size and ease of resale has increased their attraction to thieves.

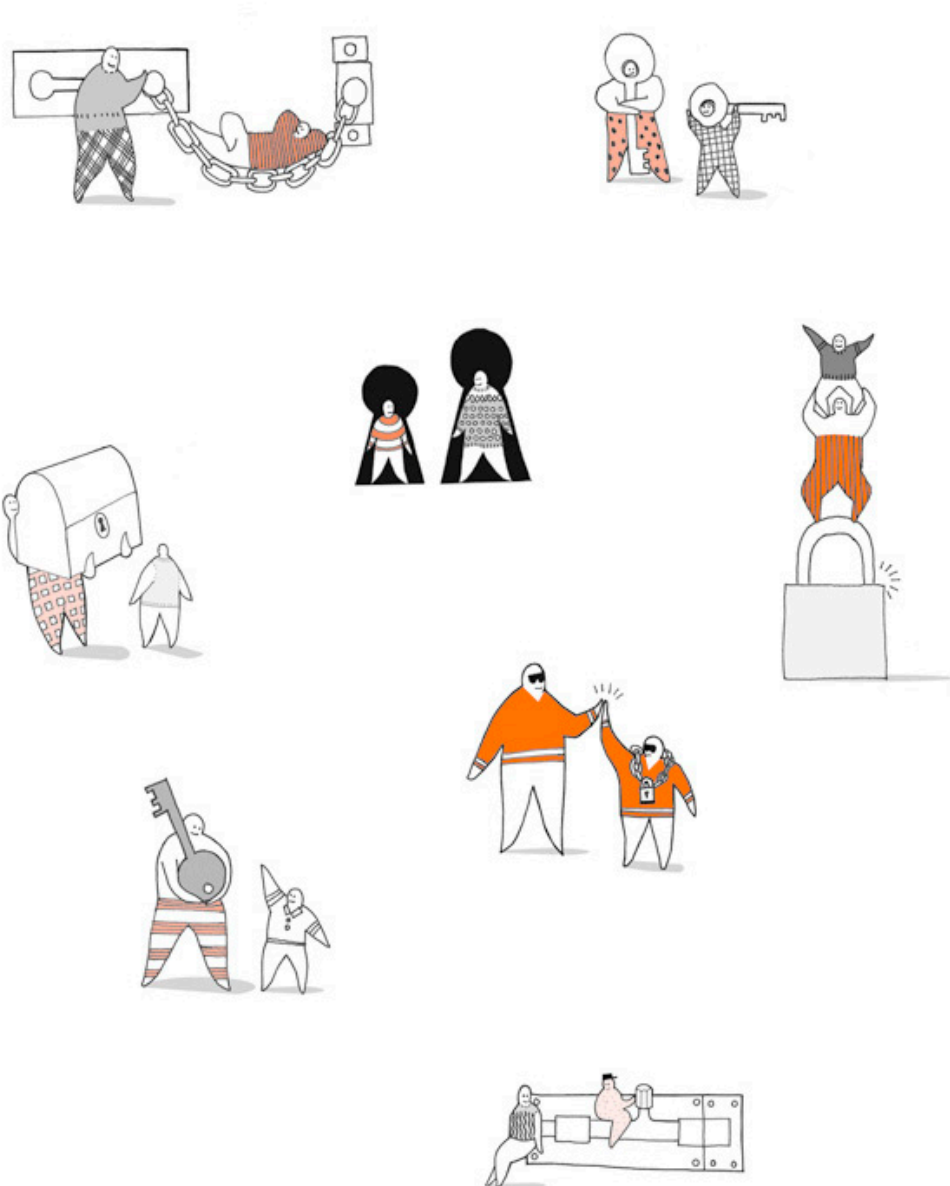
It is a good idea to ensure that if a phone is stolen it cannot be used again.

If a phone is lost or stolen it is important to call Orange customer services on 0800 700 700 (or from abroad + 41 78 700 70 00) as soon as possible. Orange will bar the SIM card, block calls from the phone account and immobilise the phone using the IMEI number.

what is an IMEI number?

This is a unique identifier for a particular handset and can be found by pressing *#06# on the keypad.

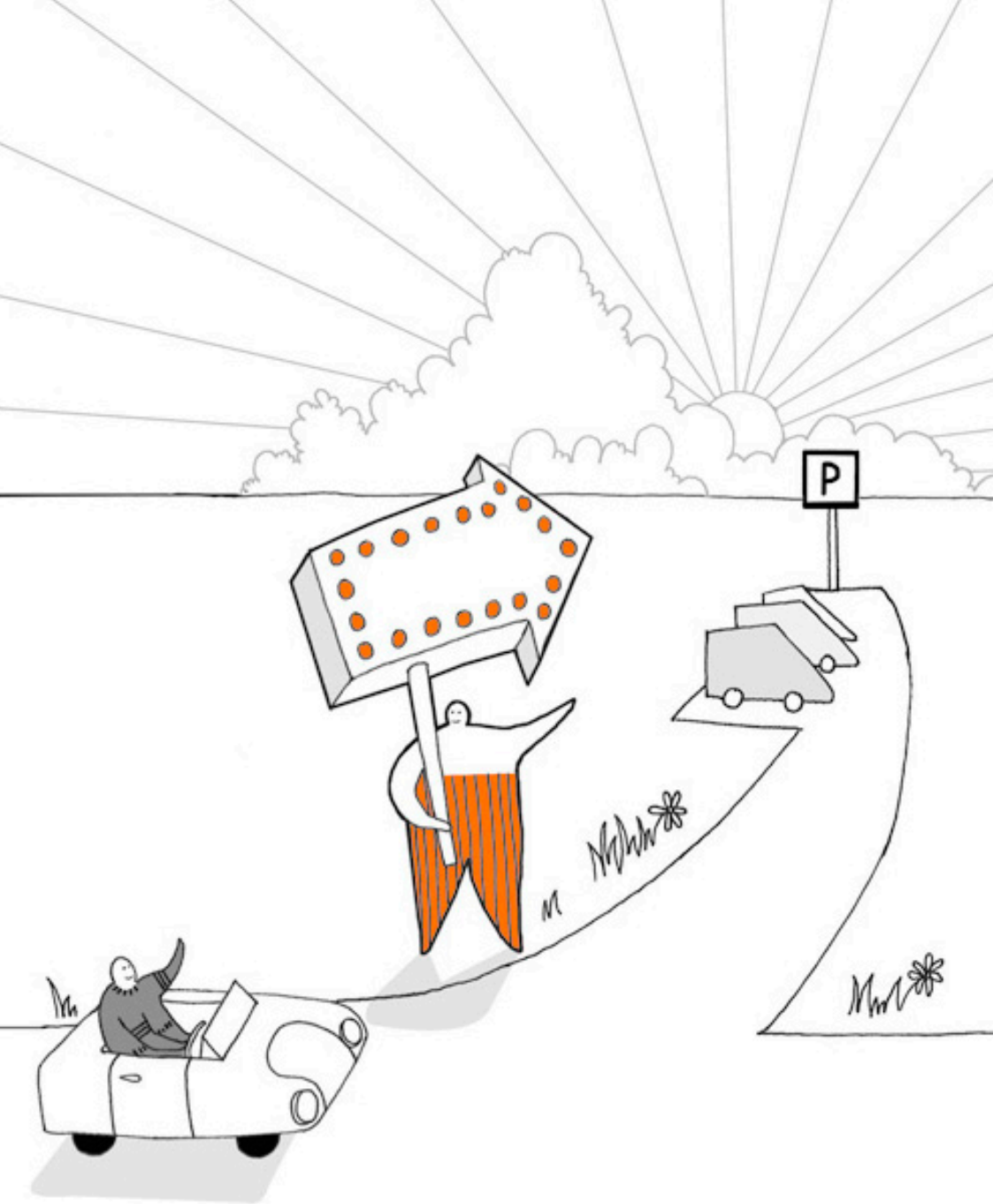
When you report the theft of a phone, a record of this number will help ensure that operator companies can disable the handset on all networks. It can also be used by the police to prove if a phone is stolen.



talking points

For children and young people, the greatest threat of theft comes from other young people. The best ways to reduce the risk are:

- avoid showing a new phone around – except to close and trusted friends
- avoid making calls in very visible and public places – make them discreetly. A high proportion of phone thefts take place when the victim is making a call
- avoid being overheard – especially if arranging a meeting



driving

Unless you have a hands-free kit, it is an offence to use a mobile in any way while driving and you can be fined for doing so even if the car is in stationary traffic.

If you don't have a handsfree kit it is much safer to pull over, stop in a safe place, and turn the engine off before making or receiving a call. While this advice applies to all drivers it applies even more so to the inexperienced. Moreover, even if you have a hands-free kit, it is still safer to pull over before making or taking a call. It is highly dangerous to write or read text messages while driving.

music players

Mobile phones can be distracting and care should be taken to avoid texting, calling or otherwise using a handset when crossing the road or mingling with traffic.

This is particularly the case now that many mobile phones featuring in-built music players – a source of appeal to children and the early teens. It is very important that you remind them to be extra careful crossing roads, or using bicycles or scooters, while listening to music. In such circumstances you are much more vulnerable to traffic when you can't hear it.



talking points

The following advice applies to all adults but especially to young learner drivers:

- never use a mobile without a handsfree kit while driving
- even if you're using a hands-free device it is safer to tell the caller that you're driving and will call them back later (when your journey has finished or when you've pulled off the road, with the vehicle stopped and its engine turned off)
- if you have an accident while driving and using a mobile phone, the police will be able find out. Such activity may constitute an offence
- do not bicycle or use a scooter with music playing so loud that you can't hear other traffic
- do not cross roads while listening to music or operating other features of your handset

spam

what are unsolicited messages ('spam')?

'Spam' is an unwanted marketing message that you have not actively asked for or subscribed to. Examples include messages saying you have won a 'mystery prize' or that 'someone fancies you' or asking you to call a premium-rate number.

Unsolicited messages are really another version of 'junk mail' or the phone sales calls you get at home, generally from people or companies you don't know.

Children can be vulnerable to such messages, because they don't always understand the cost of the services being offered – or what they involve.

how do 'spam' messages work?

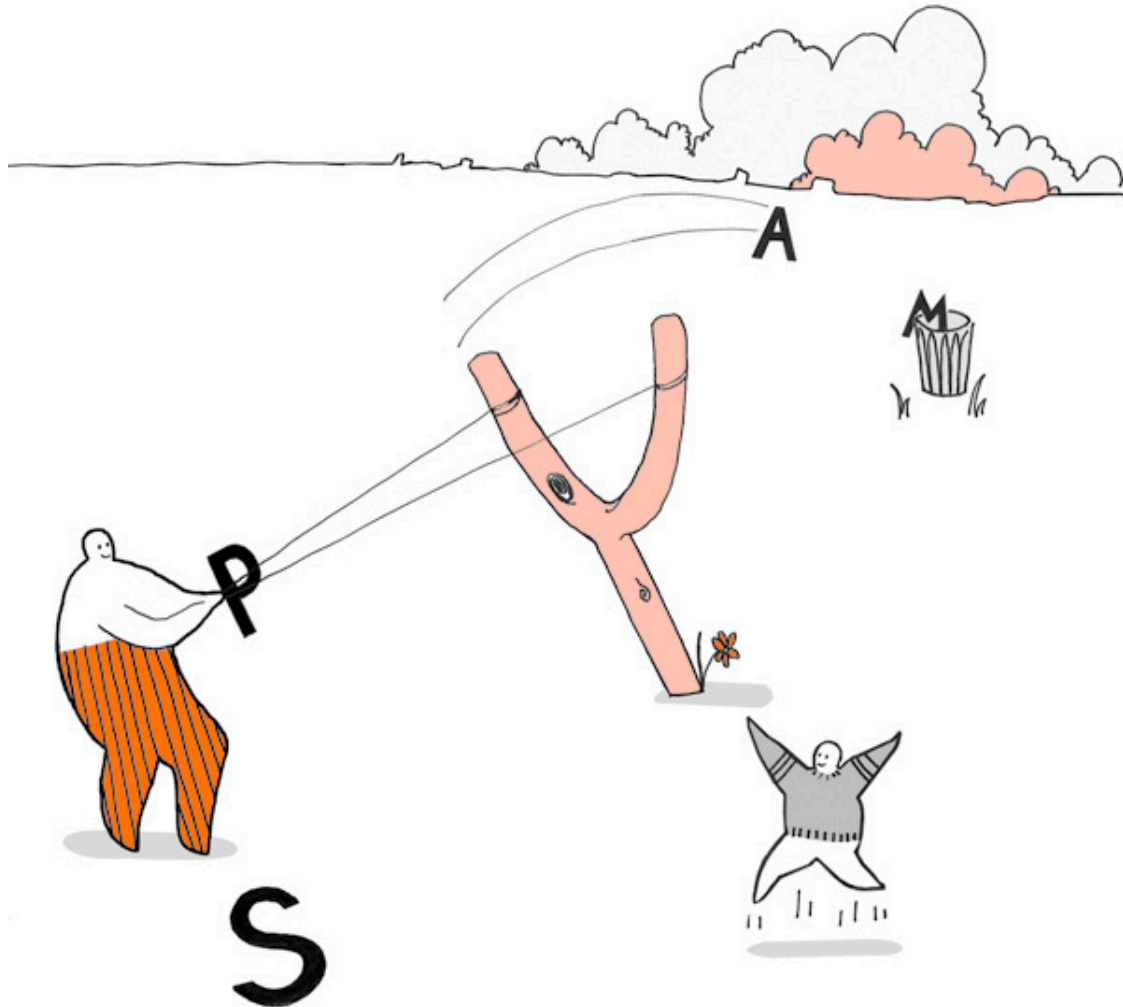
Sometimes the phone numbers are randomly generated. Lists of phone numbers can also be illegitimately compiled and sold on to companies as 'marketing lists'. In these cases, the same text is sent to thousands of customers, so you or your child won't have been singled out. The problem affects all mobile networks, not just Orange. Orange itself does not provide customer's telephone numbers to other companies for marketing purposes.

ending services

- if details about cancelling a service are not contained in the message, a search on the web, or through directory enquiries, will usually give the sender's contact information. You should then contact the sender directly to remove your number from their marketing list, as you would with unwanted mail
- if you are receiving text messages from a short code number for a service that you subscribed to but no longer wish to receive, try checking their instructions. Typically the way to deregister is to text the word 'STOP' to the service. If you do not have their details, call Orange customer services on 0800 700 700, which may be able to assist with contact details for the service provider

To stop Orange Marketing Messages please apply the following:

- send a SMS to short number 5050 with text 'mail off' to deactivate your Orange Mail notification
- send a SMS to short number 5051 with text 'mail off' to deactivate notification for your other external email accounts (Bluewin, Gmail, GMX,...) via mobile



- send a SMS to short number 5054 with text 'cal off' to deactivate your calendar event notification
- send a SMS to short number 5054 with text 't off' to deactivate your task alerts

how to avoid spam

- read terms and conditions on forms carefully before giving out your phone number
- you should tick or untick permission boxes when filling in online or paper forms to state that you do not wish to receive marketing messages. Or, if you are using the telephone to give details, let the person you are speaking to know your preferences regarding your mobile phone
- never sign up with websites that promise to remove your name from spam lists. Although these sites may be legitimate, sometimes they actually collect mobile phone numbers

send your spam to us

If you get spam messages, please forward them to 7726 for free from your Orange phone. By doing this you are helping Orange collate information that may help reduce the volume of spam messages being sent to you and others.

more information

www.spamhaus.org

talking points

- explain the risks of replying to spam messages or calling the number in the message – this may be charged at a premium rate
- encourage your child to ask you before accepting offers on their phone
- explain to your child that if he or she gets drawn into replying to spam it is much better to admit any mistakes to you early on, as you can contact the company directly to stop the service before the bill gets out of control!

