

Useful sources of information and contacts

To find out more about Vodafone's commitment to corporate responsibility, please go to <http://www.vodafone.com/responsibility>

VODAFONE

Vodafone <http://www.vodafone.co.uk>
Vodafone Customer Care Telephone – 191
VSPAM – Forward suspected spam to 87726

GOVERNMENT

Home Office online safety websites
<http://www.thinkyouknow.com/>
<http://www.wiseuptothenet.com/>

Dept for Education and Skills – Online safety website
<http://www.safety.ngfl.gov.uk/>

Dept of Health, Social Services and Public Safety (NI)
<http://www.dhsspsni.gov.uk/>

Eastern Area Child Protection Committee
<http://www.ehssb.n-i.nhs.uk/>

Nothern Area Child Protection Committee
<http://www.nhssb.n-i.nhs.uk/partnerships/nacpc.php>

Southern Area Child Protection Committee
<http://www.sothernareacsp.n-i.uk/ACPC.htm>

Western Area Child Protection Committee
<http://www.childprotection-west.org/>

Department for Education and Skills in England,
The Scottish Executive Education Department,
Northern Ireland Network for Education

Grid Club website for children
<http://www.gridclub.com/>

Grid Club website for grown ups
http://www.gridclub.com/_ups/index.shtml



NFPI and Vodafone helping to make
Britain Family Friendly

www.virtualglobaltaskforce.com

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PREMIUM RATE SERVICES

Premium Rate calls advice for young people
<http://safety.ngfl.gov.uk/schools/document.php3?D=d64>
(ICSTIS) Independent Committee for the Supervision of
Standards of Telephone Information Services
<http://www.icstis.org.uk> or call on 0800 500 212

PARENTING ORGANISATIONS

(NFPI) National Family and Parenting Institute
<http://www.nfpi.org/>
Parentline Plus Helpline – 0808 800 2222
Text phone – 0808 783 6783

CHILDREN'S ORGANISATIONS

NCH <http://www.nch.org.uk/ITOK/>
NSPCC <http://www.nspcc.org.uk/>
Barnardos <http://www.barnardos.org.uk/>

Leaflets for parents

<http://www.nspcc.org.uk/html/informationresources/forparentscarers.htm>

Leaflets for children and young people

<http://www.nspcc.org.uk/html/informationresources/forchildren.htm>

NSPCC Helpline – 0808 800 5000

ChildLine Helpline – 0800 1111

<http://childline.org.uk>

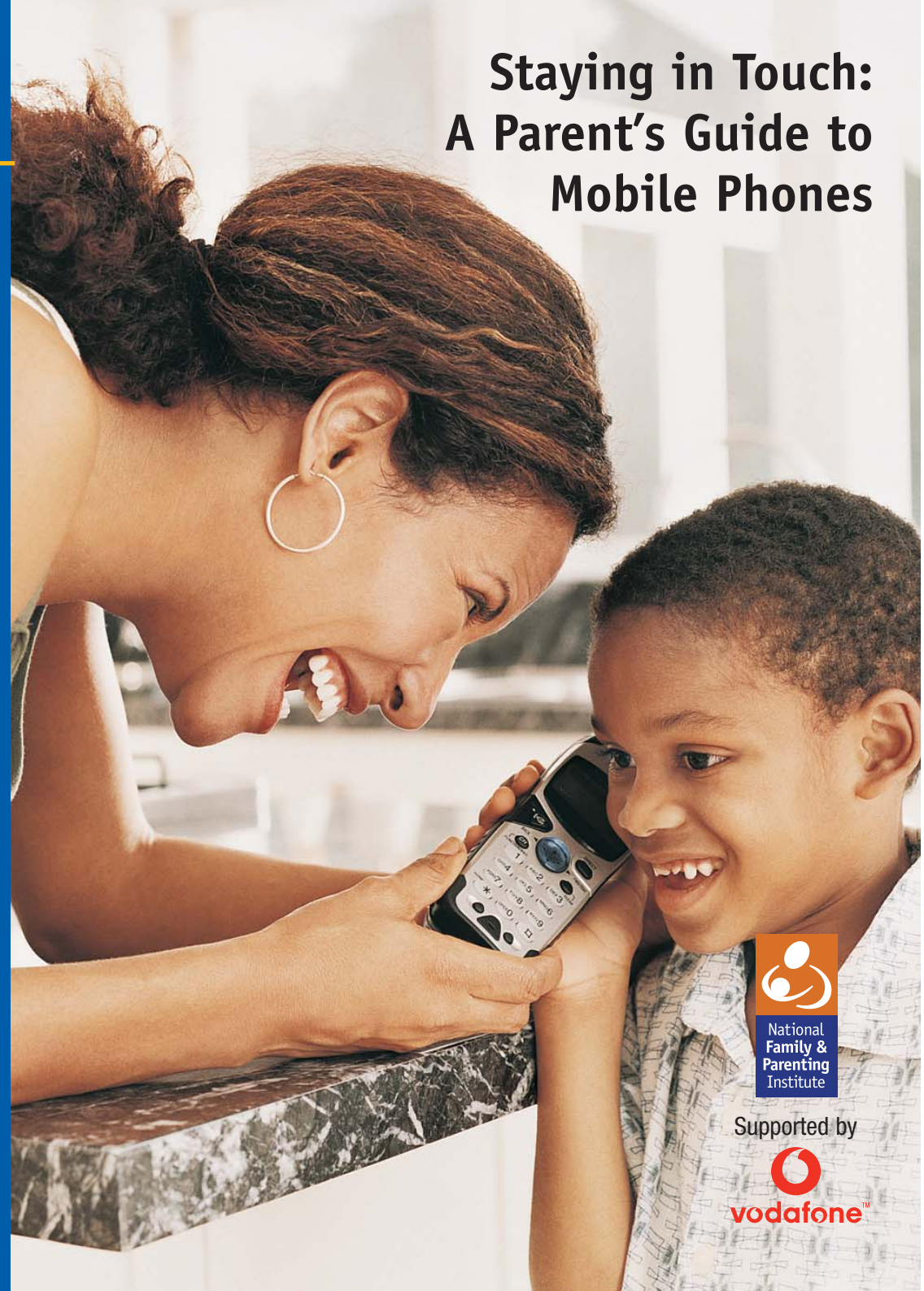
Central Lancashire Cyberspace Research Unit
Website for kids by kids (FKBK0)
<http://www.fkbko.co.uk>

Childnet International <http://www.childnet-int.org/>

MOBILE PHONES AND HEALTH

International Commission on Non-Ionizing Radiation
Protection <http://www.icnirp.de>
World Health Organisation <http://www.who.int>
National Radiological Protection Board
<http://www.nrpb.org>

Staying in Touch: A Parent's Guide to Mobile Phones



National
Family &
Parenting
Institute

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Introduction

Over the last decade, there has been a huge growth in the use of mobile phones – with over a billion people being connected by mobiles today.

Many of us use mobile phones both at work and at home. Mobiles are now packed with all sorts of products and services, including picture messaging, video clips, games and Internet access. But all this may seem a bit bewildering to many parents – especially when children seem to be at ease with the new technology.

Parents will naturally be concerned about who their children are talking to and how they are using their mobile phones. This information is needed to ensure that they are able to decide, with their child, what is appropriate and safe for their use, as well as how to use their mobile responsibly.

This booklet has been produced in partnership between Vodafone and the National Family & Parenting Institute (NFPI). It is designed to provide clear and comprehensive information to parents about new services available on mobile phones.

It also offers some suggestions about what you can do to help your child understand how to use their mobile in a safe and responsible way. We suggest you keep it in a safe place in case you need to refer to it in the future. We have also listed some useful contacts and addresses if you would like more information about any of the issues we cover.¹

¹ The word “child” is used frequently throughout this booklet, and interchangeably with “young person”. There is no intention to suggest that younger children should be encouraged to have mobiles of their own.

Statement from the NFPI

The National Family and Parenting Institute is here to support parents. We share parents’ concerns about children’s safety, health and well-being. Mobile phones have lots of pluses – parents feel relieved to be able to get in touch with their children easily – but want to know their children are safe and using their mobiles wisely. They want to know what the technology can do, any risks there are and how the technology can help reduce them.

As with all aspects of your children’s safety, the really important thing is to talk about it. If you and your children have talked about possible problems and how to handle them, they are more likely to confide in you about anything that worries them. And with new technology, where young people may know much more than parents do, it’s good to think things through together.

Each section of this booklet has tips to help you help your child. We hope you find it useful.

Mary MacLeod, Chief Executive, NFPI



Things you need to know about mobile phones.



Until recently, mobile phones have largely been used to make voice calls or send text messages, also known as SMS (Short Message Service). However, today's mobiles allow you to send and receive picture messages (Multi Media Messages) and access the Internet. The basics however, remain the same.

The SIM card

All mobile phones have two major components: the SIM card and the handset.

The SIM card provides you with your phone number. It also includes a unique microchip which you can use to store information: for example, your address book, sent or received text messages, picture messages, numbers you have dialled and calls you have received.

If you move the SIM card to another handset, all the information stored on it goes with it.

International Mobile Equipment Identity (IMEI)

This is the unique serial number that every handset comes with. It can be found behind the battery in your handset, or accessed on most mobiles by keying in *#06#. If your handset is lost or stolen, you can disable it by calling Vodafone Customer Services on 191 and quoting your IMEI number. Once reported, it cannot then be used on the Vodafone network.

Networks

Mobile phones operate over a radio wave system using a network of mobile phone masts. Just as the phones themselves are constantly being updated to deliver faster, better quality services, so is the network of masts.



Wireless Application Protocol (WAP)

Since the development of Wireless Application Protocol Technology (WAP), it has been possible for some mobiles to access the Internet. With the more recent development of General Packet Radio Services (GPRS), access speeds have increased, making Internet access by mobile phone more popular and widespread. Most of the Internet content you can access on your home PC, you can also reach on the newer mobile phones.

Third Generation (3G)

This stands for 3rd Generation: another evolution of the network that allows you to receive all the same services and more – for example, video calls – but at greatly improved speed and quality.

SIM card





More than just talk.

These days a mobile is no longer a tool simply for talking to people. It has a number of other functions.

SMS (Short Messaging Service)

SMS or text messages. These are enormously popular with children as a quick and economical way to keep in touch with friends. SMS can also be used to buy ring tones, receive information, or to vote – for instance in TV reality shows.

These services can be great fun for children, particularly as they offer increased ability to interact with others. It is important however, to make sure your child knows how to use their phone without causing upset to others.

MMS (Multi Media Service)

MMS or picture messaging, allows you to send and receive photos, video clips and sound tracks.

Camera phones

Some of the new mobiles can take photos and make videos – either through a small built-in lens or a separate camera attachment. The photos or videos can immediately be sent to another compatible camera phone or to an email address. They can also be stored on the phone or transferred to a personal computer.

Internet access

It is also possible to download pictures and videos from the Internet on a mobile (See page 10).

“Parents need to teach kids what mobiles are for: keeping in touch; being safe.”

What you can do!

- Make sure that your child is aware that the use of cameras, and therefore camera phones, may be prohibited, for example in sports centre changing rooms.
- It is best to seek another person's permission before taking a photograph.
- If anyone else's use of a camera phone makes your child feel uncomfortable, they should tell someone.
- If you or your child receive a picture you feel might be inappropriate or malicious, contact Vodafone Customer Care on 191 immediately. They will advise you if the matter should be taken further (See page 18).
- If the picture has been downloaded through the mobile Internet contact Vodafone Customer Care or the Internet Watch Foundation (www.iwf.org.uk) (See page 19).

Different ways to pay.

Contract

It is possible to pay for your mobile phone on a monthly basis via a contract with your Mobile Network Operator. As an account holder you can ask for an itemised phone bill which allows you to see clearly what calls have been made, if any downloads have been purchased and if those services incur an extra charge. Vodafone also provides the ability to check bills on-line and has the advantage of allowing you to check your bill immediately. Please note however, there may be a charge for this service. You should also be aware that the mobile phone must be in a parent's name in order to access the account. (See on-line billing at <http://www.vodafone.co.uk>).

Pay As You Talk

This means that you pay for the minutes you spend using the network in advance by purchasing a voucher at a retail outlet, such as a supermarket. Once your credit has run out, it is not possible to use your phone until you buy further credit, or 'top-up'. Top-up cards are widely available in supermarkets, newsagents and you can now top up on-line. No bills are sent, and so it is not possible to review the calls you have made.

While we understand that Pay As You Talk is hugely popular as it helps keep costs under control, if you feel you need more information about how your child is using their mobile, for example who they are calling, or if they are downloading content, you may consider subscribing to a contract account held in your name.



Content and services on mobiles.



It is now possible to download or access a wide range of 'content' such as games, ringtones and images on a mobile in much the same way as you can on a PC.

Vodafone live!

This is Vodafone's on-line portal. It is similar to the front page of many Internet Service Providers' portals such as AOL, Yahoo! and MSN. It offers a very broad range of services including information on sporting events, weather, travel, shopping, lifestyle and leisure. Vodafone live! allows you to buy new ringtones, access news services and get information on specific local facilities like your nearest railway station, bank or restaurant.

The Internet

Many of today's mobiles allow people to access the Internet allowing you to see all the information available on the World Wide Web. This access is set to get even faster with the introduction of 3G mobile networks.

While the Internet is a huge and valuable resource, it also contains material that can be considered inappropriate for children. As the Internet is not restricted by national boundaries there are often limited legal controls over Internet content.

Content Control

Content Control is a new service developed by Vodafone and operates a barring and filtering mechanism. This is set on all Vodafone phones to prevent customers under the age of 18 years of age accessing 18-rated content, such as gambling, erotic content, chat and dating services. It is applied to both contract and pre-pay phones and works on Vodafone live! and the Internet. Those who want to access age restricted services will have to register and provide proof that they are 18 or over.

When a new mobile phone is purchased, customers will be asked if the phone is for a person aged 18 or over, and given a choice about whether the bar should be lifted. Content Control should ensure that illegal or inappropriate content is blocked across all the services accessible from your phone, including the Internet.

What you can do!

- Discuss with your child what services they use on their mobile, for example they might download ringtones, wallpaper or games directly from their mobile.
- Find out whether they share any downloaded content with friends.
- Discuss with your child the types of content you would be unhappy for them to download, receive or share with others.
- Stress the importance of not responding to any messages from strangers, or messages that are funny, or offer to sell products cheaply. These are invariably, 'too good to be true'.
- Make sure any phones which have had the Content Control bar lifted are kept away from children.
- You can reapply the content control bar by calling Vodafone Customer Care on 191, visiting a Vodafone retail store or on-line at www.vodafone.co.uk.

Content and services on mobiles.



Chat services

Like the Internet, mobile networks provide access to Chat rooms. Chat rooms are virtual meeting places where text and voice conversations can take place. There are two main types of Chat rooms that can be accessed via your Vodafone mobile:

Moderated chat

Moderated chat is available on Vodafone live! This is available to customers under the age of 18 because it is monitored at all times by a moderator; a real person who is qualified to prevent any irresponsible behaviour. All messages are reviewed before being posted in a Chat room. Any personal details such as phone numbers or email addresses are removed in advance.

Un-moderated chat

It is possible to access Internet Chat rooms via a mobile phone. Some of these are un-moderated and allow individuals the opportunity to share personal details. Vodafone's Content Control will bar access to Internet Chat rooms unless the phone has been registered to someone over the age of 18. When Content Control is lifted there is full access to Internet Chat rooms.

What you can do!

- Discuss with your child their use of Chat rooms, and inquire whether they are simply communicating with friends they know in the real world, or whether they are making contact with strangers who they meet on-line.
- Make sure you are happy about the kinds of Chat rooms your child is visiting, and encourage them to use Chat rooms appropriate for their age. Some Chat rooms are only suitable for adults, as they can contain sexually explicit messages and links to inappropriate websites.
- Emphasise to your child the importance when using a Chat room of never giving out any personal information such as their phone number, email address or any other information that could identify where they live or go to school.
- Discourage your child from meeting up with people they have come into contact with using Chat services. If your child does want to meet someone who they have chatted to on-line, we suggest that a parent or appropriate adult should always go along too. It is safest to arrange this meeting in a public place.
- If your child receives persistent calls or messages from a stranger you should report it to the police, taking a note of the number and saving the message or picture on your mobile.

Games

Playing games on mobile phones is now very popular, especially among children. Many mobile phones have games already pre-installed when the phone is purchased. Additional games to those pre-installed, can be downloaded for a cost.

- Through Vodafone live! Games section.
- Through an Internet website selling mobile games and other mobile content such as ringtones.

The game is sent to the phone and is typically charged to the mobile phone account.

Games can be divided into two types, 'passive games' and 'active games'. They are different in the following ways:

- **'Passive'** games; including arcade games, such as 'Snake' or 'Bomblink' or adventure games such as 'Lord of the Rings: Return of the King' are played on the handset without being connected to the network.
- **'Active'** games; such as 'Canons' are played whilst being connected to the mobile network, or the Internet. This allows several people to play together so that instructions on the next move can be issued or they can chat to each other about the game.

Vodafone's 'Content Control' blocks the downloading of 'active' games from the Vodafone live! menu and the Internet.

Games rating

To help parents decide what sort of game they are happy for their children to download all games on Vodafone live! are classified. For example, look out for games that have a 'U' rating (suitable for all ages), or a '12' rating (only suitable for children aged 12 or over). When buying a new game from Vodafone, users will see a screen that indicates the age rating classification before they proceed to complete the purchase.

This classification system does not apply to games downloaded from the Internet, however, a warning screen will appear when you leave the safety of the Vodafone live! portal.

What you can do!

- Become familiar with the types of games your child plays on their mobile phone; ask them to show you their favourite game.
- Agree with them the types of games you are happy for them to download and play.
- Check that their mobile phone has 'Content Control' applied.
- If you permit your child to use 'active' games that may involve communication with strangers while they are playing, ensure they are familiar with Safe Chatting rules (See page 14 for advice on chat).

Premium rate services.



Premium rate services

These are services that cost more than the standard call rate. They have been available on fixed and mobile phone lines for some years, for example to participate in services, or to access information services such as the weather forecast. These services are usually accessed through numbers which begin with 090.

Premium services are no longer restricted to voice calls but can now be used to order and pay for ringtones, pictures or videos. These are often advertised in magazines, including teen magazines. It is important that you read the small print before you decide to sign up. Not all services that you download are provided directly by your mobile network as you may have signed up to an agreement with a third party company to provide the service. This means that you will have to contact them directly if you want to cancel. If you have problems, Vodafone can give you their number when you give us the short code number, however, if you have any further problems you must refer to ICSTIS (See page 15).

Interactive premium rate SMS services are frequently used for voting in reality TV shows such as Big Brother. SMS and MMS can be used to take part in text-based chat and to exchange images with other people. You might also send a premium rate text message to enter a competition.

Premium rate text services can be identified because they use a shortcode of 4 or 5 digits, rather than an ordinary phone number of 11 digits. For example, Channel 4's Big Brother voting operates on 84444.

Some premium rate services are of an adult nature; they can give access to erotic content or gambling services. For example, premium rate MMS services can be used to view and download images. In the UK, adult premium rate text services can often be recognised by a 69 or 89 prefix, and adult voice services begin 0908 or 0909. For example, an adult text service might run on 69696, or an adult voice service might run on 0909 5000123.

Charges for premium rate services

Charges for premium rate services vary and depend on how long you are on line, how much data you downloaded and the price package you have agreed. As an example, adult Chat services may cost around £1.50 per minute or £1.50 per text message.

Content Control and premium rate services

Vodafone's Content Control will by default block premium rate services that are considered inappropriate for customers aged under 18, such as gambling, erotic content and other services.

Cancelling premium rate services

If you wish to cancel a premium rate service simply text the word 'STOP' and send to the service and the most recently received shortcode will be unsubscribed.

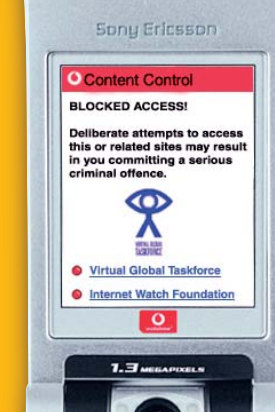
Complaints about premium rate numbers

If you wish to query a premium rate number detailed on your phone bill or, if you have a complaint regarding the content or promotion of a premium rate service, you can make a complaint to the independent regulator: ICSTIS (Independent Committee for the Supervision of Standards of Telephone Information Services). They can be contacted at <http://icstis.org.uk>, or, on 0800 500 212.

What you can do!

- Read the small print before you access the service.
- Encourage your child to always seek permission before accessing a premium rate service from their mobile, a home landline, or via their PC.
- Make your child aware of the cost implications of using premium rate services.
- Encourage your child to always check how much the call will cost before accessing premium rate services, and to be aware that charges can soon mount up very quickly.
- You can bar access to premium rate lines on any mobile for which you have administrative rights, i.e. if the phone is registered in your name. You can contact Vodafone Customer Service on 191 to request this.
- If you use adult premium rate services remember to ensure your phone is locked and kept in a safe place to prevent children accessing adult content by mistake.
- Check what services your child is using. Services with adult content should always carry a warning and declaration that users must be 18 years and over.
- Send a 'STOP' text message to cancel the services you do not wish to receive.

Bullying, grooming and malicious communications.



Bullying

Unfortunately, bullies are now using mobile phones to harass and intimidate others through abusive calls, texts and images.

The good news is there are laws in place to protect you, and anyone making a malicious communication such as a threatening phone call may be fined and could even be imprisoned.

It is very important that you are aware of this so that you can support your child if it happens to them. More advice on how to help your child can be found on the NFPI's website.

On-line Grooming

There has been growing concern about the 'on-line grooming' of children by paedophiles who exploit technologies such as Chat rooms to make contact with a child and try and arrange a meeting with them.

It is very difficult to spot 'grooming' because a child is manipulated and drawn into trusting and individual and often encouraged to keep the relationship secret. It is worth looking out for any unusual signs such as your child going to great lengths to conceal who they are communicating with, unknown adults contacting or sending them expensive gifts, or a dramatic change in behaviour.

In the UK the law has recently been changed to make on-line grooming a criminal offence. The Sexual Offences Act 2003 has made it an offence for an adult to establish contact with a child through, for example, meetings, telephone conversations or communications

on the Internet in order to gain the child's trust and confidence so he can arrange to meet the child for the purpose of committing a sexual offence.

What you can do!

- If you suspect your child is being 'groomed' by someone on-line either on the Internet or their mobile phone, contact your local police station, local social services department or the NSPCC Help line on 0808 800 5000 for help and advice.
- Stress to your child the importance of being careful about who they give their mobile number to, and to never give it to strangers.
- If you are concerned that your child might be receiving bullying calls or messages, or they appear distressed, it is important you ask them directly if this is the case.
- Stress the importance of never replying to a text or picture message they did not wish to receive, and to tell you about it.
- Always keep the message or picture - you may need this information when you contact the police.
- If your child is reluctant to confide in you, encourage them to talk to someone they can trust, or contact an organisation such as ChildLine (08001111 / www.childline.org.uk).
- You can also contact organisations such as ParentLine Plus or NFPI (www.nfpi.org) for advice.

Malicious communications

Any communications to your mobile phone, including voice, text and pictures, could be used for malicious purposes and it is important to take this seriously.

In the UK, the Communications Act 2003, at section 127 makes it a criminal offence for a person to send "... by means of a public electronic communications network, a message or other matter that is grossly offensive or of an indecent, obscene or menacing character." It is also an offence persistently to make use of a public electronic communications network to cause annoyance, inconvenience or needless anxiety to another.

Some malicious communication may be illegal. In the UK the Internet Watch Foundation (IWF) is an organisation you can contact to report potentially illegal on-line content. IWF staff work closely with the UK mobile network operators to respond to serious concerns, such as content that contains:

- Images of child abuse on the Internet anywhere in the world
- Adult material that potentially breaches the UK Obscene Publications Act
- Criminally racist material in the UK

Vodafone works with the Virtual Global Task Force which was established in January 2005 to provide a safer internet environment for all. The Task Force acts as a virtual police force on the internet working to track down and prosecute those who are using it for illegal purposes. It is particularly concerned with child protection issues, blocking access to illegal

content which may be accessed inadvertently and enabling customers to report internet crime from their handsets.

"My kids sometimes get 'prank texts' or nasty messages."

What you can do!

- If you or your child has suspicions about someone sending malicious communications, simply don't talk to them or reply to them. Use voicemail to filter you calls.
- If you or your child receives a picture you feel is illegal, particularly if someone may be in danger, contact your local police station and Vodafone Customer Care on 191. Don't delay until another call comes in because it is essential to ensure the last contact you received is the call that is logged.
- If the picture has been downloaded through the Internet, contact Vodafone Customer Care or the Internet Watch Foundation (www.iwf.org.uk).
- If they are receiving threatening calls or messages, you should note the times and dates, and save any messages on to the mobile phone and contact your local police station.
- Make sure your child understands that some pictures, text messages or phone calls may be distressing to others and advise them only to send messages that they would be happy to receive themselves.



Spam and nuisance communications.



Spam

Originating from emails, Spam is the term used for unsolicited text and picture messages.

Spam usually comes from companies promoting a new product or service, and can include links to pornographic images or websites. Some messages may announce that you have won a prize and should ring a certain number to claim it. Invariably, this will be a premium rate number and could involve a long call, at the end of which you may discover the prize is worth less than the cost of the call.

Children are not able to differentiate between what is advertising and what is not. In particular, children can be easily enticed into responding to messages that promote prizes or free products.

Reporting Spam to ICSTIS

ICSTIS is the independent regulator for all premium rate charged services. You can contact them via their website on <http://www.icstis.org.uk>, or call their contact centre on 0800 500 212 to check a premium rate number dialled on a mobile phone, or if you would like to complain about the content or promotion of a premium rate service. The contact centre is open from 8.30am-4.30pm, Monday to Friday.

VSpam

Vodafone offers a free service to help stop illegal SPAM on the Vodafone network. Simply forward your suspect text message to Shortcode 87726 or VSpam on their mobile keypad. This is sent to ICSTIS who will take steps to take action against these services.

Nuisance communications

These are text messages or calls that you or your child, may have agreed to accept by mistake. For example, your child may have signed up for a daily joke service and does not know how to cancel this.

A new initiative, announced in August 2004, allows customers to stop nuisance texts from commercial companies easily. All you have to do is send a return text message 'STOP' and the company sending the text alerts is legally bound to stop.

What you can do!

- Discuss with your child the possibility of receiving unsolicited messages or Spam on their mobiles and the importance of not responding to them, especially if it suggests they have won a prize that can be claimed by dialling a given number.
- Customers have to agree to receive promotional material so be careful that you or your child does not accidentally agree to an ongoing service. If this does happen, you can simply send a reply text saying 'STOP' and the company supplying the information will be obliged by law to stop.
- Encourage your child to tell you, or a trusted adult, such as teacher, about any messages or content that makes them feel uncomfortable that they receive on their mobile phone.
- In order to help protect people's privacy, at Vodafone, we ask customers to agree to 'opt in' to receive promotional messages from us.

Mobiles and health.



While most people welcome more mobile phone coverage, we recognise that some are concerned about the possible health effects of base stations and the use of mobiles themselves.

How mobiles work

Mobile phones are sophisticated two-way radios that use low energy Radio Frequency (RF) fields to communicate with base stations. The base station is the first link in the connection between the mobile phone handset and another telephone, and uses RF fields to transfer information.

The RF fields from mobile phones and base stations are essentially the same as those used for television, radio, walkie-talkies and baby listening devices.

Is there an impact on health?

For several decades, scientists have studied theories about health effects from exposure to RF fields. When the energy carried by RF fields is absorbed into the body above a certain level, it causes a heating effect.

The balance of evidence, however, shows that absorption of energy from mobile phones and base stations poses no threat to health when they are operated within international guidelines. The International Commission on Non-Ionizing Radiation (ICNIRP), an independent body of scientific experts, has set these. Vodafone operates all aspects of its business well within these international guidelines.

"None of the recent reviews have concluded that exposure to the RF fields from mobile phones or their base stations cause any adverse health consequence." (World Health Organisation, June 2000 and reaffirmed Jan 2002)

"The evidence does not suggest cancer causation, nor any other adverse health effect from radio frequency exposures at levels below guidelines." (National Radiological Protection Board, January 2005)

Ongoing research

Science can never provide a guarantee that a situation, or a technology is completely safe. Because of this, and the fact that mobile phones have only been in widespread use for a relatively short time, research continues to further understanding.

Independent bodies, including the WHO and the NRPB, have mentioned gaps in scientific knowledge, one of which is children's exposure to RF fields. Although no threat to adult health has been identified, relatively few studies have been published relating specifically to children and research is ongoing to build our knowledge base.

Vodafone follows the WHO advice that no special precautions are required for children, but if parents are concerned they may choose to follow the steps opposite.

What you can do!

- Encourage your child to keep their mobile calls short, or use text instead, so that the phone is not near to the head for long periods of time.
- Consider using a hands free kit to distance the phone from the head and body.
- More information on mobile phones and health can be found on the following websites:

International Commission on Non-Ionizing Radiation Protection: <http://www.icnirp.de/>

World Health Organisation: <http://www.who.int/>

National Radiological Protection Board: <http://www.nrbp.org/>

Mobile phone theft.



Mobile phones can be an easy target for thieves, which is why it is important to warn your child of the potential risks.

There are steps you can take to prevent your phone being stolen. It is important to keep a note of your phone and IMEI number, as it is now possible for Mobile Network Operators to block a handset in the same way as a stolen credit card can be cancelled. This will work across all Networks.

"They're a mixed blessing – it's a great relief to be able to get in touch and to know they can call you if they're in trouble, but I'm scared they'll get mugged for them or run up bills – and I've heard horrible stories of kids getting bullied."

What you can do!

- Note down the phone number, the phone make and model and the IMEI number of the mobile phone. Keep this information safe in case the phone is stolen.
- Advise your child to keep the phone out of sight in public places, ideally, in a secure bag or pocket.
- Advise your child not to resist handing over their mobile if they are threatened by an individual or group to do so, as their safety is much more important.
- Advise your child not to hand over their phone if approached by a stranger to make an urgent call, as it is likely to be a trick to steal it. However, if the person becomes threatening advise your child not to resist handing it over, in this circumstance.
- If your child's mobile is stolen, report it to Vodafone Customer Services on 191 and your local police. It is important to do this as soon as possible, as you are responsible for the cost of its use until the theft is reported, after which Vodafone will stop the number being used until a new SIM card is issued to you.
- Always use your phone security PIN number or code to unlock your phone. Refer to your phone manual for more information.

Accident prevention and responsible use.



Talking and texting on a mobile takes concentration, so it is important to encourage children to stay alert to what is going on around them – especially traffic – and not to talk, or text while walking or cycling along the street.

There are certain situations in which the use of mobile phones needs to be restricted.

Whether these restrictions are safety related or simply a case of being considerate to others, it is important to understand and explain the reasons behind them. For example, mobile phones ringing in cinemas, theatres, restaurants, on buses and other public places, can be annoying. Encourage your child to turn the phone off, or switch the ringtone to silent and listen to any voice messages later.

"Mobiles are fantastically useful: they give kids freedom and the confidence that there is back-up available in an emergency"

Location-based services.



This is the term used for various types of location tracking that are possible through the mobile communications network.

The accuracy of the location details provided depends on the density of network base stations in the area where the handset is. In cities, it is likely to be relatively accurate i.e. within a matter of 50 metres, while in rural areas it may only be possible to pinpoint a handset within an area of several square kilometres. Location technology had been used of some time by the emergency services, such as the police and ambulance, to help find people in distress. Location-based services can be divided into two types:

Active location services:

These services are available on Vodafone live! and enable you to pinpoint your location, download maps, or find, for example, your nearest cash point or restaurant.

Passive location services:

These location-based services enable individuals to find each other. This can be useful for friends trying to meet each other, i.e. 'Friend Finder', or for companies tracking delivery vehicles, i.e. 'Corporate Services'.

It is a legal requirement that all individuals who are being located must give their consent before the service begins. This is usually requested by asking them to respond to a text message. Users are also sent regular text messages to ensure they remember the service is active and they can be located. It also gives them the opportunity to withdraw from this service.

Services like Friend Finder and Corporate Services are only available to those aged 18 years or over, as Vodafone Content Control bars young people from accessing them.

Passive location services for children:

Some companies now offer location-based services that enable parents to keep track of where their child is without having to phone or text them. If you sign up for these services, make sure your child does not allow additional individuals to track them and place them at risk.

Remember this service can only locate the SIM card in the phone, not necessarily your child - for example he/she could have gone to meet friends and left the mobile phone at home. Also, for the service to work, the phone has to be switched on and logged on to the network.

Location services are intended to complement, not be a substitute for, parental supervision. However, in conjunction with other types of communication, such as phoning or texting, they can help parents keep in touch with their children.

Child Safe Zones

Together, Child Safe Zones and Vodafone stores provide help to reunite a lost child with its parent as quickly as possible - wherever they are, at home or abroad.

Once registered with the scheme a parent can report their child missing by calling Child Safe Zone. This will authorise their child's photograph and description to be made available to anyone helping in the search. This could be the local police, CCTV operators or life guards for example. In order to protect both parents and children a child's photo - which is vital to help in a search - can only be distributed with a parent's consent. In the UK, many venues such as shopping centres, beaches and families use the scheme, but parents can use this tool whenever they are in the UK or on holiday abroad.

Registering with the scheme

You can register with Child Safe Zones by going to www.childsafezones.co.uk or dialing 01444 892203. All personal information is securely stored. A photograph and description, emergency contacts telephone number and details of medical special needs can also be included. The information is password protected. Everyone is issued with a unique Family ID number, which allows Child Safe Zones to access emergency information and report back when a child is found.

Photo help in-store

If you can't upload your child's photograph from home our store advisors will be happy to help. Register with Child Safe Zones first and then visit your local Vodafone store with your child and your Family ID number. The store will use one of the latest picture messaging phones to send your child's photograph directly to your account. You can repeat the process on a regular basis to ensure the photograph is always up to date. There is no charge

for this service and you do not need to be a Vodafone customer to use it.

What you can do!

- If you intend to use a child tracking location service for your child, it is important that you discuss how it works and make sure your child is willing to consent to its use.
- Make sure your child understands that he/she should never accept a phone from anyone (known or unknown) without your agreement, because it is possible that it may be pre-installed with passive location services.
- Make sure that your child understands that they should never agree to be located by anyone other than their parents or carers.
- Stress the importance to your child of never giving out his or her telephone number to someone they do not know.
- Let your child know that it is very important that if they receive any text message requesting their consent to be located, to tell you, or a trusted adult, such as a teacher immediately. Every mobile phone network can track the physical whereabouts of a SIM card, providing it is in a handset that is turned on and logged on to the network. If a handset is turned off or is out of range, it will only be possible to locate where the SIM card was the last time it was logged onto the network.

New features.



Music, TV & Video

Mobile phones that can download, play and record music or other sound effects are increasingly becoming available. Some of these also allow you to listen to radio stations or view video clips. In the future, mobile phones may even have a built-in TV tuner, enabling live TV to be viewed on the handset.

Some new mobile phones allow you to connect to other devices such as PCs. Some allow you to download or insert new applications, or to increase the mobile's memory storage capacity through the use of Expansion Cards.

Bluetooth

For some time now it has been possible to swap information between mobiles, computers, printers and PDAs (Personal Digital Assistants) either using very short-range infra-red, or a cable connector. Bluetooth technology is a different way of enabling electronic devices to communicate with each other by using a short-range radio link. With Bluetooth, the devices must be within 10 metres of each other, but this distance may increase in time.

Some Bluetooth mobile handsets suffer from software 'bugs', which has led to the practice of Bluejacking and Bluesnarfing.

Bluejacking

This is when someone sends an anonymous text by creating a message in their phone book and then sending it to another Bluetooth activated mobile. Bluejacking can be used to send unwanted, or bullying text, or picture messages, for example, from someone at school, and could be distressing to a child.

Bluesnarfing

This is when a Bluetooth technology is used to copy personal information, such as your contacts list, from a handset, although this is relatively rare.

Many of the handset providers are working hard to increase the security around Bluetooth technology and the risk of being Bluejacked or Bluesnarfed is quite low. However, some simple measures can be implemented to ensure safety.

What you can do!

- Find out if your child's mobile is equipped with Bluetooth technology, and emphasise the importance of telling you if they receive any strange or unwanted messages or if they suspect someone is accessing their mobile remotely.
- Switch off the Bluetooth option, "discoverable" on the mobile phone. This makes the phone invisible to others and thereby minimises the risk of it being accessed. Handset set-up varies so, if it is not obvious how to do this, it is best to check the handbook that accompanies the handset, or directly with the handset manufacturer.
- Not all Bluetooth handsets can be "snarfed". However if you would like to check whether your phone is vulnerable it is best to contact your handset manufacturer either through their customer care line or by looking on their website.

