



# SAFEGUARD

EE

Orange

T-Mobile

## What is it?

We want to make sure children using our devices are safe when they're online. So we've made sure that all our phones, tablets and dongles come with a free parental control service for visual content – if you're on EE or T-Mobile it's called Content Lock and if you're on Orange it's called Safeguard.

They all have three settings - STRICT, MODERATE and OFF (called ON, LIGHT and OFF on Orange) - so you can choose exactly what level of security you'd like. All new accounts have "MODERATE" applied by default.

## How does it work?

Moderate – this is the default setting for new customers. It filters "18" rated commercial content in accordance with the classification framework developed by the BBFC. This means that your children won't have access to things like pornography and other 18 rated websites but will be able to use Facebook, YouTube and other social networking sites.

Strict - This setting can easily be applied and is the safe setting for the whole family. This setting filters the same "18" rated content but also includes other content that is not suitable for younger children including un-moderated interactive sites, chat and dating.

Off - With the "Off" setting you have access to the full internet, including 18 rated content.

EE and its brands, Orange & T-Mobile are the only mobile networks to offer a moderate setting as we recognise that parents may want to tailor what their children

have access to in relation to their age. You may want your eight year old to be fully protected but it's likely your teenager will be unhappy if they can't access Facebook!

## Who decides what gets blocked?

The mobile industry has appointed the BBFC (British Board of Film Classification) to determine what commercial content should be rated 18. This is comparable with existing standards for visual content in other media and is based on the BBFC's Classification Guidelines which are the result of public consultations held every four to five years. We filter websites using this BBFC framework, You can find out more about it here: <http://www.bbfc.co.uk/what-classification/mobile-content>

For more details on what categories you can see with which settings have a look at our Category Guide. [link]

If you believe a website or content has been misclassified please email [Safeguard@ee.co.uk](mailto:Safeguard@ee.co.uk) and we'll review the matter for you.

Content Lock and Safeguard are automatically set to Moderate when you get a new device.

But it's easy to change it. If you're a parent you can switch in on easily in a number of ways and equally if you want to switch it off and get access to 18-rated content we'll take you through a simple age verification process. But remember, when Content Lock or Safeguard is changed on any of the settings you'll need to reboot your phone for the change to take effect.

## How do I change my settings on EE or T-Mobile Content Lock?

- Through EE or T-Mobile My Account areas on the web, mobile or in apps.

Just click on 'Manage your phone' in the Your Phone area. If you want to turn Content Lock off you will need to complete a credit card age verification check using the online form.

- If you try and access an 18 rated site and you're setting doesn't allow it, you'll see a message that will offer you a link to turn the Content Lock off. Again, you will need to complete a simple credit card age verification check using the online form.

- Call us on the audio 1818 service from your phone to change your settings, if you want to turn Content Lock off you will again need to complete a simple credit card age verification check.

- Please note a £2 charge will be applied to your credit card and then re-credited immediately. This is to ensure the credit card is valid and being used by someone over 18. The words "Content Lock removed" will appear on your credit card bill.

- If you want to switch Content Lock on to Strict, simply text the word STRICT to 879.

Alternatively, if you'd like some help you can:

- Visit an EE store with any of the following approved photo ID – passport, full driver's licence (photo and paper), EU card, Swiss national card or citizen card.
- Call us on 150 from your EE or T-Mobile phone.

## How do I change my settings on Orange Safeguard?

There are lots of ways you can change your settings yourself:

- Through Your Account on Orange World, [orange.co.uk](http://orange.co.uk), Your Orange apps.

Just click on 'Manage your phone' in the Your Phone area. Then use the button in the Safeguard area to change the service. If you want to turn Safeguard off you will need to answer some questions to verify your age.

- If you try and access an 18 rated site and your setting doesn't allow it, you'll see a message that will offer you a link to turn the Safeguard off. Again, you will need to answer a series of questions to verify your age.
- You can also text the word SAFEGUARD to 150 to find out what your current setting is.

Alternatively, if you'd like some help you can:

- Visit an EE store with any of the following approved photo ID – passport, full driver's licence (photo and paper), EU card, Swiss national card or citizen card.
- Call us on 150 from your Pay Monthly phone or 450 from your Pay As You go phone.

Please note:

- If you're a Corporate or Business user may not have the permissions required to change the settings and will need to contact your account manager.
- Content Lock and Safeguard do not work when accessing the internet using third party WiFi networks. That's because it only works on our own mobile networks.
- Be careful if your child is given a second hand phone and SIM card. It's always best to call and check the settings so that you can have peace of mind that your children are protected.

## What about illegal content?

Content that is inappropriate to some may be acceptable to others which is why there is a robust framework in place to set boundaries. However, there is a clear distinction between inappropriate and illegal content and we work with the Internet Watch Foundation to ensure that content that is deemed illegal is automatically blocked.

## Website images

If you or your child stumbles across an image or video online which you suspect shows child sexual abuse you can report securely and confidentially to the Internet Watch Foundation [www.iwf.org.uk](http://www.iwf.org.uk)

## Messages

If you believe your child is receiving illegal or seriously offensive messages from an adult in a chatroom or on a social networking site, then report it to the Child Exploitation and Online Protection Centre ([www.ceop.police.uk](http://www.ceop.police.uk))

If in doubt, report it.

## Making the most of your digital life

We want everyone to live a safe and rewarding digital life so we've put together lots of information to help you do just that. From tips on keeping your children safe online, to resources that showcase the benefits of the internet, you'll find all the tools you need to make the most of your digital life.

There's a 'guide for parents' that has tips and advice about how to protect your children online and we've some great short films and activities you can do with your kids to help them understand the digital world and how to stay safe while surfing.