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In collaboration with



Save the Children

Italia ONLUS

CVD NN HAI CPT
QST TXT :)

Guide to the responsible use of mobile phones



vodafone

To help you understand the language your child is using

CVD NN HAI CPT QST TXT = come volevasi dimostrare non hai capito questo testo!
(Sure enough, you have not understood this text!)

Life is now

Opzioni Rispondi Indietro

INTRODUCTION

Many parents believe giving their teenager or child a mobile phone is the best way to check on them and keep them safe. A child with a mobile phone can always be traced and can ask for help. Yet this feeling of safety easily becomes an illusion if relations between parents and children are not based on trust, if the parents do not have enough authority or the child has not learned to recognise potentially dangerous situations. Traceability through a mobile allows the child to be "somewhere else", without even having to count on the age-old trick of having a friend cover up for him/her. A mobile phone can give parents a false sense of security and children a sense of omnipotence. Parents need to be aware of the opportunities as well as the potential risks involved in mobile phone use in general in order to educate their children. They must also possess sufficient technical knowledge for them to be able to intervene adequately and discuss the most appropriate modalities of use. In short, since the mobile phone is a major communication and interpersonal relationship tool and also a means of interconnection with other tools and languages (photos, videos, the Web), with all the resulting pros and cons, parents should be fully familiar with its various uses.

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WHAT YOU CAN DO WITH YOUR MOBILE

TALK

A mobile phone links a number to a person and not to an actual place. For young people a personal phone represents independence and privacy. Billions of calls are made in Italy every day.

Ring-cutting. Ring cuts are calls that are cut off before the call is answered. They can have various functions: they can mean “call me” (a classic from children to their parents) or they can be a way to keep in contact with friends through a prearranged signal – and sometimes ring – cutting is simply a way to say “I’m thinking of you”. Latest-generation mobiles can make video-calls, so that the caller can see and be seen.



WHEN DRIVING

The use of mobile phones when driving cars or motorcycles is illegal. Conversations using earplugs or hands-free devices are allowed since they leave the driver’s hands free. A two-second distraction at 100/kph means that before the driver becomes aware of an obstacle the car goes on for 56 metres and then, between reaction time and breaking in optimal conditions, for another 71 metres, making it a total of 127 metres before the car stops (source: ASAPS).

WRITE

Short text messages or **SMS** have revolutionised the way of communicating. Messages of a maximum 160 characters are a quick and cheap way to keep in touch. A special slang is used, a “SMS language” (see Box). Young people also use their mobile to keep sent and received messages, like in a diary, to have them always on hand and re-experience a specific emotion at any time. The more advanced mobile phone models can also send **e-mails** – in this case messages are sent via internet or special services provided by operators to the receiver’s e-mail account.





SMS LANGUAGE

Abbreviations, that is short forms for recurring expressions or single syllables, and **emoticons** or smiles are the two main elements of SMS language. For example: :-)= I'm happy :-(= I'm sad ;-)= wink. The most common abbreviations concern certain groups of letters: ate becomes **8** so you can have words like **active8** (activate), **GR8** (great) **m8** (mate), **for** or **fore** becomes **4** (**b4** = before, **th4** = therefore). There are abbreviations for whole words and phrases, for example text=**txt**, please=**plz**, I love you = **luv u**, got to go = **g2g**, whatever =**w/e**. You can find dictionaries of symbols and emoticons on the web and in bookshops.

PHOTOGRAPHS AND VIDEOS

Mobile phones with built-in cameras allow the user to take pictures and film short videos and then store them in the cell phone's memory or in special **memory cards** inserted in the phone. Photos, videos and sounds can be sent via **MMS** (multimedia messaging service), that is multimedia messages combining text, sounds and images, or through other channels such as e-mail and **Bluetooth** – in this last case, the same pictures can be posted on the Internet. Remember that having a camera available does not mean you are allowed to take pictures of anything and anybody or to circulate pictures or films without the knowledge of the parties involved (see Privacy). Before taking pictures of anyone, and especially before putting them into circulation, it is necessary to obtain his/her permission. Once the pictures have been posted on the web or sent to third parties, they are no longer under the sender's control and can be viewed, downloaded and even modified so as to be put into circulation again. For the same reason, take care to avoid the careless circulation of personal images, especially among people you do not know and have met, for example, in a **chat room** or **community**.

CONNECTING TO INTERNET

Connecting to internet when on the move is an option presented by latest-generation mobiles. Young people ask for a **latest-generation** cell phone (now UMTS) because they can be used to surf the web at the same connection speed (at present up to 7.2 Mbps in downlink and 384 Kbps in uplink in the case of HSDPA) as a computer, or almost, so that your mobile can actually become a small PC always at hand. However, given its private and personal nature, adult supervision is hard to carry out in comparison with a home computer.

YOUTUBE, MYSPACE & CO.

YouTube is an internet site containing videos produced by users throughout the world that can be also accessed via mobile. Anyone can register and post their video clips in combination with key words, known as **tags**, and a title. Anyone can view these films and all registered users can comment and vote for them. YouTube also offers the possibility of sharing videos only with a few chosen friends. Since a great many people are registered on this site, almost 50 millions worldwide (of which 50% under the age of 20), the quantity of material is enormous and divided into sectors (music, entertainment, sports, etc.) The latest figures report 2 billion videos viewed per month. Yahoo offers a similar service, Yahoo! Video.

Social networks, such as MySpace, Facebook or the Italian Dada, are sites that host personal pages of users, to set up a network of friends with which to chat and share interests. Recently they have also become a place in which to post videos.

it.youtube.com

it.video.yahoo.com

www.myspace.com

www.dada.net

CHATTARE

Chat rooms are services enabling users connected at the same time to communicate with each other via text – and in real time too, because as soon as a phrase is typed in, the answer is immediate. Chats are services offered on internet by the main providers, big sites like Yahoo! and Virgilio, which can also be accessed via mobile phone. It is possible to chat with several people at the same time but also request a private conversation with only one other person. Chat rooms are generally dedicated to one subject – friendship, books, sex, football – and the people met are identified by a **nickname**, the name they have chosen on registering. Chat services are also offered by the portals of mobile operators, who make the necessary software available, manage user registrations and often intervene to moderate, that is to check on illegal use and misconduct. You can find out if chat rooms frequented by young people are **moderated** and if they are controlled by a machine or a person. **Instant messaging** (IM) is a chat service that is very popular with the young, allowing them to chat with a list of persons authorised reciprocally and in advance and at the same time know if they are available. The most popular programmes of this type, known as messenger, are offered by MSN and Yahoo!. Until recently only available on internet, the service is now made available by telephone operators too and can therefore be accessed via mobile phone. Operators also offer chat services via SMS, so that messages can be sent and received within the user community.





BEWARE OF STRANGERS

In general, sharing meeting places – chats, forums, IM or social networks – creates a feeling of closeness. These places are used by the young to communicate with each other and not necessarily with strangers. However, they also offer a chance to make new friends, and in this case it's important to remember that one never really knows who is on the other side. When communicating with strangers, it is important to remember to be prudent and reserved and to not reveal personal data (name and surname, address, name of school, cellphone number, e-mail, etc.) or send photos, never answer personal questions and report unpleasant contacts to an adult while making sure you store the text of the conversation. A personal profile containing more or less detailed information is often requested when entering a chat, a forum or a social network in general. In this case, it is advisable not to include identifiable, traceable data since these details can be accessed by anyone. Young people can be identified, thanks to the superficial circulation of personal data, by potential child abusers (enticement) or by their peers with the intent of bullying.

You can find excellent advice online, mostly concerning the web, but valid in general for all communication technologies.

Easy4 – privacy mini-guide: www.easy4.it/dmdocuments/Privacy.pdf

Easy4 – the Social Networks: www.easy4.it/content/section/30/246/

Tiseiconnesso-Grooming and enticement: www.tiseiconnesso.it/pillola.php?page=16

Stop-IT – Prevention – advises to parents and teachers: www.stop-it.org

State Police: www.poliziadistato.it

LISTENING TO MUSIC AND RECORDING

Many mobile phones allow the user to listen to the radio, record, download and listen to music. The mobile can become a portable music archive with which it is possible to listen to music at a level of quality comparable to that of specialised devices. It is possible to buy music excerpts directly via mobile from online stores or through operator services. Recording is also an option. Personal recordings, for example of their classmates' voices or musical pieces, are often used by young people as ringtones – they extract a small part from the tracks and sometimes effect changes by adding sound effects or mixing it with other audio files.

Ringtones can also be purchased ready-made and can reproduce sound effects, pieces of music and excerpts of songs with the original voice of the singer. Naturally, it is not allowed to record voices of persons – such as conversations, live performances, lessons – without their consent (see Privacy).



WATCH OUT FOR OFFERS

Children often make the mistake of unwittingly subscribing to services requiring the payment of a fee, which they are then unable to get rid of. On TV and internet people are encouraged to download ringtones and music for free – which usually means that a fee is not requested for single songs but a subscription fee is foreseen. Conditions of payment should always be read before purchasing and must be available. In case of doubt, one can contact the supplier to request more detailed information and contract termination modalities.

PLAYING

Compared to games for consoles (like the PlayStation), games for mobile phones are based above all on the player's involvement in the action, the advantage being that you can play anywhere - at the bus stop, at a friend's house, etc. Games can be downloaded and stored on your mobile – when connected to internet one can play online, staying connected for the entire duration of the match. The advantage of the latter option is that one can play with other people – these are called online **multiplayer games**. Not all games are suitable for all ages. To see if a video game is suitable for a child, consult its market code. The system in force in Italy is called **PEGI** (Pan European Game Information) and has been rating games since 2003, indicating the age group for which they are suitable. Mobile phone games follow the same rating. The age groups are **3+, 7+, 12+, 16+ and 18+**. Other symbols are used to indicate the presence of scary elements, depictions of violence, sexual activity, offensive language, references to drugs, racial discrimination and gambling. In the summer of 2007 a specific safety code was established called **PEGI Online**, for sites offering games online.

More info at:

www.pegi.info

www.pegionline.eu





WATCHING TV

Mobile phones can also be used to watch TV and access a number of TV channels and programmes when on the move, including those meant for an adult public. The mobile must be able to support a UMTS connection or DVB-H protocol and one's operator must be offering this service.

Videos on demand or **podcasts** also exist – unlike TV, one can choose to see only the programmes of interest whenever desired by selecting them among a range of possible options.

VODAFONE LIVE!

Vodafone live! is Vodafone's WAP portal to communicate, inform and entertain on the mobile. It is possible to enter the world of Vodafone live! by the direct access key on the cellphone or by selecting Vodafone Live! from the menu.

The portal offers:

- live news and reports
 - images, logos and ringtones to personalize the phone
 - minute-by-minute coverage of football and many other sports
 - new friends to be made through the Community
- And thanks to the new UMTS technology it is possible to:
- use your PC and cellphone to listen to songs, like a real juke-box
 - watch Live! TV channels and video clips
 - receive information, news and images through MMS Video
 - access high-speed internet and WAP connections

PODCASTS

It is possible to choose the podcast of interest on the Vodafone Live! portal and decide whether to download it on the mobile or view it at once in streaming mode.

It is also possible to choose to subscribe to one's favourite programme and receive a SMS with a link to click to download the latest episode.

DOWNLOADING AND FILE SHARING

Young people **download** music files and videos from internet. These files are available from online shops such as iTunes, various sites and the peer-to-peer network, that is computers belonging to other people connected thanks to special programmes – the latter often makes the news for legal reasons, since file sharing of copyright protected music online is illicit.

The reverse procedure can also be done: music files, videos, texts and photos can be **uploaded** from the computer to the internet.

Downloads or uploads are also possible directly from the mobile through and

internet connection. The PC and the phone can be linked through a special cable that comes with the mobile or activate short-range wireless connections, Bluetooth or Infrared, to transfer data between PC and phone. Bluetooth and Infrared can also be used for data exchange between two mobile phones. Data can be sent free of charge between two devices in close proximity by opening the Bluetooth door on both. The Bluetooth connection can be configured to detect other active Bluetooth devices within its range of action (around 10 metres).



BLUETOOTH: WATCH OUT FOR OPEN DOORS

Bluetooth is a wireless connection for technological devices (computers, cellphones, printers, etc.) very popular with young people. In IT language “doors” are the open points of a system – PC, cellphone or other devices. Anyone can enter a private space through these doors unless they are adequately protected. When the Bluetooth connection (the “door”) is activated, the mobile is potentially open to communication from unknown parties and the attacks of hackers who steal personal data or spread malicious software (“malware”), including viruses, which can cause damage of various kinds, such as applications rendered unusable, SMS and MMS sent to spread the virus (using up the phone credit). Viruses are not the only risk because if the Bluetooth door is open anyone with the same device can send unwanted messages and images. Some precautions are: not to open SMS/MMS received from unknown parties, not to open executable programmes that do not come from a safe source, set the Bluetooth on “invisible” and remember to close the “door” as soon as one has finished using it, use a complex PIN number to protect the access to the cell phone, only open the Bluetooth connection when really needed.

RESPONSIBLE USE

RESPECT YOUR OWN AND OTHER PEOPLE'S PRIVACY

The violation of other people's privacy is considered a criminal offence and in the most serious cases – that is, when the violation is caused for financial gain or damages the victim - is punished by up to two years of imprisonment. It is illegal to record an audio or video phone conversation without the other person's authorisation. It is possible to take photos or films for personal use and send them to a limited circle of friends and acquaintances, but one cannot proceed to their systematic diffusion without the consent of the persons involved. Systematic diffusion consists, for example, in internet posting or in sending them to a large number of people or their chain diffusion from one phone to another. Moreover, even if the images are only allowed to circulate within a limited circle of people, one is held responsible for their safe keeping and for any damage they may cause to the persons depicted.

When transmitting sensitive data, that is data concerning a person's health, religious and political convictions or sexual orientation, an authorisation in writing is necessary.

One must protect one's own privacy with the same attention and respect. Just as one does not usually give out personal information to strangers when meeting them in person, it is advisable to do the same on internet and via mobile phone. In Italy privacy is protected by law n.196/2003 (which includes the personal data protection code).

It is possible to report a violation of privacy or request an explanation from the competent Authority for the protection of personal data.

Authority for the protection of personal data: www.garanteprivacy.it

STOPPING UNWANTED CALLS

Customers of telephony operators are allowed by law to protect themselves from people who, by rendering themselves anonymous, make mute calls or calls with undesired content. Article 127 of the Personal Data Protection Code provides that in the event of harassing calls, subscribers can request their operator to temporarily unblock the anonymity of an incoming call so that it can be identified.

A special service can be activated to enable customers to visualise all anonymous calls made to their mobile number and receive a call detail record for the period requested.

The service can only be activated during the time span in which harassing calls are received and for a period not exceeding fifteen days.

Activation of the service requires payment of a fee.

www.garanteprivacy.it

www.carabinieri.it/Internet/Cittadino/Servizi/ADR/Ausilio+Informativo/Telefonia/AusinfTelefonia_002.htm

CONTENT ACCESS

The mobile can be used to access various types of content: they can be offered by operators on their portals (see the Vodafone live! box), accessible via internet or offered by third parties.

Content transmitted by latest-generation mobile phones can bring children into contact with disconcerting, incomprehensible messages and images: pornography, pedo-pornography, violence, racism, superstition, all kinds of weird theories and fraud attempts. It is also possible to access content or activate a subscription through voice numbers, SMS and MMS (e.g. numbers beginning with 899, 892, 166, 144, some numbers beginning with 4). These numbers can be blocked by calling one's operator's Customer Service. When purchasing a mobile phone, parents should ask the retailer for information about the services available, the content that can be accessed and how to block (see Family Filter box) services and content offered by the operator which they consider inappropriate for their child. In any case, it is recommended to choose a model suited to the child's age - the more sophisticated the mobile, the greater the technical skills and maturity required on the part of the user.

FAMILY FILTER

Family Filter is an option offered by Vodafone to customers who wish to protect themselves or a family member from services with sensitive content. Blocking these services is very easy! It is sufficient to call 190 and request the activation of Family Filter.

The following categories of services can be blocked on request:

- **chats and discussion forums**
- **services with sensitive content**

To subsequently restore your SIM card's access to these services:

- download the appropriate form available on the www.vodafone.it site
- fill it in and sign with a legible signature
- send the completed form via fax with a copy of a valid ID document to the number 02/41435746 or by post to:
Servizio Clienti Vodafone c/o Casella Postale 190 10015 IVREA

In addition, access to adult content will be protected by a PIN. The first time it is accessed, one will be asked to insert the fiscal code number, which must coincide with that of the mobile number holder or of its Real User. The PIN will be sent via SMS and requested each time one wishes to access these services. Should the PIN be forgotten, it is possible to ask for a new one directly from Vodafone live!

Family Filter is also effective for some sensitive content on internet.





COST CONTROL

Before signing up for a tariff plan with an operator one should get informed of the cost of voice calls, SMS, MMS and surfing the web. Through the mobile it is also possible to purchase additional content for a fee (known as value-added services, from the horoscope to sports news) from one's own operator or from a third party. It is important to get information on the modalities and costs. One's own operator can also provide information on how to block added-value services or deactivate services included in the subscription plan.

CYBER BULLYING

Bullying can occur in different forms: physical (blows, the destruction of personal belongings), verbal (threats, insults, taunts) and indirectly (gossip, exclusion). The latter form of bullying has been amplified by the new technologies, which are used as a means of causing humiliation – bullies film and spread intimate or private images of the victim or publicise their violent actions by divulging videos. This is known as cyber bullying. A seemingly innocent joke can have very irritating and distressing consequences for others. Anyone can become a victim, and cyber bullies are able to act anonymously. Lack of control over events taking place online or via mobile phone gives rise to even greater rage and frustration, since the effects seem inevitable.

Cyber bullying victims should not react to provocation. They should talk to an adult to take steps towards limiting its actions, such as keeping trace of harassment effected online or through their mobile phones. Bullying is severely punished both by school discipline – which also contemplates expulsion – and by the penal code.

For immediate support it is possible to call the toll-free number made available by the Ministry of Education's campaign "Smontailbullo" 800 66 9696.
www.smontailbullo.it

SPAM

Spam is the term used to indicate unsolicited commercial messages. E-mail spam has long been in use and most electronic mail providers offer spam filters that intercept unwanted messages and automatically remove them. Mobile phone spam is also widespread, through the text messaging service. Malicious spam does not advertise products but aims at committing fraud against consumers. These messages are usually presented as something else, a typical example is the request to call a certain number to get a prize or telephone credit. In some cases they pretend to be messages from one's own operator and ask to make a call to listen to the voice mail, or they appeal to feelings – by using generic wording they can be mistaken for messages from people that one knows. Never underestimate a spammer's capacity for camouflage.

Chain letters are also frequent: a text asking to forward it to others arrives, promising good luck if done and bad luck if the chain is broken. Prevention consists first of all in using maximum prudence in making the phone number known – the fewer people know it the less chance there is of being targeted by spammers. It is also possible to ask one's operator for other ways to block SMS received from certain numbers or from unknown senders.

EXAMPLES OF FRAUD VIA SMS

The following texts are examples of malicious spam encouraging consumers to call international numbers or numbers requiring payment of a fee:

1. You have a message on your voice mail, call...
2. You have won a prize, call... for details
3. Can you pick up our child at school? If you have any problems call me at the office at...
4. I have found a porno content site totally free of charge, to get the password for access call...
5. Someone wants to meet you, to find out who it is call...



MOBILES AND HEALTH

Mobile and cordless phones function through radio waves or radio frequencies, that is electromagnetic waves whose frequency ranges from a few KHz to several GHz. The electromagnetic waves used in telecommunication (900 and 1800 MHz for GSM, 2100 MHz for UMTS) fall into the category of "non-ionizing radiations" since the waves cannot "ionize" matter at these frequencies. The only proven effect of these waves is their capacity, when very intense, to heat biological tissue: microwave ovens (2.45 GHz) use this capacity to cook food, but the power employed is immensely greater than that emitted by a mobile phone.

When using a mobile phone, electromagnetic waves come into contact with the ear and head and can cause a rise in the local temperature by a few tenths of degrees centigrade at the most.

This effect can cause alarm and sometimes even the fear that mobile phones can "cook" the brain - in actual fact, the feeling of heat often perceived when using a mobile can be caused by other factors, such as battery heating or the fact that normal skin transpiration does not occur when the handset is rested against the ear.

Power absorbed by the head in the form of heat is measured in SAR (Specific Absorption Rate), an index representing the power absorbed per kilogram of mass (W/kg) The ICNIRP (International Commission on Non-Ionizing Radiation Protection) has set the threshold value of SAR at 2W/kg. The SAR value of all mobile phones currently on the market is shown on the instructions booklet and must not be exceeded.

Moreover, an electromagnetic field rapidly loses strength as the distance from the source increases – therefore, the use of earplugs or hands-free kits can reduce exposure to handset emissions.

The effects of electromagnetism on the general health has been the object of much research over the years, and also of epidemiological studies. Since mobile telephony became a mass phenomenon, research has become even more extensive. However, at present these studies have not provided any evidence of danger and the World Health Organization believes there is currently no evidence of adverse health effects caused by mobile phones and mobile telephony masts. The WHO says: "Scientific research at present does



not indicate the need for special precautions in the use of mobile telephones. Single individuals, if they are worried, can choose to reduce their exposure or that of their children by limiting the length of calls or using hands-free kits or earplugs to keep the handset far from the body and head” (WHO Memorandum no.193, revised in 2002).

ICNIRP: www.icnirp.de
www.who.int/peh-emf/en (solo inglese)
www.epicentro.iss.it/problemi/campi/campi.asp
www.elettra2000.it
www.icemb.org
www.gsmworld.com/index.shtml



GLOSSARIO

Blog - A personal online diary in which the author periodically sends or “posts” his remarks (“posts”) for visitors to comment.

Bluetooth - A wireless communication link between technological devices (computers, cell-phones, printers, earplugs, etc.).

Chains - An e-mail message or SMS e-mail that asks the recipient to forward it to multiple others and contains some threat of punishment for not doing so.

Chat room - Web area in which it is possible to communicate instantly via text with other people connected at the same time.

Community - A group of persons who share the same interests, refer to a same site or use the same service.

Console - A technological device for playing video games, to be connected to the TV.

Copyright - The right of the creator of an original work to control its use and determine financial benefits.

Download - Transferring files from internet onto the computer or mobile phone.

DVB-H - Digital Video Broadcasting – Handheld. A standard for bringing mobile digital TV services to handheld devices such as mobile phones and palmtops.

E-mail - Electronic post via internet or a single electronic letter.

Emoticon - Symbols created using typographical characters to form simple pictures, usually faces. Their function is to express emotions via text without using words.

GPRS - General Packet Radio Service. A data transfer standard for wireless connections. Communication speed can be up to 115,000 bit/sec.

GSM - Global System for Mobile Communication, the most popular standard for mobile communication in the world.

Hacker - A computer programming expert. The term is usually used to indicate someone who operates illegally (the proper term is “cracker”) to access restricted data or damage other people’s computers.

Instant messaging - A programme for real-time communication based on typed text between online acquaintances, like a chat.

Malware - Malicious software. Programmes designed to cause damage or act on a device without the owner's consent.

Memory card - A card which can be inserted into devices to increase their data storage capacity.

MMS - Multimedia Messaging Service for sending multimedia messages (with videos, music and photos). Also used to indicate a single multimedia message.

MP3 - Audio file compression code, commonly used as a synonym for a digital music file.

Nickname - A fantasy name adopted by people using online services such as chats or forums.

Online multiplayer games - Video games accessed by multiple others at the same time for the purpose of playing together via internet.

Peer-to-peer - Technology used to transfer files between individual computers connected online thanks to a sharing application (e.g. eMule) installed on each one.

PEGI - Pan European Game Information. A video game rating system that classifies each product according to content and suitable age group.

PIN - Personal identification number. A sequence of secret numbers used to access a service (ATM, telephone, etc.)

Podcast - A combination of the words iPod and broadcasting created to indicate audio and video file exchange between persons equipped with portable multimedia players, subsequently used to indicate the downloading of pieces of radio broadcasts via internet.

Provider - Also known as access provider or service provider. An organisation that provides third parties with access to the Web, free of charge or for a fee, through an internet connection.

Smartphone - A cell phone with some of the functions of a computer running a complete operating system such as Windows Mobile or Symbian.

Sms - Short Message Service. A system for sending and receiving short text messages via mobile phone. Commonly used to indicate single text messages as well.

Social network - A group of people who meet and cultivate friendships and common interests online, usually by accessing specialized sites.

Spam - Junk advertising, unsolicited or undesired promotional emails or SMS sent without the receiver's consent and in bulk.

Ring cuts - Ring cuts are calls that are cut off before the call is answered. They are used to communicate a prearranged message or as a way to keep in contact.

Ringtones - Short music excerpts made to be reproduced and transferred to mobile phones, signalling an incoming call.

Tag - Term associated with an item published online to make it easy to find using search functions.

UMTS - Universal Mobile Telecommunications System, third-generation (3G) mobile telephony technology supporting very fast internet connections for video-calls and TV services. It has evolved into HSDPA.

Upload - Loading data from the computer or mobile handset onto the Internet.

Video on demand - VOD, an interactive television service allowing users to watch a TV programme, free of charge or for a fee, when desired.

WAP - Wireless Application Protocol, a format for the programming of internet content for mobile phones.

This Guide was drawn up in collaboration with Save the Children, the leading independent international organisation protecting and promoting children's rights.

Save the Children is also committed to programmes for education and prevention and to opposing illegal practices online. The www.ti6connesso.it site was created for the Ministry of Education for this purpose. In the context of the Safer Internet Plus programme supported by the European Commission, it is working on the EASY project (www.easy4.it) to spread awareness of the need for a correct use of internet and mobile phones among young people, parents and educators and the STOP-IT project (www.stop-it.org) to contrast online pedo-pornography.

For more information, visit the site www.save-the-children.it



The project has the aegis of the Ministry of Communication
and the cooperation of the Postal and Communication Police



*Ministero delle
Comunicazioni*



Project by Vodafone – Institutional Affairs and CR Department.
For information, please visit www.vodafone.it, section Corporate Responsibility
or send an e-mail to csr.italia@mail.vodafone.it

