

THE MOBILE WORLD IS *amazing*

The way we stay in touch is rapidly changing. It's estimated more than 3.4 million New Zealanders have a mobile. That's about 85% of our population!

Our young people are growing up with mobile technology, and for most it's second nature. It can be challenging for parents to keep up with all the changes. And of course we all want to make sure our children are safe.

So we've sorted this guide for parents. It explains the basics – everything from choosing a mobile and the most appropriate plan through to setting it up for safety.

There's also a handy Mobile Speak section at the back which explains different services and mobile terms.

If you have any questions, visit us at www.vodafone.co.nz or call us on **0800 800 021** (or on **777** free from your mobile).

The mobile world is amazing and you can get heaps out of it. This guide provides important safety information and tips.



BE *mobile* SAFE

MOBILE
SAFETY
FOR
PARENTS

IMPORTANT
INFORMATION,
TIPS &
CHECKLISTS



GETTING *started*

ONCE YOUR CHILD HAS A NEW PHONE THERE ARE SEVERAL IMPORTANT THINGS YOU NEED TO HELP THEM DO...

...How do you and your child get started?

5 EASY STEPS TO GET GOING SAFELY...

01. RECORD THE IMEI NUMBER

Every phone has an **IMEI** (International Mobile Equipment Identification) – this is a serial number for the mobile. It's 15 digits long and is usually behind the battery, or press *#06# to see it on screen. You should keep a record of this number in case the mobile is lost or stolen, as it will make it easier for us to return the mobile to you if it's found.

02. SET UP AN ICE NUMBER

ICE stands for 'in case of emergency' – the number of someone who should be contacted first in an emergency, like Mum or Dad. You set up an ICE contact the way you would any other contact:

- * go to contacts
- * type in ICE followed by Mum, Dad or whoever!
- * enter the phone number with a * (star) at the end – this stops your mobile renaming that person ICE when they call

Having an ICE contact means rescue services can find who to call in an emergency.

03. PROGRAM IMPORTANT NUMBERS

It's also a good idea to pre-program other important numbers into the phone straight away, such as home and work numbers, and someone your child can contact if they can't reach you. You might also want to program in numbers for the local Police and NetSafe® (**0508 NETSAFE** or 0508 638 723), so your child can call them if they need help. There's more about how these organisations can help in the next section on Staying safe.

04. SET UP A PIN LOCK

You can set up a PIN to stop other people using your child's phone and to help stop accidental calls, for example if something rubs against the phone. New Vodafone mobiles all have a preset PIN of 1234#, but you need to change that to one that's private. Choose a number your child will remember and show them how to use it to lock and unlock their phone (this will be in the manual that comes with the phone).

*If someone enters the wrong PIN three times the phone will freeze and show the word BLOCKED or PUK. It's important not to use the mobile if you see this, it could cause damage. Call us from another phone and we'll help you safely unblock it.

05. LABEL THE MOBILE

Mark the mobile and the battery with something unique such as your child's initials. **This can help prevent theft – and may make it easier to return the phone to you if it's found.**

GETTING STARTED

To use a Vodafone mobile you simply put in your SIMcard in and away you go.

The SIM card is the brains of the phone and holds details like numbers and TXTs. You can take the card out and put it into any other Vodafone mobile and you can have several cards for the same phone – they only cost about \$30 each. As a parent you need to know this could mean your child has cards you don't know about and can use them in any Vodafone mobile.

PROTECTING YOUR PHONE

Your child will be upset if they lose their phone – and replacing it can be expensive. Here are some tips to help keep it safe – and working!

STOP THAT THIEF!

- * mark the mobile with something to identify it, such as your child's initials
- * tell them not to leave it lying around, on a desk or car seat, or in an open bag for example
- * teach them how to use the PIN or lock code so someone else can't use the mobile phone
- * talk to them about when they need to be extra careful so someone can't snatch the phone while they're talking

LOST YOUR MOBILE PHONE?

If the mobile is lost or stolen call us on 777 straight away. We can stop someone else using the SIM card and running up charges. If your mobile is stolen you should also report it to the Police.

ARE YOU INSURED?

Unfortunately things can go wrong and mobiles aren't always covered by your normal contents insurance, or your excess might be too high. We can arrange mobile phone insurance if you have an 'On Account' plan with us – the cost is simply billed to your account each month.

IS THERE A FAULT?

All new Vodafone mobiles are covered by a 12 month warranty against defects. This doesn't cover damage by liquid or impact – but we can do an assessment (\$55 plus GST) so you can decide if the phone is worth fixing.

this way... 

GETTING Mobile

THERE'S SO MUCH CHOICE AND ALWAYS SOMETHING NEW COMING IN. YOUR CHILD MAY HAVE THEIR HEART SET ON A CERTAIN PHONE...



...but what do YOU think?

WHICH MOBILE?

There are mobiles to suit most budgets. As a general rule, the more features a mobile has the more it costs to buy. If the mobile is mainly for safety, or for a younger child, you don't need a lot of features. You can make voice or TXT calls from all our phones and 111 calls are free. If the mobile is for an older child or teenager they'll probably want one that can also take photos, send PXT or use Vodafone live!

Mobiles are as much about personality as they are about communicating, so your child is probably going to have a good idea about the one they want. You'll also find plenty of information in store and on our website to help you choose, but here are some things to think about first.

BUT IS IT PHYSICALLY SAFE?

Some parents worry that using a mobile could harm their child's health. Mobiles (and mobile phone sites) use weak radio waves. Scientists have studied these for over 60 years and found no evidence they cause harm.

WHAT'S VODAFONE LIVE!

Vodafone live! lets you download things like the latest games and ring tones, or get news about sports and music events.

It also means your child can use mobile chat services, so you need to be aware of this and talk to your child about using chat safely. Chat is where you 'meet' others in a virtual chat room and talk by TXT. Chat services are only suitable for children age 16 or over.

The latest mobiles let you use Vodafone live! with 3G. This means you can do even more with your mobile like downloading full music tracks, making live video calls, watching mobile TV. Make sure there's 3G coverage in your area before purchasing a 3G phone.

Vodafone live! is free to browse – you only pay for the services or downloads you use.

WHAT IS TXT & PXT®?

TXT is sending word messages between mobiles.

PXT® is a picture or video message.

They're both quick and cheap ways to keep in touch – only 20c each to send and free to receive.

USED AND IMPORTED MOBILES

We recommend you buy your mobile from an authorised dealer so you know what you're getting. A parallel import may not work on our network, or you may not be able to get all our services. Second-hand mobiles can also cause problems and may have a limited life. If a mobile has been reported lost or stolen, or has been used fraudulently, you may not be able to use it at all – it may be barred from our network.

MOBILE DIED?

When your mobile, battery or accessories reach the end of their life we can recycle or dispose of them in an environmentally friendly way – even if it's not a Vodafone mobile! Just send them to us at:

**Freepost, Vodafone Handset Recycling Programme
Private Bag 92222, Auckland**



your plan **YOUR WAY**

THERE ARE LOTS OF PLANS – BUT THE MAIN CHOICE IS BETWEEN PREPAY OR ‘ON ACCOUNT’ WHERE YOU GET A MONTHLY BILL. BOTH HAVE ADVANTAGES...

....So which is BEST for your family?

SOME MOBILE BUDGET TIPS...

- * **Visit us online and try our quiz to help you choose the right pricing plan**
- * **You can ask us to look at your usage ~ and change your plan if you need to**
- * **Check out You Choose, which allows you to tailor-make a plan to suit**
- * **Keep checking our website for special offers**
- * **Use our free services, like credit limits and TXT balances, to help control costs**
- * **Talk with your child about when it's best to use calls or TXT ~ TXT is cheap, but a quick call may cost less than lots of TXTs**

WHY CHOOSE PREPAY?

With Prepay you simply pay in advance for what you use and top up when you need to. Your mobile stops working when you run out of Prepay balance.

You can get your child started by buying a Prepay pack that costs \$35, then top up their mobile when you need to (the minimum top up is \$20, once a year). You or your child can buy vouchers at dairies, supermarkets, service stations, Vodafone shops, or at New Zealand Post shops. If you're a Vodafone customer with an account you can arrange for regular top ups from your own mobile account. Or depending on who you bank with, you can do it by Hotlink™ – phone banking or credit card.

If the child has their own bank account they can also pay by Hotlink™ from their bank account, or use EFTPOS and ATMs.

IN AN EMERGENCY...

If your child runs out of credit they can get an IOU for \$2 – all they have to do is **TXT ‘IOU’ to 468** and we'll credit their account. There's no charge for the TXT and we'll take the \$2 out of their next top up.

Even if your child is out of credit, they can still receive calls – or call 111 in an emergency. If you have an account with us you can also set up a free call number so your child can always call your mobile even if they have no money on their Prepay account.

WHY CHOOSE ‘ON ACCOUNT’?

If your child is regularly using their mobile phone you might find an 'On Account' monthly plan much better value overall. There's a wide range of plans with preset limits for both costs and calls – there are even plans for people who TXT a lot.

The big advantage of being on a plan is that your child will never run out of credit. You can still set a credit limit for the account so you have some control over costs – once the credit limit is reached we send a TXT message and put a temporary bar on calls. Even if the limit is reached your child can still receive calls and TXT – or call 111 in an emergency.

'On Account' you also get a detailed bill each month. This can help you keep an eye on what's happening and on costs. It's a good idea to check with your child about unfamiliar numbers, downloads you're not sure about, or inappropriate call patterns.

With a monthly account you can pay in lots of different ways including direct debits, credit card, phone or online banking, cheque, at New Zealand Post shops – or by Hotlink™ direct from a bank account.

The 16 SAFETY RULES for using a mobile

Be responsible...

01. ONLY SEND THINGS YOU'D BE HAPPY TO GET YOURSELF – DON'T SEND WORDS OR PICTURES THAT MIGHT UPSET OR OFFEND OTHERS.
02. BEFORE YOU SEND SOMETHING, ALWAYS STOP AND THINK ABOUT HOW THE OTHER PERSON WILL FEEL WHEN THEY GET IT.
03. BEFORE YOU TAKE A PXT® OF SOMEONE, ASK THEM IF IT'S OKAY TO. IF THEY SAY NO, DON'T DO IT. YOU ALSO NEED TO ASK PERMISSION IF YOU WANT TO SEND THE PXT® TO SOMEONE ELSE. ONCE YOU PUSH SEND, YOU LOSE CONTROL OF WHAT HAPPENS TO THAT PXT.
04. RESPECT OTHERS PRIVACY – DON'T GIVE OUT THEIR PERSONAL DETAILS WITHOUT THEIR PERMISSION.
05. IF YOU GET A TXT THAT OFFERS YOU SOMETHING FOR NOTHING, OR THREATENS THE SAFETY OF YOUR PHONE, IT'S PROBABLY A HOAX OR SCAM – CHECK IT OUT ON OUR WEBSITE WWW.VODAFONE.CO.NZ

Be careful...

06. NEVER GIVE YOUR PERSONAL DETAILS (LIKE YOUR NAME, ADDRESS, PHONE NUMBER, SCHOOL OR PHOTO) TO ANYONE YOU DON'T KNOW AND TRUST.
07. DON'T SEND, OR PUT ON THE INTERNET, PHOTOS OR PERSONAL INFORMATION ABOUT YOURSELF, OR OTHERS, WITHOUT TALKING WITH YOUR PARENT OR CAREGIVER FIRST.
08. DON'T ANSWER RANDOM TXT OR PXT – ONLY REPLY TO PEOPLE YOU KNOW AND TRUST.

09. IF YOU GET A MESSAGE THAT MAKES YOU FEEL UNCOMFORTABLE, DO NOT REPLY TO IT. IF THE CONTENT IS WORRYING TALK WITH AN ADULT YOU CAN TRUST.
10. IF YOU KEEP GETTING THEM TALK TO AN ADULT YOU TRUST AND CALL NETSAFE (0508 638 723).
11. IF YOU GET A MESSAGE THREATENING YOUR LIFE OR SAFETY – CALL THE POLICE STRAIGHT AWAY.

Be safe...

12. REMEMBER CHAT BUDDIES MAY NOT BE WHO THEY SAY THEY ARE.
13. ALWAYS USE A CHAT NICKNAME SO OTHER CHATTERS DON'T KNOW YOUR PERSONAL DETAILS. DON'T FEEL PRESSURED TO GIVE YOUR DETAILS OUT – FRIENDS DON'T PRESSURE FRIENDS!
14. IF YOU'RE NOT COMFORTABLE WITH A CHAT ROOM CONVERSATION OR MESSAGE USE THE IGNORE FUNCTION – ALL CHAT ROOMS HAVE ONE AND YOU CAN USE IT TO STOP CERTAIN PEOPLE CONTACTING YOU.
15. DON'T MEET CHAT FRIENDS IN PERSON – IF YOU REALLY WANT TO, TELL A PARENT OR CAREGIVER AND ALWAYS GO WITH A GROUP OF FRIENDS, TAKE YOUR MOBILE WITH YOU AND DON'T GET LEFT THERE ALONE.

Got your licence?

16. DON'T TALK OR TXT WITH YOUR MOBILE WHEN YOU ARE DRIVING. ALWAYS PULL OVER – OR LET YOUR MOBILE TAKE A MESSAGE FOR YOU!

STAYING safe IT'S IMPORTANT CHILDREN KNOW HOW TO USE A MOBILE RESPONSIBLY AND HOW TO KEEP THEMSELVES SAFE. VODAFONE RECKONS IT'S A TEAM EFFORT – US, YOU AND THE PERSON USING THE MOBILE.

TALKING ABOUT SAFETY

It's really important to talk with your child about the responsible use of their mobile, the risks and how to stay safe.

A good starting point is to visit the parent's section of the NetSafe website for information. NetSafe® is the cybersafety and online security education programme run by the New Zealand Internet Safety Group. They provide useful information for families, and help young people who are being bullied or targeted either online or by mobile. You can call them on 0508 NETSAFE (0508 638 723) or visit them at www.netsafe.org.nz

WHAT ARE SOME OF THE ISSUES?

Young people need to know the rules for responsible phone use so they don't upset or hurt others. They need to understand that something they think is a joke may not seem that way to someone else. A good rule is to stop and think about how what they are sending might affect the other person before they send it.

They also need to understand the need to keep their own personal information safe – and to respect the privacy of others.

Children may not realise that their new online or chat room friend is still a stranger. This means that children may not think about the stranger danger rules. It is important to remind children that some people may pretend to be someone they are not. For this reason it is important that they should never give out their personal details, or arrange to meet chat room friends alone and without telling you.

Our chatrooms have people monitoring them 24/7. This means there are chat monitors who review all the messages that are posted in the chatroom. If there is any inappropriate behaviour in the chatroom, the chat monitor has the discretion to issue warnings to users, or ban them from the chatroom.

STAY SAFE AT SCHOOL

Many schools have policies about the use of mobiles. You and your child need to know what these are. Parents can help reinforce that fun use of mobiles can still be safe and responsible. When parents understand and talk with their children about mobile use, the phone is less likely to be misused.

STOP MOBILE BULLIES

Using a mobile to harass or threaten someone is unacceptable and something can be done about it. Encourage your child to talk to you, or to another adult they trust, if they are getting calls or messages that upset them. The NetSafe people can provide advice and support.

Please tell your child if they get a TXT/email they don't like to ignore it, or tell someone, but not to reply, as this only encourages the other person. They should tell an adult they trust.

Vodafone can always tell who is calling you or sending you TXTs even if the caller has blocked their ID. While we can't tell you for privacy reasons, we or the Police if necessary can take action. We are not afraid to kick people off our network if they are using our services inappropriately.

IS THERE A PROBLEM?

A mobile is a very important part of young people's lives – parents can find it hard to understand just how essential it is. So if there's something you're not happy about try not to overreact and threaten to take their mobile away. It may simply stop your child coming to you when they really need help. NetSafe tell us that confiscating mobiles often leads to children going behind your back to get one.

You can talk to NetSafe. Call them on 0508 NETSAFE (0508 638 723)

DID YOU KNOW...

The reason your mobile gets hot when you talk for a long time is because the battery heats up, and because of the heat from your head. It might be a bit uncomfortable, but it's not dangerous.

You should turn your mobile off on planes and in hospitals. That's because it's an electronic device and could interfere with other sensitive electronic equipment.

MOBILE speak HERE ARE A FEW TERMS YOU MIGHT WANT TO UNDERSTAND WHEN YOU'RE TALKING WITH YOUR CHILDREN.

IMEI

IMEI stands for International Mobile Equipment Identification – a serial number for the mobile. It's 15 digits long and usually located behind the battery, or press *#06# to see the number on screen. You need to keep a record of this number in case the mobile is lost or stolen.

TXT

TXTs are word messages sent between mobiles. They're short (up to 160 characters), fast and cheap to send – and free to receive. You can TXT with any other mobile, on any network, that can receive TXT here and around the world. You might also hear them called SMS, or Short Messaging Services.

TXT AND WAP CHAT

TXT chat lets you register your number and a nickname, so you can chat with other people by TXT in a virtual chat room without revealing your real name or

mobile number. WAP chat is similar, but more like on the Internet where you can chat with everyone at once, rather than one to one.

PXT® AND VIDEO PXT®

PXT® is like TXT but you can mix it with colour images, animations and photos. You need a mobile that can send PXT® (one with a camera) and with Vodafone you can send them to any other PXT®(i) mobile or email address around the world.

Video PXT® lets you record a short video and then send it to another mobile.

RING TONES

This is the tune that plays when your mobile rings or you receive a TXT. All Vodafone mobiles come with a range of standard tunes. Or with Vodafone live! you can download a different one whenever you want – or design your own.

SCREEN TATTOOS

Screen tattoos are like screen savers for a mobile phone. You can choose your own screen tattoo. With Vodafone live! you can download a different one whenever you choose – or even design your own.

ROAMING

Roaming is the term for being able to use your Vodafone mobile in more than 100 countries around the world with the same mobile number that you have here.

SIM CARD

The SIM card is the brain of your Vodafone mobile and SIM2 is the latest version. It's a tiny chip that stores all your important information like contacts (up to 200 numbers) and TXTs. You can take it out and insert it into any other Vodafone mobile and you're ready to go, so it's easy to upgrade your phone. You can have several SIM cards for the same phone if you want – they only cost about \$30 each.

VODAFONE LIVE!

Vodafone live! is a range of services you can use if you have the right sort of mobile. You can download the latest games, ring tones and screen tattoo, use email and get news on sports and events – and more. Vodafone live! with 3G is the latest technology and lets you do even more including downloading full music tracks, live video calls and, watching made for mobile TV.

3G

3G is a technology that allows Vodafone to provide services that open up a whole new world of communications. Now you can see people when you talk to them on your mobile, watch television on your mobile and download full music tracks directly to your handset.