

O₂



Checklist for Parents



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To give you peace of mind when buying a phone for your child, here's a helpful checklist of things to ask

Services available on a mobile phone

Ask in store for advice and information on services available on your chosen mobile phone.

O2 stocks some phones which are designed from a parents' point of view without certain services such as internet access or camera capabilities.

Age Verification

How can I prevent my child from accessing over 18 content on their mobile phone?

If a customer is under 18 years old we automatically block access to any age-restricted O2 Mobile Internet content. Go to www.o2.ie/contentcontrol for more details.

Dual Access

Become an authorised contact on your child's phone

Our Dual Access service allows you to view account records held by O2 such as, numbers called, account balances and the services accessed on the phone.

How do I register?

Just fill in the form on the back, pop it in an envelope and send it 'freepost' to customer care.

Internet Access

Most mobile phones have Internet access nowadays. Is it possible to block access to the Internet on a mobile phone?

Yes, our Parental Controls service blocks access to the internet on the mobile phone. You also won't be able to send or receive photographs when Parental Controls are applied. Just fill in the form on the back and tick the Parental Controls box.

iPhone Safety Features

Are there any parental controls available on the Apple iPhone?

Yes. There are PIN protected restrictions on the iPhone which can switch off access to Safari (Internet access), YouTube, iTunes, Installing Apps, Camera and Location. On the iPhone click on Settings, General, Restrictions, enter your passcode and proceed to Enable Restrictions. Go to www.apple.com/iphone for further information.

Cyberbullying - Block It

What can I do if my child is receiving bullying texts?

Apply our 'Block It' service on your child's mobile phone. This is a free service that blocks unwanted text, picture and video messages on the mobile phone. Just text BLOCK IT START to 50216 to activate the service.

Premium Rate and Spam

How do I unsubscribe from a Premium Rate Text Service?

Text the word STOP back to the sender.

What should I do with unwanted SPAM messages?

Follow the instructions in the message to opt-out from receiving further messages. You can also forward the message to O2 free of charge on 50455 for further investigation.

Useful Contacts for further information:

www.o2.ie/childprotection - O2's dedicated child protection website will give you further information on all the above

www.webwise.ie - Webwise provides parents, teachers and children with information and advice about potential dangers online

www.hotline.ie - Irish hotline for public to report child pornography and other Internet content

www.ncte.ie - Website for the National Centre for Technology in Education

www.internetsafety.ie - Website for the Office of Internet Safety



O2 Customer Care
FREEPOST
National Technology Park
McLaughlin Road
Limerick

Registration Form for Dual Access

Please fill out the details below to become an authorised contact on your child's account. This will give you access to information on your child's account and the ability to make certain changes to the account. Your child must also be a registered customer with O2

(All fields are mandatory)

Child's name

Mobile No.

Address

Parent/Guardian's name

Parent/Guardian's mobile no.

Address (if different)

I confirm that I have read and understand the terms and conditions and that I am legally entitled to act on behalf of the above named child.

Parent/Guardian's signature _____

Apply Parental Controls (Tick if required)

Parental Controls block access to the Internet and prevents the user from sending and receiving photographs on the mobile phone.

Terms and Conditions for Dual Access Authorisation

1. Parents and Guardians of customers who are under 18 years of age may register with O2 as an authorised person on the account of the child where the child holds a registered prepay account with O2.
2. Successful and fully validated Dual Access registration will entitle a Parent/Guardian to access certain limited user information in a manner determined by O2. A Parent/Guardian may also make certain limited changes to the registered account and to services offered on that account.
3. Prior to providing access to information O2 will carry out a validation process to ensure the safety and security of the personal information of the user. If O2 is not satisfied as to the identity of the individual requesting information it will be under no obligation to release any information or make any changes in relation to the account.
4. A request from a registered Dual Access user cannot be reversed by a child under 18. The child may still access and process the details on their account during this timeframe.
5. Customers over 18 years of age can request that a Parent/Guardian be removed as a registered Dual Access user or override any changes made on the account. O2 will remove such Dual Access once the user has correctly validated their account, including confirmation of date of birth.
6. Information relating to a customer's account will be disclosed to a registered Dual Access user at O2's discretion and O2 may refuse to provide Dual Access to a Parent/Guardian in certain circumstances.
7. All other conditions of the Speak Easy Terms and Conditions shall apply in conjunction with these Dual Access terms.
8. As part of the process, O2 will send an SMS to the account of the minor to inform them that Dual Access has been applied in respect of their account.

Please fill out this form and return
in an envelope to:
(No stamp required)

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