



Implementation Questionnaire

2021

Introduction

1. Name of the company on whose behalf this submission is made:
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<p>Deutsche Telekom AG Friedrich-Ebert-Allee 140 53113 Bonn Germany</p>
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2. Country or primary markets where products/services are offered (in EU) to which this submission applies. Please indicate all EU-markets in which your company operates
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<p>In January 2013, Deutsche Telekom has committed to a set of 25 measures to further increase child online safety.¹ These apply to every subsidiary company of Deutsche Telekom Group:</p>
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- | |
|---|
| <ul style="list-style-type: none">▪ Magenta Telekom GmbH, Austria▪ Hrvatski Telekom d.d., Croatia▪ T-Mobile Czech Republic, a.s., Czech Republic▪ Telekom Deutschland GmbH, Germany▪ COSMOTE, Greece▪ Magyar Telekom Nyrt., Hungary▪ T-Mobile Polska S.A., Poland▪ Telekom Romania, Romania▪ Slovak Telekom, a.s., Slovakia |
|---|

<p>In the past eight years, great progress has been made in each subsidiary company. The examples provided in this report illustrate some of these achievements. Consequently, Deutsche Telekom increasingly provides a consistent and high level of child online safety across its EU footprint.</p>

<p>The implementation has been undertaken in good faith to meet specific legal requirements, cultural preferences, different technologies and considering the varying subsidiary companies' service and product portfolios as well as already established safeguards.</p>

<p>Various additional commitments have been undertaken by Deutsche Telekom Group's subsidiary companies on the national level too. Further steps are already planned or ongoing.</p>
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3. Product(s) or services included within the terms of this submission

<p>The various services and products of the above listed subsidiary companies are included.</p>

¹ <https://www.ictcoalition.eu/medias/commitmentcontent/13/file/ict-coalition-implementation-measures-dt-group.pdf>

4. Nature of activity

- Manufacturers of desktop and laptop computers, mobile phones, tablets, TV set top boxes and gaming consoles*
- Network operators and connectivity providers*
- Online content provider*
- Online service provider*
- Other (please specify):*

The main business focus is clearly on networks and connectivity. In some markets additional services and products are provided, including e.g. TV services, online content or online services. Particularly, this applies to Croatia, Germany, Greece, Hungary, Romania and Slovakia.

5. Person(s) completing the report

Name: Mr. Martin Busch

Department: Public & Regulatory Affairs

Email: martin.busch@telekom.de

Principle 1 – Content

Commitments

Signatories should:

- Indicate clearly where a service they offer may include content considered not to be appropriate for children and display prominently options which are available to control access to the content. This could include, where appropriate for the service, tools to manage access to certain content, advice to users or a recognized system of content labeling.
- Display prominently and in an easily accessible location the Acceptable Use Policy, which should be written in easily-understandable language.
- State clearly any relevant terms of service or community guidelines (i.e. how users are expected to behave and what is not acceptable) with which user generated content must comply.
- Ensure that reporting options are in the relevant areas of the service.
- Provide notice about the consequences for users if they post content which violates terms of service or community guidelines.
- Continue work to provide innovative solutions able to support child safety protection tools and solutions.

Please indicate, when relevant, the approach taken at Group/Corporate level and if you have different solutions in EU Market.

Based on Deutsche Telekom Group's approach, each subsidiary company specifies its measures individually:

Classification rules for digital content differ widely between the different EU member states and, accordingly, subsidiary companies apply different classification schemes in different geographical markets. To establish a common minimum standard, Deutsche Telekom commits to:

- Classification of commercial own and third-party content on own digital content platforms in at least two categories: suitable for all age groups and suitable only for adults.
- Higher granularity (e.g. 16+, 12+) is applied in some markets, according to national standards for other media.

National examples:

Germany

- On MagentaTV, a service offering access to own a third-party video platforms, appropriate age ratings (suitable for ages: 0, 6, 12, 16, 18) are displayed for own content

Croatia

- On the HT's news portal, T-portal, there is a warning that certain sections of the portal may contain content that is not suitable for persons under 18 years of age and that persons under the age of 18 are advised to visit these sections only under the supervision adults/ persons older than 18: <http://www.tportal.hr>.
- A detailed age rating is applied by HT on content on TV platforms.

1. Do you provide a mechanism for consumers to provide feedback, report an issue or file a complaint about the appropriateness of a piece of content?

Yes

Measures such as providing feedback, reporting an issue or filing a complaint are only necessary in Deutsche Telekom's products and services that allow users to share their own content. Such content is not fully controlled by Deutsche Telekom and, thus, may impair children's development.

Deutsche Telekom's mechanisms that refer to user generated content and the respective products and services are described under "Principle 3".

National examples

Czech Republic

- Customers can report their feedback via Customer Care – Infoline, web form or personally. Then, the issue is forwarded to the people responsible and is resolved. Most of these issues are solved by security and tracked in the internal tool.

Romania

- Complaints about content can be received by Telekom Romania via different channels (call center 1234, e-mail: sesizari@telekom.ro, [contact](#) form from company website).

Poland

- TMPL has many channels available for customers to provide feedback or report an issue or file complaints arising from any problems: via phone (hotline), via e-mail, via regular written letter, via social media communication, etc.
- These feedback/complaints processes are managed by TMPL Customer Care Team, with assistance from Legal team, if required.

2. Do you offer a means for restricting / blocking access to potentially inappropriate content for users of your service or product?

Yes

Deutsche Telekom's means to restrict/block access are elaborated on in Chapter 2.

3. Do you provide any information, educational resources or advice for users in any of the following areas?

(tick as many as apply)

- Content classification or labeling guidelines*
- How to block or restrict access to content*
- How to report or flag content as inappropriate*
- Safe searching*
- Information about your company's content policy in relation to children*
- Not applicable (please explain):*

Deutsche Telekom's measures to provide information on blocking or restricting access to content are elaborated on under "Principle 2", measures for reporting or flagging content as inappropriate are under "Principle 3".

Further information, educational resources or advice for users can be provided by subsidiary companies individually, e.g. on the Child Online Safety Webpage (see chapter 6).

Deutsche Telekom co-founded "FragFinn e.V.", which provides a safe search engine for children on www.fragfinn.de. Approximately 14,000 editorially reviewed webpages offer children the opportunity to discover the internet in a safe surfing space, to gain positive first online experiences and to acquire important competences when playing, learning, communicating and creatively developing on the web.

4. Where is your company's Acceptable Use Policy (AUP) located?

AUPs are necessary in products and services that allow users to share their content. Deutsche Telekom's measures that refer to the AUP are elaborated on under "Principle 3".

5. Does the AUP or separate give clear guidelines with which user generated content must comply (including details about how users are expected to behave and what is not acceptable)?

- Yes*

AUPs are necessary in products and services that allow users to share their content. Deutsche Telekom's measures that refer to user generated content are elaborated on in Chapter 3.

6. Do you provide notice about the consequences for users if they post content which violates terms of service or community guidelines?

- Yes*

Guidelines are necessary for products and services that allow users to share their content. Deutsche Telekom's measures regarding user generated content are elaborated on in Chapter 3.

Principle 2 – Parental Controls

Commitments

Signatories should assist parents to limit their children's exposure to potentially inappropriate content and contact.

- Manufacturers should optimise hardware design to provide products which simply and clearly help parents to set appropriate levels of control on devices.
- Network providers should provide necessary tools and settings across their services to enable parents to set appropriate levels of control.
- Service and content providers should make available the necessary tools and settings across their services to enable parents to set appropriate levels of control

Please indicate, when relevant, the approach taken at Group/Corporate level and if you have different solutions in EU Market.

Based on Deutsche Telekom Group's approach, each subsidiary company specifies its measures individually:

By providing internet access services, Deutsche Telekom cannot control or assume responsibility for content available on the open internet. To assist parents and carers, Deutsche Telekom is, however, committed to providing customers with tools that allow parents to tailor internet access to the needs of their children:

Committed measures 1 and 3:


- Offering a service for mobile internet access via smartphones, allowing customers to filter inappropriate content from open internet resources and/or limit the usage of services that may impact child safety.
- For fixed internet access, a service allowing customers to filter inappropriate content from open internet resources is offered.

National examples

Austria

1. Parental control tools for TV product

<https://www.magenta.at/hilfe-service/services/hardwaresupport/device/magenta-tv/entertain-box-4k>



Bedienungsanleitung und interaktives Tutorial

Finden Sie Ihre Antwort auf häufig gestellte Fragen mit unseren interaktiven Tutorials.

<p>Erste Schritte</p> <ul style="list-style-type: none"><li style="margin-bottom: 5px;">Erstinstallation starten<li style="margin-bottom: 5px;">Fernbedienung mit TV koppeln<li style="margin-bottom: 5px;">Live TV ansehen und Sender zappen <p>Sicherheit</p> <ul style="list-style-type: none"><li style="margin-bottom: 5px;">Jugendschutz / Altersbeschränkung einrichten<li style="margin-bottom: 5px;">Jugendschutz / Altersbeschränkung PIN zurücksetzen/ändern	<p>Einstellungen</p> <ul style="list-style-type: none"><li style="margin-bottom: 5px;">Sprache, Bild und Ton einstellen<li style="margin-bottom: 5px;">Magenta TV zurücksetzen <p>Feature</p> <ul style="list-style-type: none"><li style="margin-bottom: 5px;">Replay nutzen<li style="margin-bottom: 5px;">Senderinhalte suchen<li style="margin-bottom: 5px;">Sendungen aufnehmen
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For cable TV, we offer the possibility to set a PIN code and an age limit for content. Access to content that certain age restrictions apply to can only be accessed with the PIN code. Parents can also select certain channels to be accessed only via PIN code.

This feature is available on the Set-up Box and the TV app.

2. Child Protection

A lot of web content is unsuitable for children, some is dangerous. Magenta offers full-fledged parental control for smartphones, tablets and Wi-Fi for as little as €2 per month. Parents can decide what their children can and cannot see.

<https://www.magenta.at/handytarife/zusatzpakete/kinderschutz>

3. Kids watch

<https://www.magenta.at/smar-te-produkte/kidswatch>

The watch allows parents to see the child's location on Google Maps and define safety zones (like school or home).

Czech Republic

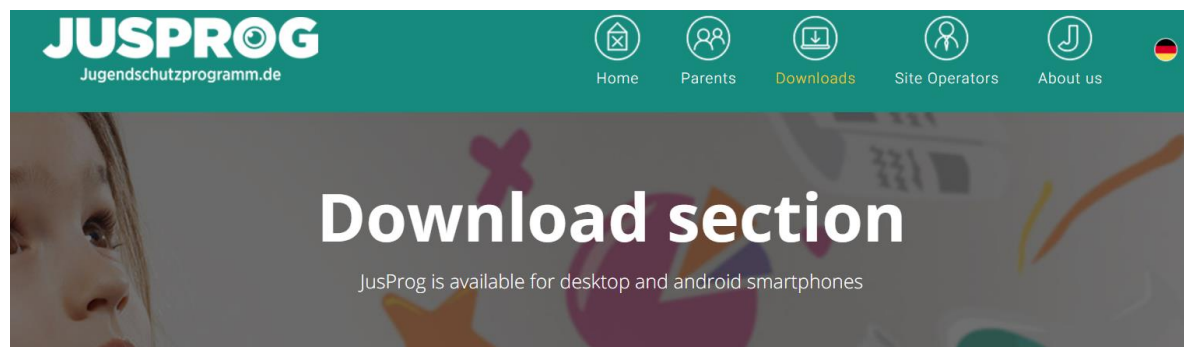
- Because of strict net-neutrality it is not possible to enable customers to filter their internet access. By providing internet access services, T-Mobile Czech Republic cannot control or assume responsibility for content available on the open internet. To assist parents and carers, TMCZ is, however, committed to providing customers/parents with tools that allow them to adjust internet access to the needs of their children.
- Using features of parental control tools is entirely up to the customer, these tools are not set through TMCZ by default.

Germany

- Telekom Deutschland has joined forces with other stakeholders and its previously proprietary filtering tool is now provided more broadly via JusProg e.V. Telekom Deutschland continuously supports the development of this “Jugendschutzprogramm”

– a software available for PC, Android and iOS:

<https://www.jugendschutzprogramm.de/download/>



▪ MagentaTV

Certain content can only be accessed upon entry of a PIN to avoid children gaining access to content that may impair their development, <https://www.telekom.de/ueber-das-unternehmen/jugendschutz#mit-pass-und-pin-vom-inter-zum-kinder-net>

▪ GPS watch

Enables parents to track their childrens' location and to enable young children to call their parents without being able to access the internet.

Greece

COSMOTE Family Safety is a service allowing parents to introduce their children to the new digital era in a safe way.

- The service offers parents the following control options:
- To restrict access to websites with prohibited content
- To filter entire website categories according to their content (ex. webpages with inappropriate content)
- To monitor Internet & social media use and limit and/or restrict it to games and Internet applications (only on Android operating system)
- To be aware of and prevent potential dangers arising from the use of Social Media Networks (cyberbullying on Facebook and WhatsApp)
- To set time limits on Internet use for all devices their child uses
- To be aware of their child's location at all times
- To define geographical boundaries within which the child can move and to receive notifications whenever their child "steps out" of these predefined boundaries.
- For more information visit the website

https://www.cosmote.gr/cs/cosmote/en/family_safety.html



COSMOTE
Ένας κόσμος, καλύτερος για όλους.

COSMOTE Mobile Security COSMOTE Total Security

Φροντίζει τα πάντα για όλες τις συσκευές του σπιτιού

- ✓ Προστατεύει πλήρως από ιούς
Οι υπηρεσίες AntiVirus & AntiSpam προστατεύουν τις συσκευές σου από ιούς και κακόβουλα λογισμικά.
- 🔒 Προστατεύει όταν πλοηγείσαι
- 📄 Πραγματοποιείς αξιόπιστες συναλλαγές
- 🔒 Εντοπίζεις άμεσα τη συσκευή σου
- 👨‍👩‍👧 Προστατεύεις τα παιδιά σου

Parental Control Services from COSMOTE TV

- COSMOTE TV parental control services for broadband and Over-The-Top service subscribers. With these services, subscribers can set their preferred parental control level and restrict access to specific programs based on the degree of suitability. Additionally, subscribers can restrict access to the Television channels of their choice.
- For more information visit the website (available only in Greek)
<https://www.cosmote.gr/cosmotetv/simansi-katallilotitas>
- Detailed information on the official website about content classification and parental control services (how to restrict access) with “How to” videos are included in order to be accessible at any time by anyone.

- <https://www.cosmote.gr/cosmotetv/simansi-katallilotitas>

COSMOTE Total Security: This service focuses on the protection of the user's computer, smartphone and tablet. It includes Anti-Virus, Anti-Spam, Firewall, Banking Protection, Browsing Protection, and Parental Controls, which provide safety while surfing the Internet. It can be accessed regardless of whether the user is connected to the Internet or not. Also, it offers browsing protection to smartphones when surfing online via Wi-Fi or on COSMOTE's network and secures phones against malware, viruses, and phishing attempts. Personal data cannot be hacked and online purchases and transactions can be carried out safely.

- For more information visit the website (available only in Greek)
- <https://www.cosmoteseecurity.gr/total/>

COSMOTE Mobile rate plans: Prepaid and postpaid rate plans with data limits, which allow parents to adapt the volume of data that their children can consume during a month.

- https://www.cosmote.gr/cs/cosmote/en/safety_for_kids.html

Hungary

- Magyar Telekom's network-based filtering tool, which enables parents to easily ensure a safer web experience for their children, regardless of whether they are online via mobile or fixed devices:

<http://www.telekom.hu/rolunk/fenntarthatosag/educacio/gyermekvedelem>

- Parental control tools:

https://www.telekom.hu/rolunk/vallalat/fenntarthatosag/tarsadalom/tarsadalmi_sze_repvallalas/gyermekvedelem/norton_family

<https://www.telekom.hu/rolunk/fenntarthatosag/educacio/gyermekvedelem/tudatos-internetezes>

https://www.telekom.hu/rolunk/fenntarthatosag/educacio/gyermekvedelem/tudatos_mobilhasznalat

Romania

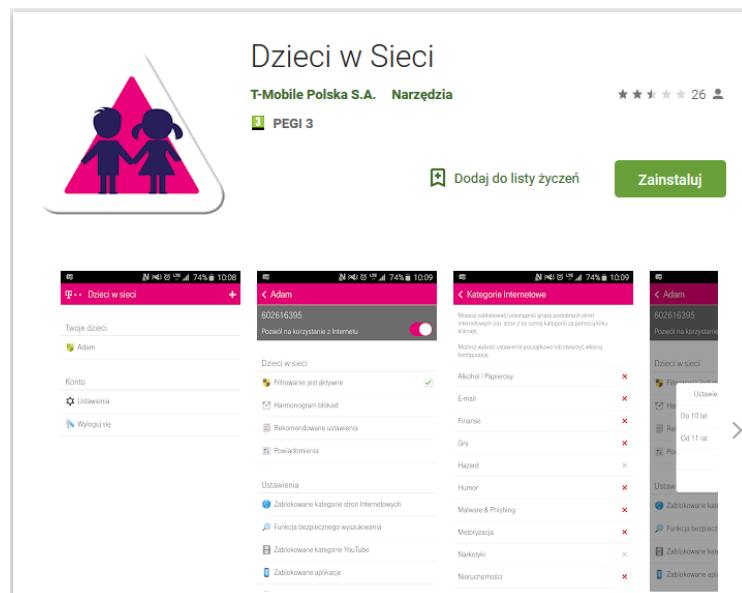
- Parents get the prominent advice on the company website to download a special third-party program for content filtering: <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>
- For mobile services, the service "PRS restrictions" has been launched, where parents can request to restrict access to SMS and chat for adult content offered by third parties
- Parental control is offered as a service on IPTV and DVBC.
- On the company website <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>

The screenshot shows a web browser displaying the Romanian website for the Child Helpline (116 111). The page is titled "TU CUM TE SIMȚI AZI?" (How do you feel today?) and features a prominent pink banner for the "STOP CYBERBULLYING!" campaign, encouraging users to download the "HappyGraff" app. Below the banner, there is a section titled "Protecția copiilor în utilizarea tehnologiei de comunicare" (Protection of children in the use of communication technology), which discusses the risks of mobile devices and social media. A navigation bar at the top includes links for "TELEKOM ROMANIA", "PRESĂ", "RESPONSABILITATE", and "CARIERE". A search bar and user account options are also visible. The main content area features a large image of a smiling girl with the text "Noi te ascultăm ORICÂND și pentru orice problemă." (We listen to you ANYTIME and for any problem). Below this, there is a "Happygraft" logo and a text block stating: "Ne dorim să dai cât mai puțin de lucru, așa că am pregătit pentru tine aplicația HAPPYGRAFF, disponibilă acum pe android. Lucrăm, însă, și la variante de IOS. Dacă ești utilizator de IOS, revino pe site ca să o descarci când va fi gata." (We want you to have as little work as possible, so we have prepared for you the HAPPYGRAFF app, available now on android. We are, however, also working on IOS versions. If you are an IOS user, come back to the site to download it when it is ready). To the right of this text is a "VORBEȘTE CU NOI" (Talk to us) login form with fields for "utilizator" (username) and "parola" (password), and buttons for "LOGIN" and "NU MI-AM ÎNCHEIAT" (I haven't finished). At the bottom, there is a navigation bar with icons for "VEZI GALERIA" (View gallery), "CE ESTE 116111?", "DESCARCĂ APLICAȚIA" (Download the app), "DREPTURILE TALE" (Your rights), and "ÎNTREBĂRI FRECVENTE" (Frequently asked questions). The footer contains the "116 111 TELEFONUL COPILULUI" logo, contact information, and a copyright notice: "Copyright © 2013 116111.ro / Toate drepturile rezervate. Condiții de utilizare / Termenii de condiții / Accesibilitate".

Poland

- The TMPL offers an application called “Dzieci w sieci” (eng. “Kids in the network”) which is a child protection tool. “Dzieci w sieci” is a combination of an app-based solution

called “child protection” to remotely control permissions and security settings on kids device and a network-based solution called “cloud security” which blocks access to potentially dangerous sites, to protect the device and provide safe internet experience for customers who use T-Mobile network & other networks (including WiFi and roaming).



<http://www.t-mobile.pl/pl/dzieciwsieci>

- Key features of the application “Dzieci w sieci”:
 - Protection against accessing inappropriate content on the internet: option to block any web page and any mobile app,
 - Child’s usage monitoring: websites, applications, time of usage,
 - Providing default groups of sites and applications available/ blocked for specific age categories,
 - Possibility to customize default settings (add/remove available/ blocked sites)
 - Possibility to define the time allowed for internet usage, e.g. surfing at night excluded, some games not available
 - Possibility to send real time permission requests to parents device (e.g. for accessing a particular site or app or using internet connection)
 - Remote control of permissions and security settings on kids Android device: via mobile app or web interface

Parental administration app is provided for Android and iOS devices but the service provides control only for Android devices.

Products dedicated to child safety:

- <https://www.t-mobile.pl/c/gdzie-jest-dziecko>

- <https://www.t-mobile.pl/c/oferta-specjalna/familywatch>

Slovakia

- Parental control for Magio TV subscribers is available for both broadband and satellite.
- With these services, subscribers have the option to set the parental control level they prefer and block access to specific programs based on the degree of suitability of the respective program.
- Additionally, subscribers can block access to specific channels of their choice. Regarding the optional Adult Pack (which includes channels with adult content), it can only be accessed by adults (personal PIN code)
- In order for a subscriber to rent a film with adult content from the "Cinema on Demand", they need to enter their personal PIN code which was given to them when they purchased the service (with information on how to keep it safe from children). All these instructions are available in the service manuals and on the help screens on the website of the service.

Committed measure 2:

- Additionally, Deutsche Telekom offers a child safety price plan for mobile communications, which allows customers to block or limit internet access.

National examples:

Austria

1. Child Protection

- Age-appropriate safety: Parents can choose from categories with pre-selected web content that child psychologists say is appropriate for children, so that only appropriate content is available to the children.
- Set time: internet access can be blocked at certain times or parents can choose the Night Rest feature that prevents Internet access all night.
- Wi-Fi security: preventing surfing via Wi-Fi on Android devices.
- Social networks & YouTube: Options to block access to social networks such as Facebook, MySpace and Google+ and video categories on YouTube.
- Mobile management: settings can be managed in the My Magenta app.
- Block websites: mark certain URLs as "blocked" or "always available".
- For Android operating systems: parental control app allows all-round protection including Wi-Fi and app protection
- For all other operating systems: parental control takes effect in the Magenta network.

<https://www.magenta.at/handytarife/zusatzpakete/kinderschutz>

2. Parental control tools tv product

- For Cable TV, we offer the option to set a PIN Code and an age limit for content.
- Content that falls under the age limit can only be accessed with the PIN code. Parents can also select certain channels to be accessed only via PIN code.
- <https://www.magenta.at/hilfe-service/services/hardwaresupport/device/magenta-tv/entertain-box-4k>
- This feature is available on the Set-up Box and the TV app.

3. Kids watch

<https://www.magenta.at/smar-te-produkte/kidswatch>

The watch allows parents to see the child's location on Google Maps and define safety zones (like school or home).

Czech Republic

- Offers “Schoolchild” bundle and “Child Lock” service:
 - www.t-mobile.cz/skolak
 - <https://www.t-mobile.cz/detsky-zamek>
- Childlock is a free service that protects children and youth from inappropriate content. It restricts access to portals and audio services with inappropriate content and prevents delivery of offers which are not suitable for children.
- The Školák / “Schoolchild” bundle covers the basic needs of parents of schoolchildren: contact with their children, keeping tabs on children’s mobile service spending and security. The Školák bundle enables parents to keep an eye on up to three children. The bundle is interconnected with an application, which is provided free of charge with the bundle, and makes it possible to track the location of children and to protect them from inappropriate internet content.
- Other initiatives: instruction manuals for services and cell phone plans, training of our sale associates, presentations in schools and children’s homes

Greece

- **Family Data Limits:** Video with instructions for the company’s service- available via its app- which enables parents to quickly and easily set limits on the MB consumed by their children, training them on the right use of the internet
 - https://www.youtube.com/watch?v=UzRC_jqTZVM

Committed measure 4:

- On Deutsche Telekom’s own digital content platforms, adult erotic content can only be accessed if age verification mechanisms are applied to prevent access by minors.

National examples:

Germany

- In Germany “ID-Pass” (id-pass.de) provides an effective mechanism for age verification on the internet. <https://www.telekom.de/ueber-das-unternehmen/jugendschutz#mit-pass-und-pin-vom-inter-zum-kinder-net>
- Accessing content rated 16+ or 18+ on Magenta TV requires the entry of a PIN to protect children from potentially harmful content, the adult platform Erotic Lounge can only be used after setting up and then entering the adult PIN

Romania

- Parental control offered as service on IPTV and DVBC.

Slovakia

- Regarding the optional Adult Pack (which includes channels with adult content), it can only be accessed by adults (personal PIN code).

Committed measure 5 and 6:

- To improve awareness on availability and to help increase the usage of parental control tools, measures listed above are offered via e-channels and promoted on companies’ Child Online Safety Webpages.
- Information on parental control tools is made available with own-branded product information when purchased by customers.

National examples:

Germany

- Information can be accessed via: <https://www.telekom.de/ueber-das-unternehmen/jugendschutz#sicherheitspakete-der-telekom>

Austria

- Information is provided online:
<https://www.magenta.at/handytarife/zusatzpakete/kinderschutz> link to
<https://www.stopline.at/de/home>

Czech Republic

- E-Security: The brochure written by an independent expert, for customers for free in shops, children’s homes, NNO’s and online on webpage www.t-mobile.cz/udrzitelnost section “Digital Society”



Greece

- On the corporate site: https://www.cosmote.gr/cs/cosmote/gr/family_safety.html
- On the dedicated site for children's online safety <https://www.e-parenting.gr/tools>

Hungary



About Magyar Telekom

Company History

Management

Principles

Procurement

Telekom for Digital Hungary

Sustainability

Climate

Education

Digitally enabled sustainability

Diversity and Inclusion

Sustainability Strategy

Sustainability Reports

Wholesale

Telekom Internet Exchange

National fixed-line wholesale services

Mobile wholesale services

Career

- <http://www.telekom.hu/rolunk/fenntarthatosag/dukacio/gyermekvedelem>

PROTECTION OF OUR CHILDREN IN THE DIGITAL AGE

Telekom and child protection

Mobilisuli "Mobilisuli" (Mobile school) is the first association in Hungary that researches primary school pupils' mobile telephone and internet use habits. Details	Training programs, events See the list of our events and trainings organized to promote the safe use of the internet and mobile telephony. Details	Safer Internet Day The event is part of the global campaign the purpose of which is to call the attention of users - primarily children and young people - to use online technologies and mobile devices safe and responsibly. Details
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Telekom is committed to children's safe use of the internet and uses its best endeavors to support it. The company supports this effort with controlled content, advice, education and events organized for children and their parents alike to be prepared for the exposures and dangers of the digital world.

[More information](#)

Use it safely: advice for parents Online content – as it comes from multiple sources - may carry risks for which parents have to prepare More information	Safety tips from Telekom Conscious TV watching Conscious Internet surfing Conscious mobile using
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> [Useful links, information](#) > [Contact us](#)

Poland

- TMPL promotes child safety tools, games, apps and also educates parents and teachers in this subject on dedicated, specified child safety <https://www.t-mobile.pl/pl/w-cyfrowym-swiecie/korzystaj-z-tresci-z-glowa#help>
- Link to TMPL own information/product:
 - <http://www.t-mobile.pl/pl/dzieciwsieci>
 - <http://www.t-mobile.pl/pl/dlaciebie/obsługa-klienta/usługi/dzieci-w-sieci>
- TMPL also offer 'safe surfing' service and re-sell Norton Security Online product:
 - http://www.t-mobile.pl/pl/oferta_specjalna/bezpieczne-surfowanie

- <http://www.t-mobile.pl/pl/dlaciebie/obsługa-klienta/usługi/nso-usługa>

- TMPL also provides the website <http://www.teachtoday.de/pl/>, where parents and teachers can find useful materials regarding safer internet usage (e.g. lesson scenarios).
- Information on availability of optional parental control tool is included among others on general TMPL product leaflets, that mainly describe key features of TMPL offerings.

Romania

- Online on the corporate website: <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copii-or-pe-internet/>

Slovakia

- Customers can find information on parental control tools and tariffs on the Slovak Telekom website and in shops.
- The information about the parental control app is present also when ordering Magio internet via the e-shop.
 - [Rodičovský zámok – Telekom](#)

Greece

- The company presents all the solutions offered by the company for making the internet safer for your children, through a dedicated section of the corporate website. In this section information on how to activate and manage these solutions are presented https://www.cosmote.gr/cs/cosmote/en/safety_for_kids.html
- Moreover, the company has in place an educational microsite for child online safety. It is a consulting microsite, created to support parents' efforts to offer their children the possibilities of the digital world with safety. The microsite contains webinars, articles, events and tools about children's online safety, as well as the first virtual internet school for parent. In this microsite the parental control services are promoted and presented.
- <https://www.e-parenting.gr/>

1. Please outline the availability of any *parental control tools and settings* across your product or service that allows parents to set appropriate levels of control? Include relevant links/ screenshots where available:

Deutsche Telekom's parental control tools for mobile and fixed networks are either software or network based, also depending on regulatory restrictions. The specific tools differ between markets. In any case, the choice of applying filters and other features of parental control tools is entirely up to the customer and not set through Deutsche Telekom by default.

<p>National examples are provided above.</p>
<p>2. If applicable, please describe the features offered by the <u>parental controls</u>? E.g. restricting web access, customization, monitoring, other restrictions.....</p>
<p>National examples of the child safety price plans and age verification systems are provided above.</p>
<p>4. In relation to parental controls, which of the following <u>educational and information resources</u> to do you offer? (tick as many as apply)</p>
<p><input type="checkbox"/> <i>Company policy in relation to use of parental controls</i> <input type="checkbox"/> <i>Guidance about how to use parental controls</i> <input type="checkbox"/> <i>Educational or awareness-raising resources about the use of parental controls</i> <input checked="" type="checkbox"/> <i>A promotional or marketing channel for the uptake of parental controls</i> <input type="checkbox"/> <i>External links to educational material/resources about the use of parental control</i></p> <p>Committed measures to promote the usage of parental control tools are listed above (offering parental controls in e-channels, promotion on child online safety webpages and in own-branded product information), including national examples of how they are implemented.</p> <p>Beyond Deutsche Telekom Group's commitment, additional measures can be applied by subsidiary companies individually, e.g. educational or awareness raising resources or external links to educational material/resources.</p>
<p>4. Please outline any additional safety tools or solutions <u>not detailed above</u> that relate to parental controls, including any planned implementation of new features or procedures?</p>
<p>Beyond Deutsche Telekom Group's commitment, additional measures are taken by subsidiary companies individually.</p>

Principle 3 – Dealing with abuse/misuse

Requirements

Signatories should:

- Provide a clear and simple process whereby users can report content or behavior which breaches the service's terms and conditions.
- Implement appropriate procedures for reviewing user reports about images, videos, text and other content or behavior.
- Provide clear information to users on all available report and review procedures.
- Place and review regularly links to these reporting options in appropriate areas of the service (e.g. where users view user-generated content or interact with other users) and provide guidance on what to report.
- Place links to relevant child welfare organizations or specialist providers of advice (e.g. about anorexia or bullying) and other confidential helplines/support services in appropriate areas.
- Ensure that moderators who review user reports are properly trained to determine or escalate content or behavior presented to them

Please indicate, when relevant, the approach taken at Group/Corporate level and if you have different solutions in EU Market.

Based on Deutsche Telekom Group's approach, each subsidiary company specifies its measures individually:

Deutsche Telekom commits to providing reporting tools for users in all services that may contain harmful or inappropriate content, as defined in the service's terms. Accordingly, this commitment refers to post-/unmoderated consumer hosting services allowing users to share their uploaded content publicly or with a limited audience.

Committed measure 1:

- For the use of consumer hosting services, customers have to agree to the terms of service. The terms set out which content and behaviour is allowed on the relevant services and/or which is not.

National examples:

Czech Republic

- Relevant info included in terms of service given to customers and on the website: <https://www.t-mobile.cz/dcpublish/OP-T-Cloud.pdf>
- Notification from 3rd parties are managed via Security process

Romania

- Policy for the use of the services include Telekom Romania's right to restrict or eliminate certain information or to shut down or block the access to any website that does not respect the policy.
- Excerpt from the terms of service: "The client does not have permission to use the service to transmit, copy, post, distribute, reproduce, use upload or process in any way: a) materials which are illegal, obscene, vulgar, defaming, abusive, threatening, that contain hate speech regarding race, ethnicity or that are in any way defaming. [...] Concerning our clients hosting content in our networks, the contracts include clear provisions that the client is fully responsible for the content."

Greece

- Conditions for use and abuse are always included in all applications-contracts for products and services of COSMOTE, especially for web hosting. In the below link, which includes the Terms of Use of the web hosting services, relevant information are included in paragraphs 4.1-4.3. (available only in Greek):

https://www.cosmote.gr/pdf/Business/oroi_cosmote_web_hosting.pdf

- Among others, in these paragraphs it is mentioned that:
- the client guarantees that any kind of information, data, software and content that is/will be introduced/presented via COSMOTE's network will be consistent with the current legislation, indicative and not restrictive in relation to the protection of copyright and protection of minors, personal data, personality, user morals, etc.
 - the client guarantees the good use of the service provided by the company
 - the Company reserves the right, in accordance with the procedure and conditions set by law, to remove or delete directly, in whole or in part, records, photographs, data or any other material, or content in general, that is abusive, immoral, threatening and contrary to the provisions of applicable law.
- Terms of Use are included in a dedicated webpage in the corporate site https://www.cosmote.gr/cs/cosmote/en/oroi_xrhshs_kinitis.html and in the webpages containing information per service provided.

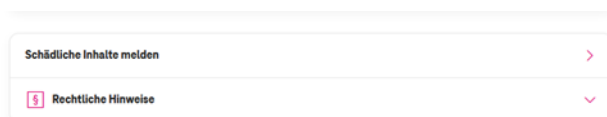
Committed measure 2, 3, 4 and 5:

- In line with this, all respective consumer cloud and hosting services include an online reporting tool allowing users to report inappropriate content on the service.
- The reporting tool shall be easy-to-use and easy-to-find via a link or button on the site.
- The reporting tool must not allow anonymous reports, it must at least require an email address being provided.

- Users who submit complaints will receive an automatic response which should include: a description of the investigation process, a reference to the terms of service and the standard time frame for dealing with complaints. The means of response can be email, the messaging function within the service or other.

National examples:

Austria



At <https://www.magenta.at/handytarife/zusatzpakete/kinderschutz> link to <https://www.stopline.at/de/home>

Czech Republic

- A customer can report abuse or misbehavior via our customer's line or contact abuse@t-mobile.cz or csirt@t-mobile.cz. Every report is analyzed and solved via security process.
- In case of 3rd parties' report, it is solved via security process, that covers an analysis, solving of problems and a cooperation with authorities, e.g. the police.

TICKET#	AGE	TITLE
2019022910003778	3 m	Abuse from 193.170.134.5
2019022910003814	14 m	Check_MK: CDC-V/CLOUD-TAXII-DHS/Check_MK CRIT -> OK
2019022910003968	14 m	Check_MK: CDC-V/CLOUD-TAXII-DHS/Check_MK OK -> CRIT
2019022910003971	24 m	Check_MK: CDC-V/CLOUD-TAXII-DHS/Check_MK CRIT -> OK
2019022910003982	24 m	Check_MK: CDC-V/CLOUD-TAXII-DHS/Check_MK OK -> CRIT
2019022910003983	24 m	Yasozemene o vypravani pozadavky na UAB v/Game Insights Ticketid:170179
2019022910003916	44 m	abuse report about 99.24.149.197 - 2019-02-28T03:49:58-0700
2019022910003981	44 m	Check_MK: CDC-V/CLOUD-TAXII-DHS/Check_MK CRIT -> OK
2019022910003907	44 m	Your server 93.153.108.192 has been registered as an attack source
2019022910003472	44 m	Check_MK: CDC-V/CLOUD-TAXII-DHS/Check_MK OK -> CRIT

Greece

- Direct link to the online reporting tool on: <https://www.cosmote.gr/fixed/en/corporate/cr/agora/paidikaiasfaleia>

Useful Links:

- Cyber Crime Unit
- Greek Safer Internet Center
- The Greek Hotline for illegal Internet content "SafeLine.gr". Visit Safeline.gr to:
 - report illegal internet content: <http://www.safeline.gr/en/report>,
 - to download the SafeLine Android App for reporting online illegal content <http://www.safeline.gr/en/reports/android-mobile-application-0>

Hungary

- The following options are available to users to report abuse/misuse:
 - They can notify customer service via telephone or e-mail about the content they intend to report.
 - Phone: 1414
 - e-mail: ugyfelszolgalat@telekom.hu
 - <https://www.telekom.hu/lakossagi/ugyintezes/elerhetosegek/internetes/online-uzenet>
 - abuse@telekom.hu
 - incidens@telekom.hu
- There is a contact us button at the bottom of <https://www.telekom.hu/lakossagi> which redirects the users to <https://www.telekom.hu/lakossagi/ugyintezes/elerhetosegek/internetes/online-uzenet>.



Write to us

Send a message via e-mail or by postal mail



Find a store

Find a Telekom store near you and schedule an appointment!



Call 1414

Feel free to call us 0-24 and press 8 for English!

- The document below presents the process map that contains the mechanisms after the report.



Abuse_telekom
folyamat 15v0903.pdl


Poland

- TMPL has many channels available for customers to provide feedback or report an issue or file complaints arising from any problems, including abuse and misuse: via phone (hotline), via e-mail, via regular written letter, via social media communication, etc.
- These feedback/complaint processes are managed by the TMPL Customer Care Team, with assistance from the legal team, if required.
- TMPL does, on our own website, provide a short summary of information on illegal content as well as the link customers can use to report it; either directly to TMPL or to local INHOPE node in Poland: <https://dyzurnet.pl/>
 - To 'dyzurnet.pl' customers can report any kind of content, that could potentially be considered illegal, but especially child sexual abuse content.

Report illegal content

1. What type of content would you like to report?

- Child sexual abuse materials
- Extreme adult content
- Racism and xenophobia
- Other illegal content


 In case of life-threatening emergency please call the police right away! Emergency telephone: 997 or 112.

2. Website details

Website address + Add

Description

Report description

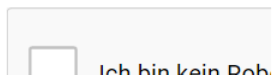
 Not required field

3. Choose your reporting method

Your e-mail  Not required field

I consent to the processing of my contact data in form of e-mail address to enable contact and effective processing of the notification which I reported.
[Read more...](#)

4. Send report



You can report to Dyzurnet.pl anonymously about online content relating to child sexual abuse or other possible illegal content. Having your e-mail address we are able to feedback with information concerning case closure actions and tasks.

Send

Romania

- <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiiilor-pe-internet/>

Slovakia

- Customers can report their feedback via Customer Care – Infoline, web form or personally and an issue is forwarded to relevant people and solved.

Committed measure 6:

- These measures are based on effective internal processes with clear responsibilities and standard processes, which ensure that complaints are dealt with within a short time frame.

National examples:

Romania

- The terms of service include Telekom Romania’s right to restrict or eliminate certain information or to shut down or block access to any website that does not respect the policy.

Slovakia

- Customers can report their feedback via Customer Care – Infoline, web form or personally and an issue is forwarded to relevant people and solved.
- Slovak Telekom’s guidelines for a standard process are as follows:
 - Level 1: Reporting tool delivers the report of inappropriate content to the head of the particular product service. All of the responsible persons are informed of their responsibility to deal with the report within 24 hours.
 - Level 2: The responsible person delivers the report to the legal department and is responsible for managing the process and providing the answer directly to the complaining user.

1. Please provide details of company policy relating to abuse and misuse (involving images, videos, text and other content or behaviour) on your product or service.

See ‘committed measure 1’ and national examples above.

2. Please describe the process or mechanism available for users to report abuse/misuse (involving images, videos, text and other content or behaviour) on your product or service).

See ‘committed measure 2, 3 and 4’ and national examples above.

3. Where is the reporting button/ mechanism located?

(tick any that apply)

<input type="checkbox"/> <i>On each page of the website/service</i> <input type="checkbox"/> <i>Close to the point where such content might be reported</i> <input type="checkbox"/> <i>In a separate location such as a safety page</i> <input type="checkbox"/> <i>In a browser extension</i> <input type="checkbox"/> <i>In a separate app for a connected device</i> <input checked="" type="checkbox"/> <i>Other (please specify):</i> <p>Specified by each subsidiary company, as most appropriate for the respective product or service, including also the above listed options. See 'committed measure 2, 3 and 4' and national examples above.</p>
<p>4. <u>Who</u> may use such a reporting mechanism? (tick any that apply)</p> <input type="checkbox"/> <i>Only registered user/profile in which content is located</i> <input type="checkbox"/> <i>All registered users of the product/service?</i> <input type="checkbox"/> <i>Everyone including non-users, e.g. parents/teachers who are not registered for the service</i> <input checked="" type="checkbox"/> <i>Other (please explain):</i> <p>Specified by each subsidiary company, as most appropriate for the respective product or service, including also the above listed options. See 'committed measure 2, 3 and 4' and national examples above.</p>
<p>5. Which <u>kinds of content</u> can users report?</p> <p>Specified by each subsidiary company, as most appropriate for the respective product or service. See 'committed measure 2, 3 and 4' and national examples above.</p>
<p>6. Which of the following information do you provide to users? (tick any that apply)</p> <input type="checkbox"/> <i>Advice about what to report</i> <input type="checkbox"/> <i>Advice about how to make a report</i> <input type="checkbox"/> <i>Pre-defined categories for making a report</i> <input checked="" type="checkbox"/> <i>How reports are typically handled</i> <input checked="" type="checkbox"/> <i>Feedback to users</i> <input checked="" type="checkbox"/> <i>Other website/external agency for reporting abuse/ misuse content?</i> <input checked="" type="checkbox"/> <i>Other (please specify):</i> <p>Specified by each subsidiary company, as most appropriate for the respective product or service, including also the above listed options. See 'committed measure 2,3 and 4' and national examples above.</p>
<p>7. Please provide details of any <u>other means</u>, in addition to a reporting button/icon, to report content or behavior which breaches your service's terms and conditions</p> <p>Further means beyond Deutsche Telekom Group's described commitment can be applied by each subsidiary company individually.</p>

8. Please outline briefly any other procedures or programmes offered by your service *not detailed above* that relate to abuse /misuse.

See 'committed measure 6' and national examples above.

Further means beyond Deutsche Telekom Group's described commitment can be applied by each subsidiary company individually.

Principle 4 – Child Sexual abuse content or illegal contact

Requirements

Signatories should:

- Co-operate with law enforcement authorities, as provided for in local law, regarding child sexual abuse content or unlawful contact.
- Facilitate the notification of suspected child sexual abuse content to the appropriate law enforcement channels, in accordance with existing laws and data protection rules.
- Ensure the prompt removal of illegal child sexual abuse content (once it has been confirmed as illegal by the relevant public authority) in liaison with national law enforcement.
- Provide relevant additional information and/or links to users so they can make a report or obtain information about appropriate agencies or organisations that users can contact about making a report or obtaining expert advice, at national and EU level (e.g. law enforcement agencies, national INHOPE hotlines and emergency services).

Please indicate, when relevant, the approach taken at Group/Corporate level and if you have different solutions in EU Market.

Based on Deutsche Telekom Group's approach, each subsidiary company specifies its measures individually:

The GSMA Mobile Alliance against Child Sexual Abuse Content² sets out standards for telecom operators on how to effectively fight child sexual abuse material online. In order to share the good practice of these standards, Deutsche Telekom worked jointly with other operators to publish the GSMA Transparency Paper.³ Deutsche Telekom commits to the following standards to ensure effective takedown of child abuse material:

Committed measure 1:

- The corporate Child Online Safety Webpage provides links to the INHOPE reporting app, which enables users to report child abuse material via their smartphone.

National examples:

Germany

- <https://www.telekom.de/ueber-das-unternehmen/jugendschutz#sicherheitspakete-der-telekom> links to www.fsm.de, where complaints can be filed under <https://www.fsm.de/de/beschwerdestelle/inhalte-melden>

² <https://www.gsma.com/publicpolicy/consumer-affairs/children-mobile-technology/mobile-alliance>

³ https://www.gsma.com/publicpolicy/wp-content/uploads/2012/03/notice_and_takedown_gsma_unicef_april_2016.pdf

Austria

- In Austria, Magenta Telekom provides a link to Stopline.at
- At <https://www.magenta.at/handytarife/zusatzpakete/kinderschutz> link to <https://www.stopline.at/de/home>

Croatia

- <http://www.t.ht.hr/drustvena-odgovornost/modal-mladi/>

Czech Republic

- <https://www.t-mobile.cz/detsky-zamek>

Greece

- COSMOTE provides- via its corporate website and its dedicated microsite on online safety of children- a link to:
 - the reporting tools of the [Greek Hotline for illegal Internet content "SafeLine.gr"](#)
 - the official authority Cyber Crime Unit site is included in the corporate site, including contact information with the CCU
 - other specialized institutions, such as the Hellenic Association for the Study of Internet Addiction Disorder (HASIAD)
 - <https://www.e-parenting.gr/>
 - <https://www.cosmote.gr/cs/otegroup/en/asfalis-xrisi-tou-diadiktiou.html>

Romania

- Link to OradeNet (<http://oradenet.salvaticopiii.ro/esc-abuz>) (National Hotline) reporting application provided on corporate webpage: <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>.
- Link to SaferNet (National Hotline) reporting application provided on corporate webpage: <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>.

Poland

- TMPL provides, on our own website, a short summary of information on illegal content as well as the link customers can use to report content, they believe may be illegal.
- Customers can report either directly to TMPL, via standard customer contact channels, or to the local INHOPE node in Poland: <https://dyzurnet.pl/>

About us

The Dyzurnet.pl team is a point of contact that has been functioning within the framework of NASK since 2005. It responds to anonymous reports received from Internet users about potentially illegal material, mainly related to sexual abuse of children.

According to the Act on the National Cyber Security System, NASK-PIB was indicated as one of the Computer Security Incident Response Teams (CSIRT). Our tasks include providing a telephone line or website service operating in the field of reporting and analysis of cases of distribution, propagation or transmission of child pornography via information and communication technologies, referred to Directive 2011/92 / EU of the European Parliament and the Council from 13 December 2011, on combating the sexual abuse and sexual exploitation of children and child pornography, Replacing Council Framework Decision 2004/68 / WSISW. The task at NASK-PIB is carried out by Dyzurnet.pl.

Dyzurnet.pl also carries out awareness raising and educational activities to increase the level of the online safety of children and young people by, among others, taking various initiatives, including campaigns, conferences, trainings for professionals and experts as well as workshops for the youngest Internet users. Dyzurnet.pl operates as part of the Polish Safer Internet Centre - funded under the European Commission's "Connecting Europe Facility" (CEF) Program.

Since 2005 Dyzurnet.pl is a member of INHOPE (International Association of Internet Hotlines). INHOPE brings together 46 hotlines in 42 countries worldwide and provides a forum where we can exchange information and experience on matters such as complaint investigation processes, occupational health and safety for Hotline staff, and standardised reporting of statistics. INHOPE provides training and helps hotlines develop and deliver best practice and quality assurance across the network, included in the INHOPE Code of Practice.

Porady dla rodziców



[Informacje](#)
[Strona główna](#)
[Porady](#)
[Słowniczek](#)
[Nasze usługi](#)
[Zgłaszanie nadużyć](#)

W obronie przed niepożądanymi treściami

Treści nielegalne według polskiego prawa to:

- Prezentowanie treści pornograficznych w taki sposób, że może to narzucić ich odbiór osobie, która sobie tego nie życzy (art. 202 § 1 K.k.)
- Prezentowanie małoletniemu poniżej lat 15 treści pornograficznych lub udostępniania mu przedmiotów mających taki charakter albo rozpowszechniania treści pornograficznych w sposób umożliwiający mu zapoznanie się z nimi (art. 202 § 2 K.k.)
- Utrwalanie, sprowadzanie, przechowywanie i posiadanie treści pornograficznych z udziałem małoletniego poniżej 15 lat (art. 202 § 4 i 4a K.k.)
- Produkcowanie, utrwalanie, sprowadzanie czy też publiczne prezentowanie w celu rozpowszechniania treści pornograficznych z udziałem małoletniego poniżej 18 r.ż. (art. 202 § 3 K.k.)
- Rozpowszechnianie treści pornograficznych związanych z prezentowaniem przemocy lub postępowaniem się zwierzęciem (art. 202 § 3 K.k.)
- Publiczne propagowanie faszystowskiego lub innego totalitarnego ustroju państwa lub nawoływanie do nienawiści na tle różnic narodowościowych, etnicznych, rasowych, wyznaniowych albo ze względu na bezwyznaniowość (art. 256 K.k.)
- Publiczne znieważanie grupy ludności albo poszczególnej osoby z powodu jej przynależności narodowej, etnicznej, rasowej, wyznaniowej albo z powodu jej bezwyznaniowości (art. 257 § K.k.)

Jeżeli niechcianą treść znajdują Państwo na stronach sieci T-Mobile – prosimy o pilny kontakt pod numerami telefonów 602 900 (dla abonentów sieci T-Mobile) i 602 960 200 (dla użytkowników T-Mobile na kartę) lub pisemnie na adres: info@t-mobile.pl.

Również na stronie www.dyzurnet.pl znajdziecie Państwo formularz zgłoszenia w przypadku znalezienia w Internecie treści nielegalnych. Pracownicy dyzurnet.pl prześlą Państwa zgłoszenie do odpowiednich organów (w tym na Policję). Do powyższej organizacji można zgłaszać przypadki łamania prawa zarówno na stronach polskich, jak i zagranicznych dostawców Internetu.

Slovakia

- Slovak Telekom provides a link to the eSlovensko reporting app “Stopleveline.sk”: <http://stopleveline.sk/sk/uvod/>.

Committed measure 2:

- Corporate web pages provide the link to the national INHOPE node or equivalent for user reports on suspected child sexual abuse content online.

National examples:

Austria

- In Austria, Magenta Telekom provides a link to Stopline.at:
<https://www.magenta.at/handytarife/zusatzpakete/kinderschutz> link to
<https://www.stopline.at/de/home>

Croatia

- <http://www.t.ht.hr/drustvena-odgovornost/modal-mladi/>

Czech Republic

- Because of strict net-neutrality rules it is not possible to enable customers to filter their internet access. We are not allowed to block child abuse URLs.
- In the case of the law enforcement agency's announcement, we responsibly solve all issues according to the penal code and civil law.

Germany

- Telekom Deutschland provides a link to FSM.de:
https://www.telekom.de/start/jugendschutz?wt_mc=alias_1156_jugendschutz

Greece

- The reporting tool Safeline is included on the corporate site:
https://www.cosmote.gr/fixed/en/corporate/cr/asfalis_xrisi_diadiktuou/xrisimoi_syn_desmoi

Poland

- Link to INHOPE node in Poland (www.Dyzurnet.pl) is provided in TMPL website.

Romania

- Link to OradeNet (<http://oradenet.salvaticopiii.ro/esc-abuz>) (National Hotline) reporting application provided on corporate webpage:
<https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>

Committed measure 3:

- Deutsche Telekom supports the work of the INHOPE node or equivalent in the respective country.

National examples:

Germany

- The Telekom is a member of the FSM and the FSM is a founding member of INHOPE: https://www.fsm.de/de/projekte#A3_3



INHOPE is the worldwide network of Internet hotlines for combating illegal content on the Internet, particularly depictions of child abuse, and now includes 46 members from 42 different countries. In 1999, the FSM and seven other hotlines founded the International Association of Internet Hotlines. INHOPE is the main forum for the coordination of hotlines in Europe and worldwide. Both the work of INHOPE and the activities of the FSM hotline are supported by the EU Safer Internet Action Plan. The INHOPE network offers its members the opportunity to forward complaints to the responsible INHOPE partners in each case. INHOPE thus enables these complaints to be dealt with in the respective country of origin and ensures that illegal content can no longer be accessed. Each hotline also collaborates with the national police in its own country. INHOPE has working relationships with both INTERPOL and Europol.

INHOPE has five specific primary objectives:

- to develop more effective, more secure and coordinated mechanisms for exchanging reports between international hotlines
- to create guidelines and best-practice standards for hotlines (code of practice)
- to promote the exchange of expertise between members
- to provide new hotlines around the world with advice and training
- to promote collaboration on an international level and to act as an intermediary between policy makers, law enforcement agencies and other organisations

The work of INHOPE is financed by subsidies from the EU and membership fees.

Croatia

- Croatian Telekom supports (Letter of Intent sent) the Centre for Missing Exploited Children:
 - <http://cnzd.org/partneri>

Greece

- CosmOTE cooperates with SafeLine, which is an official member of INHOPE. Also, CosmOTE supports the work of the Cyber Crime Unit, concerning online safety.
- Safenet implements SafeLine, which is the official member of INHOPE in Greece:
 - <http://www.safeline.gr/en/report>

Romania

- Link to OradeNet (<http://oradenet.salvaticopiii.ro/esc-abuz>) (National Hotline) reporting application provided on corporate webpage: <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>
-
- Link to SaferNet (National Hotline) reporting application provided on corporate webpage: <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>

Committed measure 4, 5 and 6:

- There are clear internal processes and responsibilities within Deutsche Telekom, to ensure that reports received on child sexual abuse material online are appropriately dealt with. Such reports should not be investigated by own staff.
- Deutsche Telekom cooperates with law enforcement and INHOPE or equivalents in the fight against child sexual abuse material online, in order to facilitate prompt prosecution and law enforcement regarding suspected child sexual abuse content brought to the company's awareness.
- For own consumer hosting or digital content platforms, liaison points of contact with law enforcement and INHOPE or equivalent are ensured, in order to receive their reports on identified child sexual abuse content on own services.

National examples (roughly summarized):

Croatia

- Croatian Telekom has a mechanism of forwarding every received report to the person in charge in the Ministry of Interior (Head of Child Abuse Department). The person responsible for handling investigations on child sexual abuse material online is defined by the ministry. Croatian Telekom has developed a procedure with HAKOM (Croatian NRA) for blocking Croatian Telekom customers' numbers reported for sending unsolicited SMS by end users or the competent authorities. HAKOM has opened an e-mail address with the purpose of reporting unsolicited SMS: nezeljeni.sms@hakom.hr. Reports should contain details about such SMS and a screenshot of the message(s) as evidence. E-mails are distributed to all Croatian mobile operators. After receiving such e-mails, the responsible group in Croatian Telekom conducts an analysis of reported numbers and if it is confirmed that these numbers are sending large amounts of SMS they are disconnected.
- A point of contact for the Croatian Ministry of Interior has been assigned in Croatian Telekom (Compliance Department) according to which the mutual information exchange has been agreed.

- Croatian Telekom effectively removes illegal content from its own services, once it is notified by e.g. the police about illegal content on our servers.

Germany

- There is a coordinated process involving hotlines, authorities and Telekom Deutschland's departments that deal with abuse and legal matters. Hotlines receive reports and notify stakeholders, within Telekom Deutschland there is a clear contact point and an aligned process of legal assessment. National authorities are fully involved to ensure investigation and prosecution.

Greece

- Reports on child sexual abuse material online received by cosmOTE are delivered to the competent department in order to examine if cosmOTE is hosting the relevant site. If cosmOTE is the host, then the legal department is involved and communicates the report to the authorities in order for them to take action. The authorities shall make a decision with respect to the case and forward instructions to the legal department of cosmOTE. The legal department shall forward these instructions to the competent department and cosmOTE shall then act according to the Authorities' instructions.

Hungary

- Magyar Telekom established a coordinated process involving hotlines, authorities and MT's departments that deal with abuse and legal matters. Hotlines, Police, NMHH or abuse@telekom.hu receive reports and notify the responsible persons to remove content, should this be necessary. Magyar Telekom effectively removes illegal content from its own servers.

Romania

- There is an internal process in place to ensure that prospective reports are directed to OradeNet Hotline.
- In case of possible complaints being received by Telekom Romania via different channels (call centres 1234, e-mail: sesizari@telekom.ro , [contact form from company website](#)), the relevant structures within the organization follow the NTD procedure and direct the complaining customers to the reporting application of the national hotline organization [OradeNet](#). If required by a relevant authority (i.e law enforcement authority), Telekom Romania can implement measures to block access to the illegal content sites.
- Please also note that Telekom Romania clearly takes responsibility for its own content services which are properly secured. If required by a relevant (i.e. law enforcement authority), Telekom Romania can implement measures to blocking access of its users to the illegal content sites. Concerning our clients hosting content on our networks, the terms of service include clear provisions by which the client is not permitted to

use the service for illegal content, including child sexual abuse. The client is fully responsible for the content.

Poland

- By law TMPL cooperates with law enforcement agencies, also with regard to issues related to the illegal content on a case-by-case basis.

Committed measure 7:

- Contractual agreements are used to require 3rd party content providers/partners with whom there are commercial relationship to follow equivalent notice and takedown rules.

National examples:

Romania

- In the contractual agreements with content provider, who distribute content over Telekom Romania’s channels, the respective providers is obliged not to change the nature and classification of the content without prior notice to Telekom.

1. Which of the following mechanisms are provided on your product or service to facilitate the notification or reporting of suspected child abuse content?

(tick any that apply)

- Company-own hotline reporting button or telephone number
- Link or button for external national or regional INHOPE hotline
- Emergency services
- Law enforcement agency
- Other external agency (please specify):

See ‘committed measure 2’ and national examples above.

2. Please outline briefly the procedures to be followed if illegal content were to be discovered on your service.

See ‘committed measure 4’ and national examples above.

3. Do you provide links to any of the following to enable users gain additional information in relation to child sexual abuse content or illegal contact?

(tick any that apply)

- Links to relevant child welfare organizations/specialist providers of advice*
- Other confidential helplines/support services*
- Law enforcement agencies*
- INHOPE*
- Other (please specify):*

See 'committed measure 2' and national examples above. Further means beyond Deutsche Telekom Group's commitment can be applied by each subsidiary company individually, including also the above listed links.

4. Please outline briefly any additional procedure in place within your company not detailed above to ensure that you comply with local and/ or international laws with regard to child sexual abuse and other illegal content?

See 'committed measure 2' and national examples above. Further means beyond Deutsche Telekom Group's commitment can be applied by each subsidiary company individually.

Principle 5 – Privacy and Control

Requirements

Signatories should:

- Manage privacy settings appropriate for children and young people in ways that ensure they are as safe as is reasonably possible.
- Offer a range of privacy setting options that encourage parents, children and young people to make informed decisions about their use of the service and the information they post and share with others online. These options should be easy to understand, prominently placed, user friendly and accessible.
- Take steps, where appropriate and in accordance with legal obligations, to raise user awareness of different privacy controls enabled by services or devices and enable users to use these as appropriate.
- Make reasonable efforts to raise awareness among all parties, service, content, technology and application providers, including public bodies, of industry good practice in relation to the protection of children and young people online

Please indicate, when relevant, the approach taken at Group/Corporate level and if you have different solutions in EU Market.

This chapter refers to products and services that allow users to share their private data with each other. Such services are not Deutsche Telekom's focus and, thus, any potential impact on increasing child online safety is very limited.

Deutsche Telekom is committed to improve age appropriate privacy settings by implementing the GSMA 'Privacy Design Guidelines for Mobile Application Development'⁴.

The guidelines were developed in the context of the GSMA Mobile Privacy Initiative⁵ and help to drive a more consistent approach to user privacy across mobile platforms, applications and devices.

They establish privacy rules for e.g. social networking and social media apps, or the application of mobile advertisement. In a dedicated chapter on children and adolescents, the principles demand to, inter alia, tailor applications to appropriate age ranges and to have a location default setting that prevents users from automatically publishing their precise location.

⁴ https://www.gsma.com/publicpolicy/wp-content/uploads/2016/09/GSMA2012_Guidelines_PrivacyDesignGuidelinesForMobileApplicationDevelopment_English.pdf

⁵ <https://www.gsma.com/publicpolicy/consumer-affairs/privacy>

<p>1. Please provide details of your company’s published <u>privacy policy</u> in relation access, collection, sharing and further use of data from minors under the age of 18 when utilizing your product or service?</p>
<p>See explanation above.</p>
<p>2. Are <u>distinct privacy settings</u> deployed to prevent access to information on for users under the age of 18?</p>
<p><input checked="" type="checkbox"/> <i>Not applicable (please explain):</i></p> <p>See explanation above.</p> <p>If yes, please briefly outline available age-appropriate privacy settings (Provide details including relevant links/ screenshots on your website)</p> <p>Please identify default settings for each <u>age category</u> of under 18s, as relevant:</p> <p>Please identify any steps you have taken to ensure that these settings are <u>easy to understand, prominently placed, user friendly and accessible</u>.</p>
<p>3. Where are users able to view and change or update their privacy status? tick any that apply)</p>
<p>Not applicable — see explanation above</p>
<p>4. Which of the following <u>information, resources or help features</u> (if any) are provided to encourage users to make informed decisions about their privacy or the information they share?</p>
<p>Not applicable — see explanation above</p>
<p>5. Please outline briefly any additional policies or activities (existing or proposed), <u>not detailed above</u>, to ensure that personal information is protected, using reasonable safeguards appropriate to the sensitivity of the information.</p>
<p>Not applicable — see explanation above</p>

Principle 6 – Education and Awareness

Requirements

Signatories should:

- Educate children and young people and give them up to date information to manage their access and settings in relation to content, services and applications, adding support where possible to existing initiatives and partnerships.
- Provide advice about features of the service or functionality that are available to allow parents to improve the protection of children, such as tools to prevent access to certain types of content or service.
- Provide links to other sources of relevant, independent and authoritative advice for parents and carers, teachers, and for children.
- Provide access to information that will help educate parents, carers, teachers and children about media literacy and ethical digital citizenship, and help them think critically about the content consumed and created on the internet.
- Encourage parents and teachers to use this information and talk to their children/pupils about the issues arising from the use of online services, including such topics as bullying, grooming and, where relevant, cost management

Please indicate, when relevant, the approach taken at Group/Corporate level and if you have different solutions in EU Market.

Based on Deutsche Telekom Group's approach, each subsidiary company specifies its measures individually:

Committed measure 1:

- To improve transparency and demonstrate responsibility, each national entity will appoint a Child Safety Officer. This officer coordinates child online safety internally and serves as a central point of contact for external requests, e.g. by non-governmental organizations and authorities.
- The appointed Child Safety Officers are usually located in the Public Policy, Regulatory, Corporate Responsibility, Communication or Legal Department. They closely interact with a variety of functions and departments, e.g. Marketing, which is required to effectively ensure child online safety.

National examples:

Dedicated contact persons in each subsidiary national company in the following departments:

Austria

- Legal Department, Corporate Communications

Germany

- Legal Department, Public and Regulatory Affairs

Greece

- Child Safety Officer from Corporate Responsibility Department, coordinates team of experts dealing with child online safety issues within Regulatory, Legal, Marketing and Corporate Communications.

Hungary

- Regulatory Department

Poland

- CR & Internal Communication Manager

Romania

- Corporate Communications Director within Corporate Communications Division

Slovakia

- Corporate Communications

Committed measure 2:

- For better information of the public and stakeholders, all national companies will provide a dedicated Child Online Safety Webpage as an easy to reach and central hub for parents, children and interested stakeholders. This webpage will provide information on the company's services and products offered to increase child online safety – for example to promote the use of parental control tools. Also, the webpage will raise awareness on topics that are relevant for child online safety and provide information about the company's engagement and good practices.

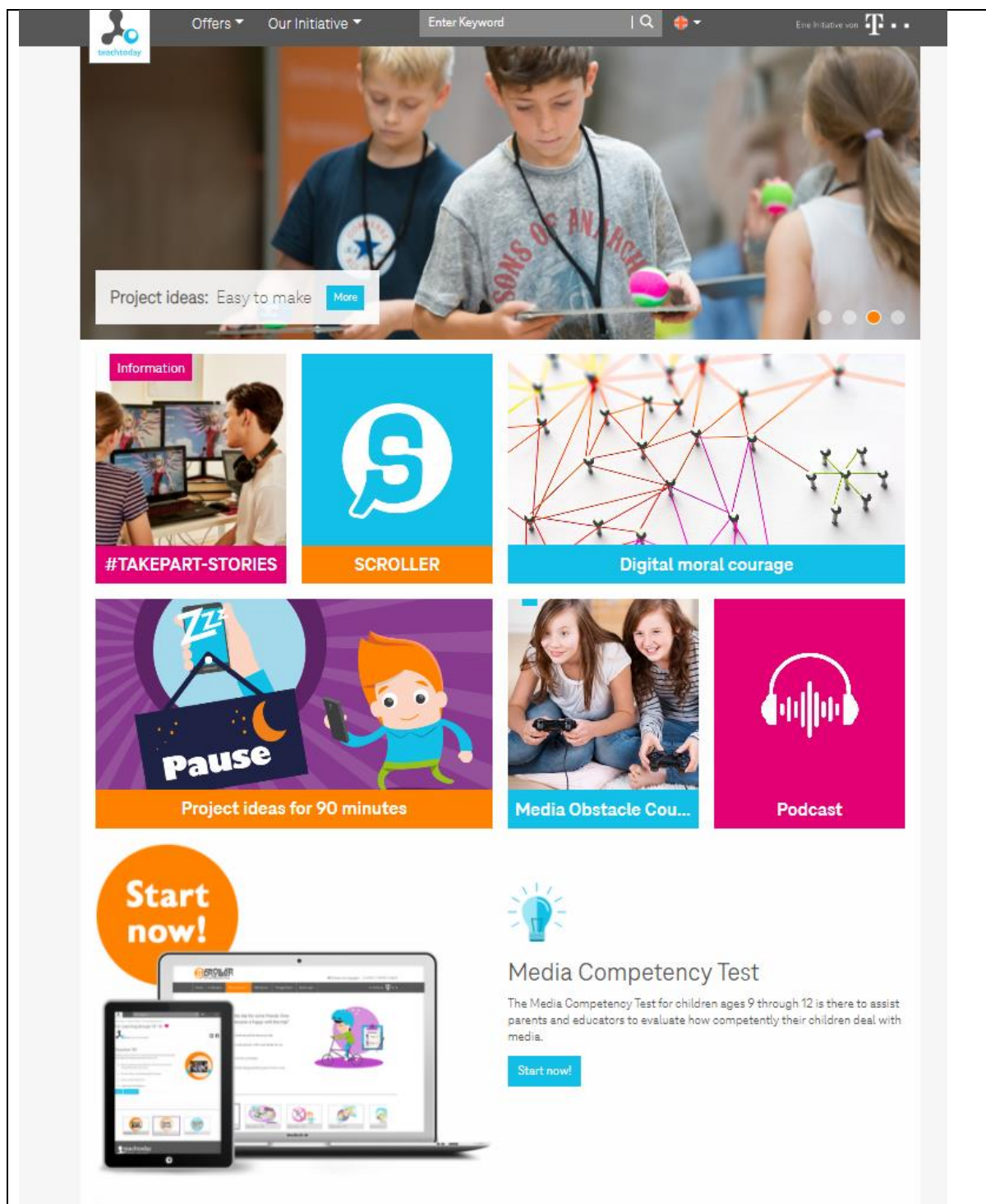
National examples:

Czech Republic

- <https://www.t-mobile.cz/udrzitelnost>

Germany

- General information on child safety:
https://www.telekom.de/start/jugendschutz?wt_mc=alias_1156_jugendschutz
- Digital learning support for families and educators in seven languages for several markets: <https://www.teachtoday.de/en/>



Greece

- A large spectrum of topics are included in the dedicated company’s website, concerning online safety of children <https://www.e-parenting.gr/articles> (available only in Greek)

Hungary

- <http://www.telekom.hu/rolunk/fenntarthatosag/educacio/gyermekvedelem>

Romania

- <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/>

Poland

- TMPL promotes child safety tools, games, apps and also educates parents and teachers on this subject on a dedicated, specified child safety website: <https://www.t-mobile.pl/pl/w-cyfrowym-swiecie/korzystaj-z-tresci-z-glowa#help>
- TMPL also provides a website where parents and teachers can find useful material regarding safer internet (eg. lesson's scenarios). <http://www.teachtoday.de/pl/>

The screenshot shows the homepage of the 'teachtoday' website. At the top, there is a navigation bar with the 'teachtoday' logo, menu items 'Offers' and 'Our Initiative', a search bar with the placeholder 'Enter Keyword', and a 'Telekom' logo. Below the navigation bar is a large hero image of a child wearing headphones, with a text overlay: 'Gaming: Where the fun stops ... More'. The main content area features a grid of six colorful tiles:

- 'Information' tile with a photo of two people at a computer and the text '#TAKEPART-STORIES'.
- 'SCROLLER' tile with a blue background and a white speech bubble icon.
- 'Digital moral courage' tile with a network diagram of pins and string.
- 'Project ideas for 90 minutes' tile with a cartoon character holding a smartphone and a 'Pause' sign.
- 'Media Obstacle Cou...' tile with a photo of two girls playing video games.
- 'Podcast' tile with a pink background and a white headphones icon.

 Below the grid is a 'Start now!' section featuring a laptop and tablet displaying the website interface, and a 'Media Competency Test' section with a lightbulb icon and a 'Start now!' button. A quote by Jutta Heimann-Feidhoff is displayed in a grey box: "When using digital media in school, it's not the contents that should be determined through the medium, rather the other way around. That's how a natural link between analog and digital media arises." The footer contains the 'teachtoday' logo and tagline 'Medien, aber sicher.', 'Our Initiative' description, 'News' section (showing 'No items found at the moment.'), and 'Quicklinks' for 'contact' and 'Telekom engagement'.

Educational information on websites:

- <https://www.t-mobile.pl/pl/w-cyfrowym-swiecie/korzystaj-z-tresci-z-glowa#help>
- <https://nawygranejpozycji.pl>
- <https://raport-t-mobile-polska.pl/we-care-odpowiedzialni-w-cyfrowym-swiecie/bezpieczenstwo-w-sieci/bezpieczenstwo-dzieci-w-sieci/>

Slovakia

Guidelines, tips, text, information to parents through customer's direct communication:

- [Chráňime deti na internete - Telekom](#)

Committed measures 3:

- Deutsche Telekom's subsidiaries are continuously engaging in a variety of different projects to further education and awareness in the context of the respective national culture and education system. Such initiatives include inter alia:
 - Running own public campaigns and events
 - Providing awareness raising material
 - Support of governmental initiatives
 - Support of NGOs engaged in the field
 - Facilitating the work of schools and teachers

National examples:

Germany


- Telekom Deutschland works with and participates in a number of projects and organizations aimed at supporting children and families:
<https://www.telekom.com/en/corporate-responsibility/social-commitment/protection-of-minors>

Deutsche Telekom is involved in a number of initiatives and associations and works with partners to support active child protection in the digitized world.

Klicksafe

Since 2004, the klicksafe initiative has been fulfilling the mandate of the European Commission to teach Internet users in Germany how to use the Internet and new media competently and critically. Klicksafe helps Internet hotlines and the youth counseling line “Nummer gegen Kummer” to address relevant issues on the subject of Internet safety and to network initiatives in Germany. Deutsche Telekom works actively on the klicksafe Council together with other representatives of public and private institutions for education, media education, science, youth protection, crime prevention and industry. [More ...](#)

fragFINN

Deutsche Telekom is a founding member of fragFINN e.V. This non-profit organization is part of the “Ein Netz für Kinder” initiative supported by the federal government and provides an offering of the same name, in which children can only access approved content, i.e., can surf in safety. This is done online via a special search engine for the approved content and there is also a browser app for  Android and iOS. In addition, there is a separate website offering information for parents as well as content specially made for children, surf tips, funny videos or exciting games. [More ...](#)

FSM e. V.

Freiwillige Selbstkontrolle Multimedia-Diensteanbieter (FSM e.V. – Voluntary Self-Control for Multimedia Service Providers) is a non-profit association that has been involved in youth media protection since 1997. Deutsche Telekom is a founding member and has been actively involved on the board right from the start. Since 2003, FSM has also been a self-regulation body recognized under administrative law as part of the Interstate Treaty on the Protection of Minors in the Media (Jugendmedienschutzstaatsvertrag - JMStV) for the field of telemedia and performs the corresponding activities. Its other activities are primarily reviewing and advising on youth protection-relevant offers, measures to promote media literacy, and membership of Inhope, an international association of hotlines, under which FSM operates a German Internet hotline for users to report any content they think may be illegal. [More ...](#)

JusProg – the youth protection program

Young children should only surf in a protected space (e.g., fragFINN, see above). But these offers are not attractive to older children and young people. So, parents need other technical aids to give their kids more freedom without having to watch over their shoulders.

Hence the non-profit organization JusProg. e.V. has developed the filter software JusProg. This software helps parents let their kids surf unsupervised while at the same time protecting them from erotic or violent content. Until 2016, Deutsche Telekom had run its own child protection software. To do better justice to this fast-developing technology with different operating systems in a very heterogeneous market, JusProg and Deutsche Telekom have now pooled their expertise and are working on a powerful, joint protection program.

For this purpose, Deutsche Telekom donated its child protection software to the association and at the same time became a member. In March 2017, the JusProg youth protection program for Windows, which is based on the old Deutsche Telekom child protection software was recognized for the first time as part of the new §11 of the Interstate Treaty on the Protection of Minors in the Media (Jugendmedienschutzstaatsvertrag – JMStV). In addition to the Windows software, there is now also an app for Android and iOS. [More ...](#)

Nummer gegen Kummer youth counseling line

Free telephone helpline for children, young people and parents. [More ...](#)

Digital safety

Deutsche Telekom’s free safety tips help you to protect yourself and your data in your everyday digital life. [More ...](#)

Teachtoday

Media literacy and knowing how to manage risk in the media world are vital for youth protection measures. That is why, in 2014, Deutsche Telekom took over responsibility for running the Teachtoday initiative, conceived by the EU to promote safe use of media and media literacy. The initiative supports children, young people, parents and grandparents as well as teachers by offering hands-on tips and materials. [More ...](#)

- Own public campaigns include the #TAKEPART campaign aimed at enabling everyone, including young people, to take part in the digital world and the #nohatespeech campaign raising awareness and taking a stance against hate speech and cyber bullying
 - <https://www.telekom.com/en/company/topic-specials/special-takepart>
 - <https://www.cr-report.telekom.com/site21/management-facts/social/social-commitment#atn-18682-18684>
- The Telekom@School initiative offers free or discounted Wi-Fi to schools. As of 2020, 22.000 schools chose a free Wi-Fi connection the program, another 6000 opted for a higher bandwidth subsidized by the Telekom: <https://www.cr-report.telekom.com/site21/management-facts/social/social-commitment#atn-18682-18684>

Austria

ConnectedKids: <https://www.magenta.at/connectedkids>

ConnectKids focuses on social responsibility and is a non-bureaucratic, digital solution for schools to introduce the use of mobile devices at no cost for six weeks

- Encourages independent approaches to media
- 200 schools, 1000 class groups, 1000 educators and 17.000 students participated in the project by the end of the 20/21 school year
- Blog posts: <https://blog.magenta.at/>

<https://blog.magenta.at/2020/02/11/safer-internet-day-2020/>

<https://blog.magenta.at/2020/02/28/datenschutz-tipps/>

<https://blog.magenta.at/2021/08/04/sicherheit-im-internet/>

<https://blog.magenta.at/2021/09/13/imei-handy/>

<https://blog.magenta.at/2021/09/06/cyber-versicherung/>

<https://blog.magenta.at/2021/08/30/sim-swapping/>

<https://blog.magenta.at/2021/08/06/phishing-attacken/>

<https://blog.magenta.at/2021/07/07/virenschutz-handy/>

<https://blog.magenta.at/2020/06/05/ping-call/>

<https://blog.magenta.at/2020/01/02/netzsperre/>

<https://blog.magenta.at/2015/08/18/digitale-signatur-phishing/>

<https://blog.magenta.at/2021/06/21/fake-sms/>

<https://blog.magenta.at/2021/07/31/fake-gewinnspiel/>

<https://blog.magenta.at/2021/06/29/einkaufen-online/>

Croatia

- Croatian Telekom supports the “Share the Positive, Block the Negative” social responsibility initiative: <http://www.t.ht.hr/en/Press/press-releases/3537/MyKi-smart-watches-for-child-safety-available-in-Hrvatski-Telekom-s-offering.html>
- In 2017 this project brought together the academic community, the non-governmental sector, and state institutions to increase the level of safety of children on the internet. The main partners are the Brave Phone association and the Association for Communication and Media Culture (DKMK). The initiative covers a number of awareness-raising activities to better protect children on the internet, aiming to improve the current state in this segment.
- On the occasion of the International Safer Internet Day 2018, Hrvatski Telekom launched a broad national action to educate users on how to protect themselves on digital platforms as part of the initiative “Share the positive, block the negative”, and signed the Safer Internet Charter, an initiative launched by the Safer Internet Center and the Croatian Network Regulatory Agency (HAKOM), which demonstrates the willingness of mobile operators to take a proactive approach to enhancing child safety on the internet. As part of the initiative, HT employees at T-Centers across Croatia distributed a brochure “How to protect your child in the world of internet, network technologies and mobile phones” by HAKOM, as well as many additional practical tips.

Greece

- <https://www.cosmote.gr/cs/otegroup/en/asfalis-xrisi-tou-diadiktiou.html>
- 2020 Initiatives:
 - Informative Meetings for Safe Internet Navigation at the OTE Group Telecommunications Museum:
 - Since 2010, educational programs have been carried out for the safe use of the Internet at the OTE Group Telecommunications Museum. In the period September 2019 - August 2020, 426 middle school students participated in the Museum’s monthly meetings on the safe use of the Internet. The sessions are held by members of the Cyber Crime Unit.
 - Cyber Security Workshops: COSMOTE, in collaboration with the Cyber Security International Institute (CSII), supported and organized face to face educational workshops for students and their parents, throughout Greece focusing on the safe and responsible use of the Internet and new technologies. A total of 3,000 people attended the workshops in 2019, while in 2020 due to the pandemic no face to face workshops took place.
 - The Smile of the Child: COSMOTE and GERMANOS supported, the 1st Information Education and Technology Mobile Laboratory in Greece, “ODYSSEAS”, which is an initiative introduced by the organization “The Smile of the Child” and operates under the auspices of the Ministry of

Education, Research and Religious Affairs. The main goal of this initiative is for students, parents and teachers to be informed about major issues, such as the safe use of the internet.

- https://www.cosmote.gr/otegroup_company/sustainability/reports/ote/eng/2020.pdf#page=95
- Indicative collaborations:
 - Cyber Security International Institute (CSII)
 - Cyber Crime Unit
 - NGO “The Smile of the child”
- The aforementioned initiatives, as well as the educative articles included in the company’s dedicated website (e-parenting.gr) promote critical thinking about the content consumed and created on the internet.
- Through the aforementioned initiatives and the company’s dedicated website (e-parenting.gr) parents and/or teachers are encouraged to talk to their children/ pupils about the opportunities and risks arising from their use of the internet.

Hungary

- Links to external organisations provided:
<https://hintalovon.hu/hu>
<https://unicef.hu/ezt-tesszuk-itthon/segitunk/hova-fordulj-a-bajban/>
- Involved in Safer Internet Day: <http://www.saferinternet.hu/>
- Partnership with Mediaunio:
<http://www.mediaunio.hu/neked-8-2014-2015>
<https://www.youtube.com/watch?v=hLbR6468FXI>
- Magyar Telekom’s volunteers frequently present internet safety, social media and personal branding issues in schools for students and teachers. There are two main events during the year where Telekom volunteers actively take part:
 - Digital skills – thematic week at schools – reaching approx. 500-700 students
 - Telekom Volunteer Day – reaching approx. 200 students
- We believe that children are more open to advice if it’s coming from their own “heroes” e.g influencers. We are working with one of the most popular influencers in gaming in Hungary – The VR. Our aim is to find ways to encourage parents and children to continue engaging in dialog with each other in order to find the right way to handle internet, gaming, etc. issues.

Romania


- Support of Romanian Safer Node - OradeNet - coordinated by Save the Children Association to run awareness campaigns on the platform:
<http://oradenet.salvaticopiii.ro/>

Poland

- External organisations:
 - <https://bnet.info.pl>
 - <https://www.facebook.com/bnetbezpiewniwsieci/>
- Industry partnerships
 - Code of Good Practice for the safe use of cell phones developed within the Polish Chamber of Information Technology and Telecommunications.
 - Agreement for counteracting sexual violence against children within the GSM Association of mobile network operators.
 - Agreement for the safety of children on the Internet.
 - The international mPower Youth campaign is run for children by the GSM Association, an organisation of mobile network operators. The aim of the campaign is to describe good practices improving the quality of life of children around the world and to encourage partners to be active in this area.
- NGOs, civil society, educational agencies
 - T-Mobile, together with the Digital University Foundation, launched a nationwide educational project B.Net in 2020, under which dozens of trainings and workshops for children and teachers working in elementary school were conducted. Their aim is to develop digital skills and increase awareness of online threats. B.Net is addressed to teachers and students of elementary school, employees of libraries and cultural centers in towns with population below 50 thousand. The project has received honorary patronage of the Ministry of Digitalisation and of the State Research Institute NASK. All information about the project and free educational materials are available at <http://bnet.info.pl/>
- Own initiatives on media literacy and ethical digital citizenship
 - B.NET - a campaign aimed at elementary school children and teachers, described in more detail above <https://bnet.info.pl>


- On a winning position - a campaign for teenagers, prepared in cooperation with Robert Lewandowski, raising awareness of the problem of hate on the Internet (<https://nawygranejpozycji.pl>)
- B.NET project has prepared attractive materials for teachers and parents. The materials are available on website <https://bnet.info.pl>
- For parents -> clear rules for online use, privacy, anonymity, talking to your child
- For teachers -> cyberbullying, dangerous contact, internet addiction, dangerous content, critical approach to information

BEZPIECZNY INTERNET Z
BEZPIECZNY INTERNET Z



POWERED BY T..


DRUGI RODZICU, PAMIĘTAJ!



powered by T..


DRUGI NAUCZYCIELU, ZWRACAJ SZCZEGÓLNĄ UWAGĘ NA!

JASNE ZASADY




Ustal z dzieckiem, o jakiej porze i jak długo może ono korzystać z Internetu – dla dobra własnych oczu, kręgosłupa oraz dla równowagi między surfowaniem po Sieci a nauką, życiem rodzinnym i aktywnością towarzyską w rzeczywistym świecie.

CYBERPRZEMOC




Czyli długotrwałe zjawisko mogące przybrać formę nękania, straszenia, wyczywania czy też poniżania przy użyciu nowych technologii. Nauczyciela powinna zaniepokoić zmiana zachowania ucznia, niska samoocena, odrzucenie przez klasę lub grupę.

NIGDY ZA WIELE OSTRZEŻEŃ I PRZYPOMNIEŃ




Że nieznanemu nie można ufać, że Internet daje nie tylko okazję do świetnej zabawy i nauki, ale bywa źródłem niebezpieczeństw.

NIEBEZPIECZNE KONTAKTY, UWODZENIE W SIECI




Jedno z najgroźniejszych zagrożeń online. Polega na uwodzeniu dziecka przez dorosłego mającego na celu pozyskanie erotycznych lub pornograficznych materiałów z udziałem dziecka, a także doprowadzenia do spotkania w świecie realnym.

TRUDNE SŁOWA




(pornografia, narkotyki, sekty, pedofilia, gwałt, kradzież, haker)
Dziecko musi znać nazwy zjawisk, przed którymi jest przestrzegane, rozumieć je dostosowanym do wieku zakresie i poznać ich właściwy kontekst.

UZALEŻNIENIE OD INTERNETU I GIER KOMPUTEROWYCH




Dzieci i młodzież narażone są na utratę kontroli nad czasem spędzonym przed komputerem, tabletem czy smartfonem, co może prowadzić do zaniedbywania nauki, czy też ograniczenia kontaktów z rówieśnikami.

PRYWATNOŚĆ




Czy naprawdę chcesz pokazać wszystkim te zdjęcia? Warto pytać o to dziecko, które w portalu społecznościowym lubi zamieszczać swoje fotografie. Warto wskazać wartość z posiadania prywatności, dyskrekcji oraz zwrócić uwagę czy postrojni bohaterowie zamieszczanych zdjęć nie mają nic przeciwko.

NIEBEZPIECZNE I SZKODLIWE TREŚCI




Czyli takie, z którymi dzieci i młodzież nie powinni mieć styczności. Radzimy, aby regularnie poruszać ten temat na spotkaniach z rodzicami, a w ramach działań szkolnych zalecamy, aby administratorzy zarządzający infrastrukturą szkół ustawili odpowiednie zabezpieczenia na sprzęcie szkolnym.

ANONIMOWOŚĆ



Mimo, iż najmłodsze dzieci nie korzystają z serwisów społecznościowych, bankowości internetowej ani nie dokonują zakupów online, jak najczęściej należy wyjaśnić im, że nie na każde pytanie o imię, nazwisko, numer telefonu i adres należy odpowiadać, a już na pewno nie należy odpowiadać bez wyraźnej zgody rodzica.

KRYTYCZNE PODEJŚCIE DO INFORMACJI, PROBLEM KOPIUJ-WKLEJ



Legalne i etyczne posługiwanie się informacją Internet to skarbnica wiedzy, trzeba jednak umiejętnie z niej korzystać. Oprócz sprawdzania wiarygodności informacji należy też upewnić się co do dostępności tych materiałów i możliwości ich kopiowania, udostępniania czy edytowania. Korzystając z tekstów, obrazów i plików wideo należy przestrzegać prawa autorskiego, dokumentować źródła, z których korzysta.

WIĘCEJ INFORMACJI ZNAJDZIESZ
NA STRONIE WWW
BNET.INFO.PL

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- T-Mobile is the first operator in Poland to cooperate with the Polish National Police within the Child Alert project. Child Alert is an emergency system managed by the Police Headquarters Missing Persons Search Center that uses technology to help in the search for a missing child. It involves quickly informing the public, through all available media, including cell phones, of a missing or abducted child. When the system is activated, T-Mobile sends a special MMS (Child Alert) to customers.

1. Does your company provide its own educational resources aimed at any of the following groups?

- Younger children, i.e. under 13s
- Teenagers <18s
- Parents and carers
- Teachers and other adults
- Others (please specify):

The target group depends on the specific national measure, which is applied individually by each subsidiary company. Examples of these measures are listed above and they cover all of the listed age groups.

2. Which of the following topics are included within your own company educational materials?

(tick any that apply)

- Online safe behaviour
- Privacy issues
- Cyberbullying
- Download and copyright issues
- Safe use of mobile phones
- Contact with strangers
- Other topics (please specify):

Safe and responsible use of mobile and fixed internet

The topic depends on the specific national measure, which is applied by each subsidiary company individually. Examples of these measures are listed above and they mainly cover the marked topics.

3. With reference to any educational material you provide, which of the following methods do you use?

(tick any as apply)

<p> <input type="checkbox"/> Documentation provided with product/contract on purchase/first registration <input type="checkbox"/> A required presentation by salesperson completing sale <input type="checkbox"/> Displays/leaflets positioned prominently in stores <input type="checkbox"/> Notification by email / on-screen statement / other means when product or contract is purchased or first registered <input type="checkbox"/> Prominent notifications, resources or pop ups on website <input type="checkbox"/> Helpdesk (telephone or online) <input checked="" type="checkbox"/> Other (please specify): </p> <p>See above, including national examples of applied methods. Beyond these, promotional measures referring to further usage of parental controls are described in chapter 2.</p>
<p>4. Please provide details of any links to other <u>external organisations</u>, or relevant, independent and authoritative advice for parents/carers, teachers, and for children?</p>
<p>See above, including national examples of links to other external organisations.</p>
<p>5. Please provide details of any campaigns, or active involvement in <u>industry partnerships</u> on specific topics to raise public awareness of digital safety for children and young people?</p>
<p>See listed above, including national examples of campaigns and industry partnerships.</p>
<p>6. Please provide details of any partnerships with <u>NGO, civil society or other educational agencies</u> or campaigns to raise public awareness of digital safety for children and young people.</p>
<p>See above, including partnerships with NGO, civil society and other educational agencies.</p>
<p>7. Please outline briefly any of your own company initiatives in <u>media literacy and ethical digital citizenship</u>, designed to help children and young people to think critically about the content consumed and created on the internet.</p>
<p>See above, including national examples of media literacy initiatives.</p>
<p>8. Please provide details of any advice and supports <u>to encourage parents or teachers to talk to their children/</u> pupils about the opportunities and risks arising from their use of the internet.</p>
<p>See above, including national examples that support encouraging parents and teachers to talk to their children/pupils.</p>
<p>9. Please outline any additional activities or initiatives <u>not detailed above</u> that relate to education and awareness-raising offered by your service or product.</p>

Means beyond Deutsche Telekom Group's commitment can be applied by each subsidiary company individually.