

Children, Mobile Phones and the Internet

Experts' Meeting
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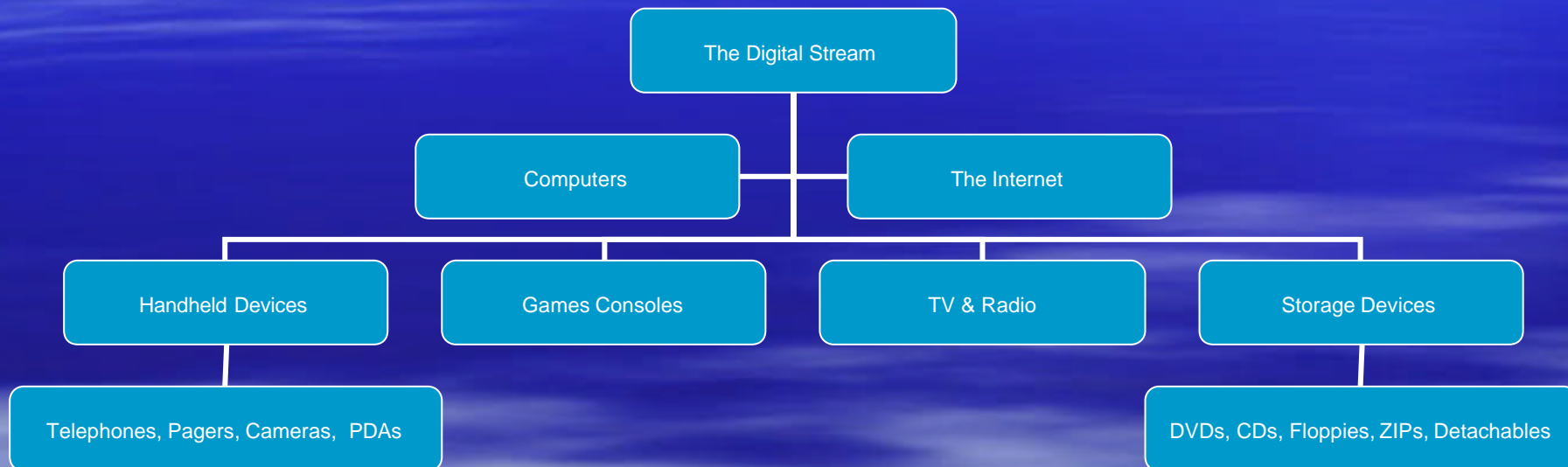
Children, Mobile Phones and the Internet

- ❖ Founded in 1869
- ❖ The largest independent provider of services to families and children in the UK
- ❖ 5000 full-time employees, in 500 projects across the UK
- ❖ Spotted that the Internet was going to be important for children back in 1995



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- ❖ With arrival of 2.5 and 3G devices we are going to see the telephone move to the top of the pyramid
- ❖ Potentially we are looking at the possibility of all of the problems we currently have with the fixed Internet, moving out on to the mobile Internet and therefore becoming a lot harder to supervise or resolve
- ❖ And doubtless there will also be new problems and issues e.g. linked to the possible misuse of GPS
- ❖ The UK based 3G companies are still not very clear about the development path of the mobile Internet, so there is a little anxiety in certain quarters
- ❖ However, unlike the early days of the fixed Internet, the 3G network providers seem to be very open to co-operating with Government, police and other agencies in admitting problems and seeking solutions



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- ❖ Usage of mobile phones in the UK is very high
- ❖ 68% of all adults
- ❖ Among some age groups e.g. 15-24 year olds, this rises to over 90%
- ❖ 52% among 7-16 year olds
- ❖ The use of SMS messaging is also very high: in February, 2003, 1.65 billion chargeable person-to-person messages were sent over the UK's four GSM networks. And the numbers are still rising.
- ❖ The urge or the need to communicate is truly a fundamental human characteristic
- ❖ But sadly some people also seem to want to use the new technologies for criminal or anti-social purposes, and we have not yet found ways of eliminating that possibility
- ❖ This is very clear when you look at how SMS and other forms of electronic messaging have been used



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- ❖ 1 in 4 11-19 year old mobile phone users in the UK said they had been threatened or bullied via their mobile phone or their PC
- ❖ 1 in 6 had been bullied or threatened via SMS over their mobile phone
- ❖ 7% had been bullied or threatened in a chat room and 4% via email
- ❖ Of those bullied or threatened by SMS 29% told nobody, 42% told a friend, and only 32% told a parent
- ❖ The range of threats used on SMS varied hugely
- ❖ But a threat, like beauty, is in the eye of the beholder or the victim
- ❖ Bullying via mobile phones is particularly pernicious – you can't lock it out or easily ignore it



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- ❖ We were very pleased with the response of the UK Government
- ❖ Not so pleased with the response of the mobile phone companies
- ❖ They penalise the victim and his or her family because someone else has broken the law:
 - ❖ Anti-stalking legislation
 - ❖ Malicious Communications Act



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- ❖ No one wishes to block or delay the advent of any essentially beneficial technology
- ❖ We know it is very unlikely that everything will work according to plan from Day 1
- ❖ And we also know that things will happen that no one can now foresee
- ❖ What counts is a willingness to be open about this and for the industry to be seen to be working with others, energetically pursuing solutions
- ❖ This conference in Tokyo is therefore an excellent sign of exactly the right approach
- ❖ It is also one which we have every reason to believe the UK industry will emulate
- ❖ And we count ourselves lucky that we have had this opportunity to be here to learn from you
- ❖ Children in the UK will certainly benefit from your generosity



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