

# RedPAC's Good Mobile Guide

## Share the Moments. Share the Minutes.

RedPAC wishes you and your child a safe and secure mobile usage with maximum enjoyment. In this guide, we hope to provide you with the adequate information needed, to ensure your child's welfare is protected.

1. **General Mobile Safety**
2. **How to teach your child mobile usage responsibility**
3. **Ways to Prevent being Text Bullied**
4. **How to Avoid Mobile Theft**

### 1. General Mobile Safety

SingTel recognizes that owning a mobile phone is becoming an increasing necessity in our fast-paced world where accessibility and communication are important. With RedPAC, not only do we secure that connection, we want to ensure that you and your child are getting the best out of your mobile phone and plan, in the safest way possible.

It is important to know the features and functions of your child's mobile phone and here are some common aspects of mobile phones.

- A. **Calls**
- B. **Short Messaging System**
- C. **Multi-Media Messaging**
- D. **Bluetooth**
- E. **Internet**
- F. **Camera**

#### A. Calls

. Calling on a mobile phone is the basic function of a mobile phone.

. With 3G technology you are able to make video calls via a 3G mobile phone, fixed line or PC. Video calls are priced at the same rates as regular voice call charges, so now you can see and talk to your child anytime, anywhere!

. Do guide your child through the benefits of their mobile phone so that they will know exactly how best to use their plan.

. Here's a quick overview of what a basic mobile plan entails

1. Voice Call Services
2. Short Messaging Services (SMS)
3. Bundled Talktime and SMS
4. Free Incoming Calls
5. 3G Services

*On top of these basic perks, SingTel's RedPAC lets your child share your bundle Talktime and SMS.*

*What's More with SingTel's RedPAC, parents enjoy extra perks like:*

- *Free calls between you and your child (worth up to \$160.50)*
- *Extra 150 Free SMS*
- *Low subscription fee of \$8.56*

#### B. Short Messaging System (SMS)

. Short Messaging Service (SMS) is another efficient mode of communication.

. Messages are typed on the keypad and parties can receive and send text messages within their circle of friends.

. SMS can also be sent to mobile phones via the internet and vice-versa through certain programs such as MSN.

. Youths of today have their lingo that's used across the internet, chats and SMS. Ever wonder what TTFN means when your child writes that in his or her SMS/Chats? Well here are some explanations on frequently used terms or acronyms to keep you in the know and some of which parents should be particularly aware of including PAW - it means 'parents are watching'! =O

Aw Yea	Oh Yes
Aw Naw	Oh No!
BTW	By the way
CUL8R	Call you later
EZ	Easy
E2EG	Ear to Ear Grin
H&K	Hugs and kisses
LOL	Laughed out loud / Lots of luck
LTS	Laughing to self
L8R G8R	See you later alligator
2MORO	Tomorrow
CU 2MORO	See you tomorrow
ROFL	Rolling on the floor laughing
SHID	Slaps head in disgust
SOHF	Sense of humour failure
TTFN	Ta ta for now
oxoxoxoxo	Hugs and kisses
YTLKIN2ME	You talking to me?
YYSSW	Yeah, yeah, sure, sure, whatever

### **C. Multi-Media Messaging (MMS)**

. MMS is similar to text messaging, except it can include pictures, animations, sound files and videos in addition to text.

. MMS however, costs more than text messaging and its price is determined by the data size of the message.

. MMS also lets you share those precious moments with friends and family. Capture and send these Kodak-moments with your loved ones, be it a day out at the beach or your child's first stage play!

### **D. Bluetooth**

#### **. What is Bluetooth?**

- Bluetooth is a wireless proximity based network which provides a way to connect and exchange information between devices such as mobile phones, computers, printers, digital cameras, and video game consoles. After pairing up, Bluetooth allows the user to wirelessly exchange files and folders from one device to another.

. If your child's phone is Bluetooth enabled, it is important that he/she knows how to enable and disable the Bluetooth function. This is to prevent strangers from prompting your child to receive files.

. Bluetooth does not give the user the ability to locate or find out information about your child through his/her mobile phone. It can only detect other Bluetooth users within a certain range. Nicknames can also be given to hide your real identity.

. Users can also choose to remain invisible but still have their Bluetooth enabled by selecting on the invisible mode

## **E. Internet**

. The latest mobile phones have internet access and allow users to send and receive e-mails. It can also be used to surf websites, watch videos, download music, and take part in online chatting.

. However this can also mean that your child has the access to adult content and websites if you equipped them with an internet enabled phone.

. It is best that you are aware of the kind of content your child might be accessing on his/her phone.

. To monitor sites your child has visited, click on the "History" button of the web browser and you'll be able to view what he/she have been surfing.

## **F. Camera**

. With improved technology, most mobile phones have a camera function

. The camera function allows the user to take pictures, record videos and even make video calls through 3G enabled phones.

## **2. How to Teach your Child Responsible Mobile Usage:**

. Before purchase, it is important to remind your child that the essential purpose of a mobile phone is to help us stay connected and contactable at all times for the convenience of everyone in the family.

. You may also want to inform your child of the costs associated with calls and SMS.

. Alerting your child on how much they spend on their phone bills and putting a limit to their usage, might encourage them to adopt the good practice of being accountable and responsible for their mobile bills.

. One such tip is to tell your child the mobile phone should only be used when he/she is outdoors. Devices like the internet and residential phone are cheaper alternatives to communicate with their friends.

. Another alternative is to manually track your child's call logs on the mobile phone. Let him or her do the tracking to instill a keener sense of responsibilities and ownership. Call logs keep track of the outgoing/incoming calls and sent SMS. With daily tracking, your child can be more aware of his/her usage before the bill arrives.

. These counters can also be refreshed at any point in time! So the counters can be set back to zero according to your billing period. For more information, log on to your phone manufacturer's official website for more instructions.

. It is also advisable for your child to seek your consent before they sign up for any competition, call a radio station for song requests, surf the internet or download games and music. These contents and utilities have a premium tagged to it and it's wise to always make an informed decision.

## **3. Ways to Prevent being Text Bullied:**

### **Who are Text Bullies?**

Text bullies are people who harass their victims with unpleasant and persistent SMS.

### **What can your child do to safeguard his or herself from them?**

. As far as possible, your child should only reveal mobile number and personal information to people who they and you know and trust.

. If calls or SMS come from an unknown number, be sure your child knows who the number belongs to before answering it.

. If necessary, opt to have your child's number as a non-displayed calling number, so the receiving party who they will be calling to, is unaware of your child's number.

- . Always emphasize to your child, the importance of who they're conversing with on the phone.
- . Do not hesitate to alert SingTel or approach the authorities (police) should your child experience persistent phone calls or SMS from an unknown number.

#### **4. How to Avoid Mobile Theft.**

It is important to also tell your child that it is both a privilege and responsibility to own a mobile phone. The problem of phone theft will remain constant if your child doesn't take precautionary measures to safeguard their phones. Here are some basic tips your child can heed to prevent such situations:

- . **Do not attract unwanted attention to yourself or your pricey belongings in school.**

Avoid flashing your mobile phone around in public or flaunt your phone model to everyone.

- . **Be watchful of your mobile phone.**

Avoid leaving your mobile phone unattended (on the table, on the cashier counter) or in places that are easy targets for pickpockets. You may want to consider attaching lanyards or phone straps to your mobile phones so as to keep them with you at all times.

- . It's all about minimizing your risks, and being cautious, alert and aware.

- . In the event of a mobile theft, make sure your child calls 1626 immediately to have the SIM Card suspended to prevent further calls made from the line. Parents can also request for a replaced SIM card at NO CHARGE in the case of a theft.

**For SingTel's Customer Service please call 1626.**