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# Implementation Questionnaire

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July 2019

## Introduction

<b>1. Name of the company on whose behalf this submission is made:</b>
<b>Deutsche Telekom AG</b> Friedrich-Ebert-Allee 140 53113 Bonn Germany
<b>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</b>
<p>In January 2013, Deutsche Telekom has committed to a set of 25 measures to further increase child online safety.<sup>1</sup> These apply to every subsidiary company of Deutsche Telekom Group:</p> <ul style="list-style-type: none"><li>▪ T-Mobile Austria GmbH, Austria</li><li>▪ Hrvatski Telekom d.d., Croatia</li><li>▪ T-Mobile Czech Republic, a.s., Czech Republic</li><li>▪ Telekom Deutschland GmbH, Germany</li><li>▪ COSMOTE, Greece</li><li>▪ Magyar Telekom Nyrt., Hungary</li><li>▪ T-Mobile Netherlands B.V., Netherlands</li><li>▪ T-Mobile Polska S.A., Poland</li><li>▪ Telekom Romania, Romania</li><li>▪ Slovak Telekom, a.s., Slovakia</li></ul> <p>In the past six 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 national level too. Further steps are already planned or ongoing.</p>
<b>3. Product(s) or services included within the terms of this submission</b>
The various services and products of the above listed subsidiary companies are included.

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<sup>1</sup> [http://ictcoalition.eu/gallery/ICT%20Coalition%20implementation%20measures\\_DT%20Group.pdf](http://ictcoalition.eu/gallery/ICT%20Coalition%20implementation%20measures_DT%20Group.pdf)

**4. Nature of activity**

(no) *Manufacturers of desktop and laptop computers, mobile phones, tablets, TV set top boxes and gaming consoles*

**X** *Network operators and connectivity providers*

(no) *Online content provider*

(no) *Online service provider*

**X** *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 refers to Croatia, Germany, Greece, Hungary 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 in other media.

National examples:

#### Croatia

- On the HT's news portal, T-portal, there is a warning that certain categories of content are suitable for adults only: <http://www.tportal.hr>.
- A detailed age rating is applied by HT on content on TV platforms.

#### Greece

<ul style="list-style-type: none"> <li>All content in COSMOTE TV service (programs in TV channels and video on demand content) carries a sign with the rating. With Parental Control Services from COSMOTE TV, for broadband and satellite service subscribers, subscribers have the option to set their preferred parental control level 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.</li> </ul> <p><b>Romania</b></p> <ul style="list-style-type: none"> <li>Classification offered by 3rd parties is based on Romanian law.</li> <li>Telekom Romania offers content suitable for all age groups. Most of the content is included in basic packages. Content suitable only for adults is provided only on request and based on parental control tools.</li> </ul>
<p><b>1. Do you provide a mechanism for consumers to <u>provide feedback, report an issue or file a complaint</u> about the appropriateness of a piece of content?</b></p> <p><input checked="" type="checkbox"/> Yes</p> <p>Measures such as providing feedback, report and issue or file a complaint are only necessary in Deutsche Telekom's products and services that allow users to share their content. Such content is not fully controlled by Deutsche Telekom and, thus, may impair children.</p> <p>Deutsche Telekom's mechanisms that refer to user generated content and the respective products and services are described under "Principle 3".</p> <p><u>National examples</u></p> <p><b>Czech Republic</b></p> <ul style="list-style-type: none"> <li>Customers can report their feedback via Customer Care – Infoline, web form or personally. Then, issue is forwarded to relevant people and solved. Most of these issues are solved by security and tracked in the internal tool.</li> </ul>
<p><b>2. Do you offer a means <u>for restricting / blocking access</u> to potentially inappropriate content for users of your service or product?</b></p> <p><input checked="" type="checkbox"/> Yes</p> <p>Deutsche Telekom's means to restrict/block access are elaborated in Chapter 2.</p>
<p><b>3. Do you provide any <u>information, educational resources or advice for users</u> in any of the following areas?</b> (tick as many as apply)</p> <p><input checked="" type="checkbox"/> Content classification or labeling guidelines  <input checked="" type="checkbox"/> How to block or restrict access to content  <input checked="" type="checkbox"/> How to report or flag content as inappropriate  <input checked="" type="checkbox"/> Safe searching  <input type="checkbox"/> (no) Information about your company's content policy in relation to children  <input type="checkbox"/> (no) Not applicable (please explain):</p>

Deutsche Telekom's measures that refer to providing information on blocking or restricting access to content are elaborated under "Principle 2", on reporting or flagging content as inappropriate 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](http://www.fragfinn.de). Approximately 13,000 editorially tested results 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 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 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 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 in products and services that allow users to share their content. Deutsche Telekom's measures that refer to user generated content are elaborated 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 over the open internet. To assist parents and carers, Deutsche Telekom is however committed to provide customers with tools that allow parents to accommodate Internet usage 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 child safety relevant services.
- For fixed Internet access, a service is offered allowing customers to filter inappropriate content from open Internet resources.

#### National examples:

##### **Austria**

- Product: "Kinderschutz"
  - Promoted on own website:  
<https://www.magenta.at/zusatzpakete/kinderschutz/>
  - Promoted in own blog: <http://blog.t-mobile.at/2013/07/19/kinderschutz-am-handy-leicht-gemacht/>
  - See pictures from press conference und product pictures:  
<http://www.flickr.com/photos/t-mo-austria/sets/72157634685626709/>
- Thanks to Kinderschutz, parents can provide their children with a guardian angel in the online world.

- **Mobile communication and digital media have introduced a new challenge to parents: finding the right way to access the digital world with their children. T-Mobile supports parents in this endeavour with #Kinderschutz. This allows the child's smartphone to be controlled via an app on the parent's phone. [www.t-mobile.at/kinderschutz](http://www.t-mobile.at/kinderschutz)**

Thanks to Kinderschutz, parents can provide their children with a guardian angel in the online world.

Mobile communication and digital media have introduced a new challenge to parents: finding the right way to access the digital world with their children. T-Mobile supports parents in this endeavour with #Kinderschutz. This allows the child's smartphone to be controlled via an app on the parent's phone.



Parents can use Kinderschutz in an age-appropriate manner (up to/from 10 years) to determine, for example, when the internet can be used, which content and apps can be accessed, and which should be blocked. Websites featuring harmful content such as porn, drugs, or violence are automatically recognised and blocked. As with our Internetschutz product, these sites are analysed online, thanks to which thousands of newly created websites featuring harmful content are recognised every day.

With Kinderschutz, you can replace general search engines with a child-appropriate web directory.

**Reporting harmful content**

If you find any online content relating to child sexual abuse, then please download the free and anonymous smartphone app from INHOPE onto your phone and report the indecent content there. On Stopline, you can make a report - also anonymously - if you see any child-pornographic or national-socialist material. You can find more information at INHOPE and Stopline.

On the Kids' Blog by T-Mobile, you will find tips and tricks for improving "Online safety".

All value-added services are automatically blocked with Kinderschutz so that any unintentional costs can be avoided.

Kinderschutz supports parents without of course being a substitute for a conversation about using smartphones and the like sensibly. That is why T-Mobile has worked with other mobile operators to develop the "Children's Phone Code". This is a manual on phone use for children and young people which provides information on how young users can protect themselves from unwanted content.

 SCHLIESSEN



**Magenta**

Angebote    Handys & Tarife ▾    Internet ▾    TV ▾    Kombi-Pakete

# Kinderschutz

## Wie funktioniert der Kinderschutz von Magenta?

Viele Web-Inhalte sind für Kinder ungeeignet, manche gefährlich. Magenta bietet schon ab € 2 monatlich einen vollwertigen Kinderschutz für Smartphone, Tablet und WLAN. Damit entscheiden Sie, was Ihr Kind sehen darf und was nicht. Testen Sie den Kinderschutz von Magenta jetzt einen Monat lang gratis!

Kinderschutz Small	Kinderschutz Large
Schutz für eine Rufnummer (1 Kind)	Schutz für bis zu drei Rufnummern (3 Kinder)
Keine Bindung	Keine Bindung
Schutz vor Zusatzkosten (z.B. Sperre von Mehrwertdiensten)	Schutz vor Zusatzkosten (z.B. Sperre von Mehrwertdiensten)
<b>€ 2</b> monatlich	<b>€ 4</b> monatlich
<b>Jetzt anmelden</b>	<b>Jetzt anmelden</b>

**Croatia**

- Parental control service in mobile network which allows customers filtering of inappropriate content and/ or limiting the usage of child safety relevant services: <https://www.hrvatskitelekom.hr/mobilne-usluge/usluge/roditeljska-zastita>

# RODITELJSKA ZAŠTITA

ČUVAJTE MALIŠANE OD NEPRIKLADNIH SADRŽAJA, POZIVA I SMS-OVA NA MOBITELU ILI RAČUNALU



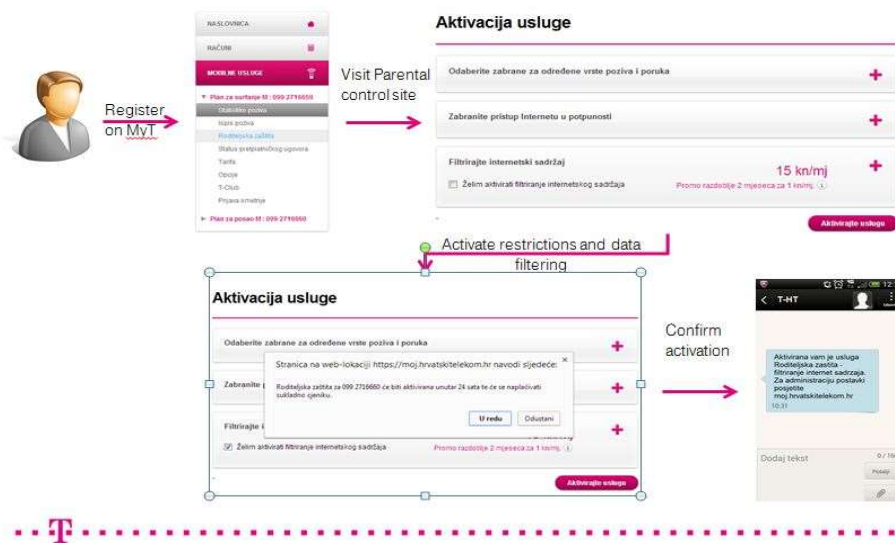
**ZNATE LI ŠTO VAŠE DIJETE RADI NA INTERNETU?**  
Upoznajte se s izazovima koji očekuju vaše mališane na internetu i naučite kako ćete ih najbolje zaštititi u samo par minuta s našom interaktivnom prezentacijom.



POKRENITE PREZENTACIJU

- Illustration how parents can easily activate this tool:

## Activation process



## Czech Republic

- Because of the strict net-neutrality it is not possible to enable customers to filter an Internet access. By providing Internet access services T-Mobile Czech Republic cannot control or assume responsibility for content available over the open Internet. To assist

parents and carriers, TMCZ is however committed to provide customers/parents with tools that allow them to accommodate Internet usage to the needs of their children.

- Using features of parental control tools is entirely up to the customer and not set through TMCZ by default.

### Germany

- Telekom Deutschland has pooled 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 PCs and iOS:

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



### Greece

- **COSMOTE Family Safety application**; an advanced application of parental control for the safe navigation of children on the Internet and on social media. COSMOTE Family Safety application’s main features are:
  - Monitoring how much time children spend online and on which activities
  - Controlling which mobile applications children use and the time they spend on each of them
  - Feeling safe as children only visit certain website categories of choosing (Web Filtering in order to avoid exposure to harmful or disturbing content)
  - Receiving alert if your child has been verbally abused or spoken badly to on social media (anti cyberbullying)
  - Setting the exact time and hours children can be online within the day (Set Time Limits)
  - Knowing children location at any time (Geo Location)
  - Parental control and management of all devices children use (mobile, tablet, laptop, PC)

[https://www.cosmote.gr/cs/cosmote/en/family\\_safety.html](https://www.cosmote.gr/cs/cosmote/en/family_safety.html)



- **COSMOTE Total Security**: This service is a complete solution, regardless whether the user is connected to the Internet or not, for 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. <https://www.cosmotesecurity.gr/total/>

- **Parental control for COSMOTE 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. In order for a subscriber to rent a film with adult content from the COSMOTE service "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 in the website of the service.

#### **Hungary**

- Magyar Telekom's network based filtering tool, which support parents to easily ensure a safer web experience for their kids, irrespectively 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/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-internetezes>  
<https://www.telekom.hu/rolunk/fenntarthatosag/educacio/gyermekvedelem/tudatos-mobilhasznalat>

#### **Netherlands**

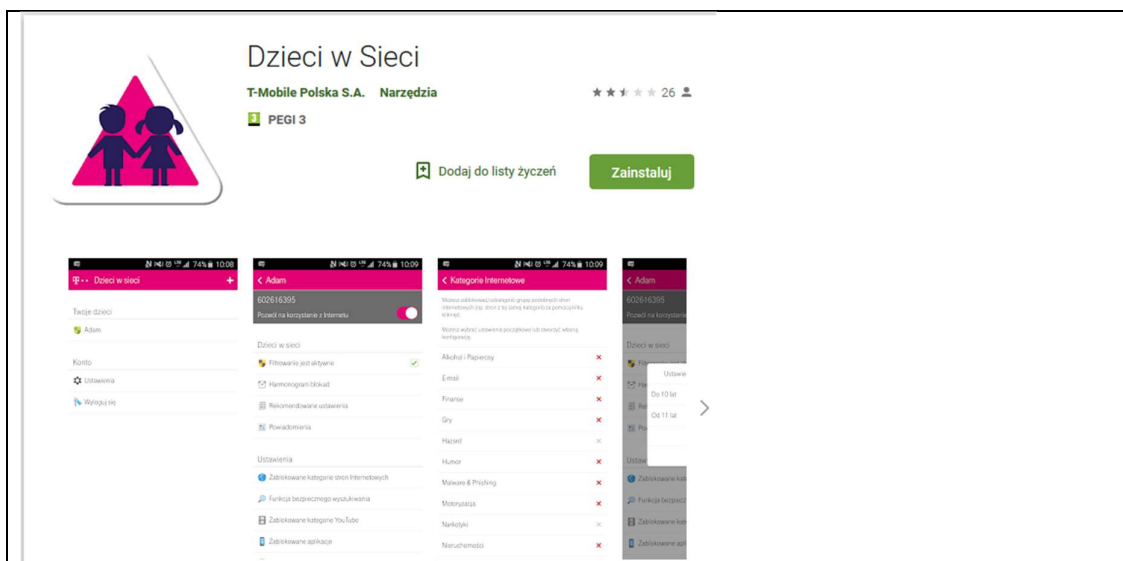
- TMNL offers subscriptions in which it is possible to block internet access. Via My T-Mobile app protection for unexpected costs can be adjusted and blocking of internet access is possible. Since TMNL is legally not allowed to sell products to customers under 18, there are no subscriptions for minors available.

#### **Romania**

- Parents get the prominent advice on the company website to download a special third-party program for content filtering.
- 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.

#### **Poland**

- The TMPL offer application called "Dzieci w sieci" (eng. "Kids in the network") is a child protection tool.
- "Dzieci w sieci" is a network-based filtering solution to build safe Internet for customers who use T-Mobile network & other networks (including WiFi and roaming)



- Key features of the application “Dzieci w sieci”:
  - Protection against accessing inappropriate content on the Internet: possibility to block any web page and any mobile app,
  - Child’s usage monitoring: web sites, applications, time of usage,
  - Provide 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 time allowed for Internet usage, e.g. surfing at night excluded
  - Remote control: via mobile app or web interface
  - Tool is suitable for IOS, Android and Windows phone.

### Slovakia

- Slovak Telekom’s network-based solution allows customers to entirely block internet access on their kid’s mobile plans on request.

### Committed measure 2:

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

### National examples:

#### Austria

- Kinderschutz: Parents can use Kinderschutz in an age-appropriate manner (up to/from 10 years) to determine, for example, when the internet can be used, which content and apps can be accessed, and which should be blocked. Websites featuring harmful content such as porn, drugs, or violence are automatically recognised and blocked. As with our Internetschutz product, these sites are analysed online, thanks to which



thousands of newly created websites featuring harmful content are recognised every day.

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All value-added services are automatically blocked with Kinderschutz so that any unintentional costs can be avoided.

Kinderschutz supports parents without of course being a substitute for a conversation about using smartphones and the like sensibly. That is why T-Mobile has worked with other mobile operators to develop the “Children’s Phone Code”: This is a manual on phone usage for children and young people which provides information on how young users can protect themselves from unwanted content.

## Croatia

- Customers have the option to block Internet access:  
<https://www.hrvatskitelekom.hr/mobilne-usluge/usluge/roditeljska-zastita>
- This is an example of the Parental control page where parents can see categories of inappropriate content which can be filtered:

Filtrirajte internetni sadržaj 15 kn/mj

Zaštitite sadržaj filtriranjem internetskog sadržaja Promo razdoblje 2 mjeseca za 1 kn/mj

Filtriranje internetskog sadržaja je aktivno.

Sigurna pretraga  
(Prilikom pretraživanja interneta putem tražilica (Google, Yahoo, Bing i dr.) neće se prikazivati stranice sa eksplozivnim seksualnim sadržajem)

Zabrana internetskih stranica  
(Aktivirajte ili deaktivirajte zabranu internetskih stranica. Postavke pojedinih zabrana će ostati sačuvane.)

Odobrite kategorije internetskih stranica kojima želite zaoriniti pristup

Kategorija	Radnim danom u terminu	Vikendom u terminu
<b>Sex i nasilje</b>	<input checked="" type="checkbox"/> 00:00 - 24:00	<input checked="" type="checkbox"/> 00:00 - 24:00
Ignoriraj	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
<b>Društvene mreže, blog, vjeb mail</b>	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
Download, upload, VOIP	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
Ovisnost	<input checked="" type="checkbox"/> 00:00 - 24:00	<input checked="" type="checkbox"/> 00:00 - 24:00
<b>Sigurnost</b>	<input checked="" type="checkbox"/> 00:00 - 24:00	<input checked="" type="checkbox"/> 00:00 - 24:00
Reklame, oglasnici, kupovina	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
Klađenje	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
Pretraživači	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
Ostalo	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
Iznimke - odobrite listu (stranice koje nisu uopće zabranjene ili dozvoljene stranice)	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00

Zabrana preuzimanja datoteka  
(Aktivirajte ili deaktivirajte zabranu preuzimanja datoteka. Postavke pojedinih zabrana će ostati sačuvane.)

Odobrite datoteke za koje želite zaoriniti preuzimanje

Kategorija	Radnim danom u terminu	Vikendom u terminu
<b>Komprimirane</b>	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
ARJ	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
RAR	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
ZIP	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
<b>Glasba</b>	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
MP3	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
OGG	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
<b>Programi</b>	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
BAT	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
CLASS	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
EXE	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
JS	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
PIF	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
VBS	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
<b>Video</b>	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
ASF	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
AVI	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
MOV	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
MPG	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
MPEG	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
<b>Slike</b>	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
BMP	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
GIF	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
JPG	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
JPEG	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00
PNG	<input type="checkbox"/> 00:00 - 24:00	<input type="checkbox"/> 00:00 - 24:00

Upišite vrstu datoteke (ekstenziju) za koju želite zaoriniti preuzimanje, a koja nije gore navedena:

### Czech Republic

- Offered tariffs “Schoolchild” and “Child Lock”:
  - [www.t-mobile.cz/pomahame](http://www.t-mobile.cz/pomahame)
  - [www.t-mobile.cz/skolak](http://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.
- Školák / “Schoolchild” bundle covers the basic needs of parents of schoolchildren: contact with their children, keeping tabs on their 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 possible to track the location of children and protect them against inappropriate internet content.
- Other initiatives: instruction manuals for services and tariffs, training of our sale persons, presentations in schools and children’s home

### Greece

- **COSMOTE Mobile rate plans**: Family data limits: Through the option Family Data Limits, parents adapt the volume of data that their children can consume during a month. This way, parents are sure that the consumption of data through the mobile phone does not exceed the limits they have set, while children are trained on the proper use of the Internet.

### Committed measure 4:

- On own digital content platforms adult erotic content is only offered if age verification mechanisms are applied to prevent access by minors.

### National examples:

#### Germany

- In Germany “ID-Pass” ([id-pass.de](http://id-pass.de)) provides an effective mechanism for age verification in the internet.

#### Greece

- Parental control for COSMOTE 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. In order for a



subscriber to rent a film with adult content from the COSMOTE service "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 in the website of the service.

### Romania

- Parental control offered as service on IPTV and DVBC.

### Committed measure 5 and 6:

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

### National examples:

#### Austria

- Folder in shops and information on websites:
  - <https://www.magenta.at/zusatzpakete/kinderschutz/>

#### Croatia

- The web page provides information on the protection of children and youngsters, lists mobile and fixed services that HT provides in the area of child protection, surf control, call block, SMS control and cost control and it provides links to organizations and initiatives that are active in the field of protection of youngsters from the malicious content. The web page is being updated on daily basis: <http://www.t.ht.hr/drustvena-odgovornost/zastita-djece/#section-nav>.
- When activated, customer gets SMS info about parental control tools activation.

#### Czech Republic

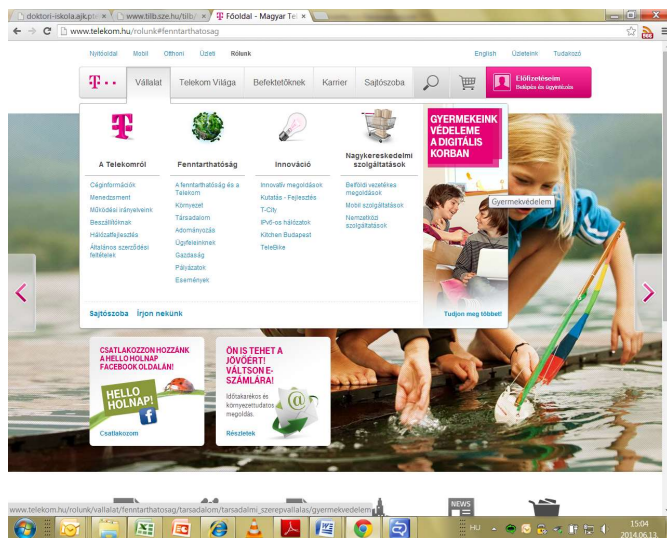
- E-Security: The brochure written by an independent expert, for customers for free in shops, children's homes, NNO's



## Greece

- On the corporate site: [https://www.cosmote.gr/cs/cosmote/gr/family\\_safety.html](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



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

## Netherlands

- On the TMNL webpage:
  - <https://www.t-mobile.nl/over-ons/maatschappij>
  - <https://veiliginternetten.nl/themes/kinderen-online/>
- Information on parental control tools is displayed on TMNL webpage and on [www.Veiliginternetten.nl](http://www.Veiliginternetten.nl) site that is supported and foreseen for content.

## Poland

- TMPL promotes the child safety tools, games, apps and also educates parents and teachers in this subject on dedicated, specified child safety website (<http://www.t-mobile.pl/pl/w-cyfrowym-swiecie>)
- TMPL provides also the website <http://www.teachtoday.de/pl/>, where parents and teachers can find useful materials regarding safer internet (eg. Lesson's 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.

<p><b>Romania</b></p> <ul style="list-style-type: none"> <li>On company website: <a href="https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/">https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiilor-pe-internet/</a></li> </ul>
<p><b>Slovakia</b></p> <ul style="list-style-type: none"> <li>One of the main topics in Slovak Telekom’s Magio Internet Security app campaign was parental control.</li> <li>Additionally, customers can find information on parental control tools and tariffs on the Slovak Telekom website and in shops.</li> <li>The info about parental control app is present also when ordering Magio internet via the e-shop.</li> </ul>
<p><b>1. Please outline the availability of any <i>parental control tools and settings</i> across your product or service that allows parents to set appropriate levels of control? Include relevant links/ screenshots where available:</b></p>
<p>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> <p>National examples are provided above.</p>
<p><b>2. If applicable, please describe the features offered by the <i>parental controls</i>? E.g. restricting web access, customization, monitoring, other restrictions.....</b></p>
<p>National examples of the child safety price plan and age verification systems are provided above.</p>
<p><b>3. In relation to parental controls, which of the following <i>educational and information resources</i> to do you offer?</b> (tick as many as apply)</p>
<p>(no) <i>Company policy in relation to use of parental controls</i>                  (no) <i>Guidance about how to use parental controls</i>                  (no) <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>                  (no) <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 how they are implemented.</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.

**4. Please outline any additional safety tools or solutions *not detailed above* that relate to parental controls, including any planned implementation of new features or procedures?**

Beyond Deutsche Telekom Group's commitment, additional measures are applied by subsidiary companies individually.

## 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 provide 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-/un-moderated 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 with the terms of service. The terms set out which content and behaviour is allowed on the relevant services and/or which 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

- Excerpt from policy for the use of the service: “The client does not have the 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 they are in any way defaming. ...”

## Slovakia

- Users of Slovak Telekom’s service Zoznam.sk have to accept the terms of service. Those clearly state that it is forbidden to e.g. threaten the physical, mental or moral development of minors, or interfere with their mental health and emotional state, or to post illegal content ([www.media.zoznam.sk/zoznam-v-cislach/podmienky-zoznam-sk-platne-od-20-12-2011](http://www.media.zoznam.sk/zoznam-v-cislach/podmienky-zoznam-sk-platne-od-20-12-2011)).

### Committed measure 2, 3 and 4:

- In line with this, all respective consumer cloud and hosting services include an online reporting tool allowing users to report inappropriate content on this 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, but at least require providing the email address.

### National examples:

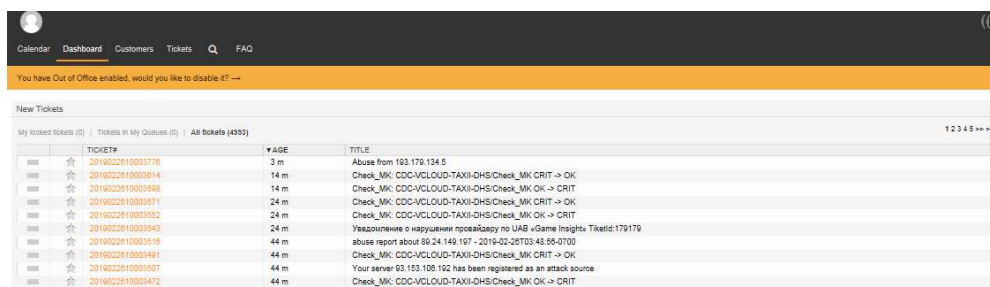
## Austria

The screenshot shows the website <https://www.t-mobile.at/kinderschutz/>. The main content includes:

- Ein Kinderspiel: Der T-Mobile Kinderschutz**: A text block explaining that many web contents are unsuitable for children and that T-Mobile offers protection services.
- T-Mobile Kinderschutz SMALL**:
  - € 2,- im Monat
  - Schutz für eine Rufnummer (1 Kind)
  - 6 Monate Bindung
  - Schutz vor Zusatzkosten (z.B. Sperre von Mehrwertdiensten)
- T-Mobile Kinderschutz LARGE**:
  - € 4,- im Monat
  - Schutz für bis zu drei Rufnummern (3 Kinder)
  - 6 Monate Bindung
  - Schutz vor Zusatzkosten (z.B. Sperre von Mehrwertdiensten)
- Jetzt anmelden!**: A prominent pink button.
- Nützliche Links**: A list of links including 'Installationsguide', 'Elternratgeber', 'Tipps zum verantwortungsvollen Umgang mit dem Smartphone', and 'Schädliche Inhalte melden' (circled in red).

## Czech Republic

- A customer can report abuse or misbehavior via our customer's line or contact [abuse@t-mobile.cz](mailto:abuse@t-mobile.cz) or [csirt@t-mobile.cz](mailto: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.



The screenshot shows a dashboard with a navigation bar (Calendar, Dashboard, Customers, Tickets, Search, FAQ) and a status message: "You have Out of Office enabled, would you like to disable it?". Below is a "New Tickets" section with a table of tickets.

TICKET#	AGE	TITLE
2019022610003770	3 m	Abuse from 193.179.134.5
2019022610003914	14 m	Check_MK: CDC-VCLOUD-TAXI-OHS/Check_MK CRIT -> OK
2019022610003986	14 m	Check_MK: CDC-VCLOUD-TAXI-OHS/Check_MK OK -> CRIT
2019022610003971	24 m	Check_MK: CDC-VCLOUD-TAXI-OHS/Check_MK CRIT -> OK
2019022610003952	24 m	Check_MK: CDC-VCLOUD-TAXI-OHS/Check_MK OK -> CRIT
2019022610003943	24 m	Уведомление о нарушении провайдеру по UAS vGame Insights TicketId:179170
2019022610003919	44 m	abuse report about 86.24.149.197 - 2019-02-26T03:45:55-0700
2019022610003941	44 m	Check_MK: CDC-VCLOUD-TAXI-OHS/Check_MK CRIT -> OK
2019022610003907	44 m	Your server 63.153.108.192 has been registered as an attack source
2019022610003972	44 m	Check_MK: CDC-VCLOUD-TAXI-OHS/Check_MK OK -> CRIT

## Greece

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

## Hungary

- The following opportunities are available for users to report abuse/misuse:
  - They can notify the customer service via telephone or e-mail about the content they intended to report.
  - Phone: 1414
  - e-mail: [ugyfelszolgalat@telekom.hu](mailto:ugyfelszolgalat@telekom.hu)
  - <https://www.telekom.hu/lakossagi/ugyintezes/elerhetosegek/internetes/online-uzenet>
  - [abuse@telekom.hu](mailto:abuse@telekom.hu)
  - [incidens@telekom.hu](mailto: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>.



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



Abuse\_telekom  
folyamat 15v0903.pdi

### 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 means, etc.
- These feedback/complaints processes are managed by TMPL Customer Care Team, with assistance from Legal team, if required.
- TMPL on own web site does provide a short information on the illegal content as well as the link, if customers want 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, to be potentially considered by them as illegal, but especially child sexual abuse content.

### Romania

- Policy for the use of the services include Telekom Romania's right to restrict, eliminate the information, shut down or block the access to any website that does not respect the policy.

### Slovakia

- Slovak Telekom's service Zoznam.sk provides a reporting tool, including the possibility to attach documents to the report: [www.media.zoznam.sk/kontakty/kontaktny-formular/?m=topky](http://www.media.zoznam.sk/kontakty/kontaktny-formular/?m=topky)

### Committed measure 5:

- Complaining users will receive an automatic response which should include: a description of the investigation process, reference to the terms of service and standard times of dealing with the complaint. The means of response can be email, the messaging function within the service or other.

### National examples:

#### Slovakia

- All users who send a report to Slovak Telekom's service Zoznam.sk receive an automatic response, saying in Slovakian language: 'Dear user, thank you for reporting



inappropriate content. Thanks to your report we can better manage inappropriate and offensive content on our sites. The content will be internally investigated within 24 hours. If the content is not liable with our terms of service and is not appropriate, it will be deleted. We are not always able to inform you about the results of this investigation. Your email address will not be used for any other use' [rough translation].

**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 timeframe.

**National examples:**

**Romania**

- Policy for the use of services include Telekom Romania's right to restrict, eliminate the information, shut down or block the access to any website that does not respect the policy.

**Slovakia**

- 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 instructed about 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 to manage and provide 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)

<p>(no) <i>On each page of the website/service</i>                  (no) <i>Close to the point where such content might be reported</i>                  (no) <i>In a separate location such as a safety page</i>                  (no) <i>In a browser extension</i>                  (no) <i>In a separate app for a connected device</i>  <input checked="" type="checkbox"/> <i>Other (please specify):</i></p> <p>Specified by each subsidiary company, as most appropriate in the respective product or service, including also the above listed options. See 'committed measure 2, 3 and 4' and national examples above.</p>
<p><b>4. <u>Who</u> may use such a reporting mechanism?</b>                  (tick any that apply)</p> <p>(no) <i>Only registered user/profile in which content is located</i>                  (no) <i>All registered users of the product/service?</i>                  (no) <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> <p>Specified by each subsidiary company, as most appropriate in the respective product or service, including also the above listed options. See 'committed measure 2, 3 and 4' and national examples above.</p>
<p><b>5. Which <u>kinds of content</u> can users report?</b></p> <p>Specified by each subsidiary company, as most appropriate in the respective product or service. See 'committed measure 2, 3 and 4' and national examples above.</p>
<p><b>6. Which of the following information do you provide to users?</b>                  (tick any that apply)</p> <p>(no) <i>Advice about what to report</i>                  (no) <i>Advice about how to make a report</i>                  (no) <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>                  (no) <i>Other website/external agency for reporting abuse/ misuse content?</i>  <input checked="" type="checkbox"/> <i>Other (please specify):</i></p> <p>Specified by each subsidiary company, as most appropriate in the respective product or service, including also the above listed options. See 'committed measure 2,3 and 4' and national examples above.</p>
<p><b>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</b></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 Content<sup>2</sup> 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.<sup>3</sup> 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:

##### **Austria**

- In Austria, T-Mobile Austria provides a link to Stopline.at and INHOPE:  
<https://nachhaltig.magenta.at/2017/en/network/>,  
<https://www.magenta.at/zusatzpakete/kinderschutz/>, [www.telering.at/kinderschutz](http://www.telering.at/kinderschutz)

<sup>2</sup> [www.gsma.com/publicpolicy/myouth/mobiles-contribution-to-child-protection/mobile-alliance](http://www.gsma.com/publicpolicy/myouth/mobiles-contribution-to-child-protection/mobile-alliance)

<sup>3</sup> [https://www.gsma.com/publicpolicy/wp-content/uploads/2012/03/notice\\_and\\_takedown\\_gsma\\_unicef\\_april\\_2016.pdf](https://www.gsma.com/publicpolicy/wp-content/uploads/2012/03/notice_and_takedown_gsma_unicef_april_2016.pdf)

## Croatia

- <http://www.t.ht.hr/drustvena-odgovornost/modal-mladi/> linking to <http://cnzd.org/hotline-hr>

## Czech Republic

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

## Greece

- COSMOTE provides a link to the reporting tools of the Greek Hotline for illegal Internet content "SafeLine.gr": <https://www.cosmote.gr/cs/otegroup/en/asfalis-xrisi-tou-diadiktiou.html>.
- Moreover, the link to the Cyber Crime Unit site is included in the corporate site, including contact information with the CCU.
- Moreover, in the specialized website for children's online safety the hyperlinks to safeline and helpline are placed in the homepage, as you can see in the link below: <https://www.e-parenting.gr/>.

## 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 on own web site does provide a short information on the illegal content as well as the link, if customers want to report it, because they consider it as illegal.
- Customers can report either directly to TMPL, via standard customer contact channels, or to local INHOPE node in Poland: <https://dyzurnet.pl/>

### Porady dla rodziców



#### W obronie przed niepożądanymi treściami

- Treści nielegalne według polskiego prawa to:
- Prezentowanie treści pornograficznych w taki sposób, że może to narazić ich odbiorcę osobie. Która sobie tego nie życzy (art. 202 § 1 K.k.)
  - Prezentowanie materiałów pornobu (art. 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, spraczkowanie, archiwizowanie i posiadanie treści pornograficznych z udziałem małoletniego poniżej 15 lat (art. 202 § 4 i 4a K.k.)
  - Produkcowanie, utrwalanie, spraczkowanie (czy też publiczne prezentowanie w celu rozpowszechniania treści pornograficznych z udziałem małoletniego poniżej 18 r. (art. 202 § 3 K.k.)
  - Rozpowszechnianie treści pornograficznych związanych z prezentowaniem przemocy lub postępowaniem się z 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 bezpoczciwość (art. 205 K.k.)
  - Publiczne znieważanie grupy ludności albo poszczególnej osoby z powodu jej przynależności narodowej, etnicznej, rasowej, wyznaniowej albo z powodu jej bezwzględności (art. 257 § K.k.)

Jeśli niechciana treść znajduje Państwo na stronach sieci T-Mobile – prosimy o pilny kontakt pod numerami telefonów 602 900 (dla abonentów sieci T-Mobile) 602 960 200 (dla użytkowników T-Mobile na kartę) lub pisemnie na adres: [info@mobile.pl](mailto:info@mobile.pl)

Również na stronie [www.dyzurnet.pl](http://www.dyzurnet.pl) znajduje Państwo formularz zgłoszenia w przypadku znalezienia w Internecie treści nielegalnych. Pracownicy Dyzurnet.pl przekażą 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 “Stopline.sk”:  
<http://stopline.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, T-Mobile Austria provides a link to Stopline.at:  
<https://nachhaltig.magenta.at/2016/kunden/>

## **Croatia**

- <http://www.t.ht.hr/drustvena-odgovornost/modal-mladi/> linking to <http://cnzd.org/hotline-hr>

## **Czech Republic**

- Because of the strict net-neutrality rules it is not possible to enable customers to filter internet access. We are not allowed to block child abuse URLs.
- In 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 the link to FSM.de:  
[https://www.telekom.de/start/jugendschutz?wt\\_mc=alias\\_1156\\_jugendschutz](https://www.telekom.de/start/jugendschutz?wt_mc=alias_1156_jugendschutz)

## **Greece**

- The reporting tool of Safeline is included in the corporate site:  
[https://www.cosmote.gr/fixed/en/corporate/cr/asfalis\\_xrisi\\_diadiktuou/xrisimoi\\_syn\\_desmoi](https://www.cosmote.gr/fixed/en/corporate/cr/asfalis_xrisi_diadiktuou/xrisimoi_syn_desmoi)

## **Netherlands**

- T-Mobile Netherland’s safety webpage links to:  
<https://www.meldpunt-kinderporno.nl/meldingsformulier-template/?lid=1&meldtype=website>  
<https://www.helpwanted.nl/>

### **Poland**

- Link to INHOPE node in Poland ([www.Dyzurnet.pl](http://www.Dyzurnet.pl)) is provided in TMPL web site.

### **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-copiiilor-pe-internet/>

### **Committed measure 3:**

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

### **National examples:**

#### **Croatia**

- Croatian Telekom supports (Letter of Intent sent) the Centre for Missing Exploited Children:
  - <http://cnzd.org/partneri>
  - [http://cnzd.org/uploads/document/attachment/5/cnzd\\_eng\\_1\\_2.pdf](http://cnzd.org/uploads/document/attachment/5/cnzd_eng_1_2.pdf)

#### **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.inhope.org/gns/our-members/Greece.aspx>
  - <http://www.safeline.gr/en/report>

#### **Romania**

- Telekom Romania's NTD is linked into the national hotline organization (OradeNet). Telekom Romania is a partner of the national hotline organization:  
<http://oradenet.salvaticopiii.ro/>

#### **Slovakia**

- Stopline.sk is managed by the NGO eSlovensko, which Slovak Telekom is cooperating with.

#### **Committed measure 4, 5 and 6:**

- There are clear internal processes and responsibilities in 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 equivalent in the fight against child sexual abuse material online, in order to facilitate prompt prosecution and law enforcement regarding suspected content brought to the company's acknowledgement.
- 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 respected ministry. Croatian Telekom has agreed procedure with HAKOM (Croatian NRA) for blocking Croatian Telekom customers' numbers reported for sending unsolicited SMSs by end users or competent authorities. HAKOM has opened an e-mail address with purpose of reporting unsolicited SMS [nezeljeni.sms@hakom.hr](mailto:nezeljeni.sms@hakom.hr). Report should contain details about such SMS and screenshot of message as evidence. E-mails are distributed to all Croatian mobile operators. After receiving such e-mails responsible group in Croatian Telekom conducts and analysis of reported numbers and if it is confirmed that these numbers are sending big amounts of SMSs 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 takes on 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 a command to the legal department of cosmOTE. The legal department shall forward this command 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](mailto:abuse@telekom.hu) receive reports and notify the responsible persons to remove content, if it is necessary. Magyar Telekom effectively removes illegal content from its own servers.

## Romania

- Internal process in place to ensure that prospective reports are directed to OradeNet Hotline.
- Please note that the Notice and Take Down (NTD) process is an area of shared responsibility of the National Hotline Organization ([ORAdE.NET](#)), Law Enforcement Agencies and Networks Operators and Service Providers.
- Telekom Romania's NTD is linked into the national hotline organization. At the national level, reports referring to materials on the internet of an illegal or harmful nature for children are received and processed by hotline organizations (safernet.ro hotline), so responsibility for assessing if a content is illegal is taken by the authority and not the service provider. The national hotline organization has well established practices and structures in place for effective NTD (please see <http://oradenet.salvaticopiii.ro/>)
- In case of possible complaints to be received by Telekom Romania via different channels (call centres 1234, e-mail: [sesizari@telekom.ro](mailto:sesizari@telekom.ro) , [contact form from company website](#)), the relevant structures within organization follows 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 blocking access of its users to the illegal content sites.
- Please also note that Telekom Romania clearly takes over responsible for its own content services which are properly secured. As concerns our clients hosting content in our networks, the contracts concluded foresee clear provisions by which the client is not permitted to use the service for the scope of illegal content, including child sexual abuse. The client is fully responsible for the content.

<p><b>Poland</b></p> <ul style="list-style-type: none"> <li>By law TMPL cooperates with law enforcement agencies, also with regard to the issues related to the illegal content on a case-by-case basis.</li> </ul> <p><b>Committed measure 7:</b></p> <ul style="list-style-type: none"> <li>Contractual agreements are used to require 3rd party content providers/partners with whom there are commercial relationship to follow equivalent notice and takedown rules.</li> </ul> <p><u>National examples:</u></p> <p><b>Netherlands</b></p> <ul style="list-style-type: none"> <li>T-Mobile subscribed the Notice and Take Down code of conduct: <a href="https://ecp.nl/activiteiten/werkgroep-notice-and-takedown/">https://ecp.nl/activiteiten/werkgroep-notice-and-takedown/</a></li> </ul> <p><b>Romania</b></p> <ul style="list-style-type: none"> <li>In the contractual agreements with content provider, distributing content over Telekom Romania’s channels the respective provider has the obligation not to change nature and classification of the content without prior notice to Telekom.</li> </ul>
<p><b>1. Which of the following mechanisms are provided on your product or service to <u>facilitate the notification or reporting</u> of suspected child abuse content?</b> (tick any that apply)</p> <p>(no) <i>Company-own hotline reporting button or telephone number</i>  <input checked="" type="checkbox"/> <i>Link or button for external national or regional INHOPE hotline</i>          (no) <i>Emergency services</i>          (no) <i>Law enforcement agency</i>          (no) <i>Other external agency (please specify): .....</i></p> <p>See ‘committed measure 2’ and national examples above.</p>
<p><b>2. Please outline briefly the procedures to be followed if illegal content were to be discovered on your service.</b></p> <p>See ‘committed measure 4’ and national examples above.</p>
<p><b>3. Do you provide links to any of the following to enable users gain <u>additional information</u> in relation to child sexual abuse content or illegal contact?</b> (tick any that apply)</p>

(no) *Links to relevant child welfare organizations/specialist providers of advice*

(no) *Other confidential helplines/support services*

(no) *Law enforcement agencies*

**X** *INHOPE*

(no) *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 in Deutsche Telekom's focus and, thus, potential impact to increase child online safety is very limited.

Deutsche Telekom is committed to improve age appropriate privacy settings through implementing the GSMA 'Privacy Design Guidelines for Mobile Application Development'<sup>4</sup>.

The guidelines had been developed in the context of the GSMA Mobile Privacy Initiative<sup>5</sup> 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 adolescent, 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.

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<sup>4</sup> [https://www.gsma.com/publicpolicy/wp-content/uploads/2016/09/GSMA2012\\_Guidelines\\_PrivacyDesignGuidelinesForMobileApplicationDevelopment\\_English.pdf](https://www.gsma.com/publicpolicy/wp-content/uploads/2016/09/GSMA2012_Guidelines_PrivacyDesignGuidelinesForMobileApplicationDevelopment_English.pdf)

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

<p><b>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?</b></p>
<p><a href="#">See explanation above.</a></p>
<p><b>2. Are <u>distinct privacy settings</u> deployed to prevent access to information on for users under the age of 18?</b></p>
<p><b>X Not applicable (please explain):</b></p> <p><a href="#">See explanation above.</a></p> <p><b>If yes, please briefly outline available age-appropriate privacy settings (Provide details including relevant links/ screenshots on your website)</b></p> <p><b>Please identify default settings for each <u>age category</u> of under 18s, as relevant:</b></p> <p><b>Please identify any steps you have taken to ensure that these settings are <u>easy to understand, prominently placed, user friendly and accessible.</u></b></p>
<p><b>3. Where are users able to view and change or update their privacy status? tick any that apply)</b></p>
<p><a href="#">Not applicable — see explanation above</a></p>
<p><b>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?</b></p>
<p><a href="#">Not applicable — see explanation above</a></p>
<p><b>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.</b></p>
<p><a href="#">Not applicable — see explanation above</a></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 is coordinating child online safety internally and serves as a central point of contact for external requests, e.g. by non-governmental organisations 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

### **Netherlands**

- Corporate Communications

### **Poland**

- CR & Internal Communication Manager

### **Romania**

- CSO is the Corporate Communications Director – Ruxandra Voda 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 easy to reach and central hub for parents, kids 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:**

#### **Croatia**

- <http://www.t.ht.hr/drustvena-odgovornost/zastita-djece/#section-nav>

#### **Czech Republic**

- <https://www.t-mobile.cz/microsites/pomahame/odpovedne-podnikani.html>

### Germany

- [https://www.telekom.de/start/jugendschutz?wt\\_mc=alias\\_1156\\_jugendschutz](https://www.telekom.de/start/jugendschutz?wt_mc=alias_1156_jugendschutz)

### Greece

- [www.e-parenting.gr](http://www.e-parenting.gr)
- Since 2017, e-parenting.gr, a consulting microsite, was created by COSMOTE to support parents' efforts to offer their children – the future digital citizens- the unlimited possibilities of the digital world with safety. The microsite educates parents and provides all necessary knowledge they need. Specifically, it contains: articles, webinars, events and tools about online children's safety. Especially for the articles, information is provided in cooperation with specialized scientific institutions, such as the Greek Safer Internet Center, Hellenic Association for the Study of Internet Addiction Disorder and Cyber Crime Division of Hellenic Police. Also, an innovative online platform "School of Cool" is included. It is the 1st virtual internet school for parents. School of Cool contains short e-learning courses, trying to educate parents on digital children's attitudes (e.g. abbreviations, emojis, hashtags, etc.).

### Hungary

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

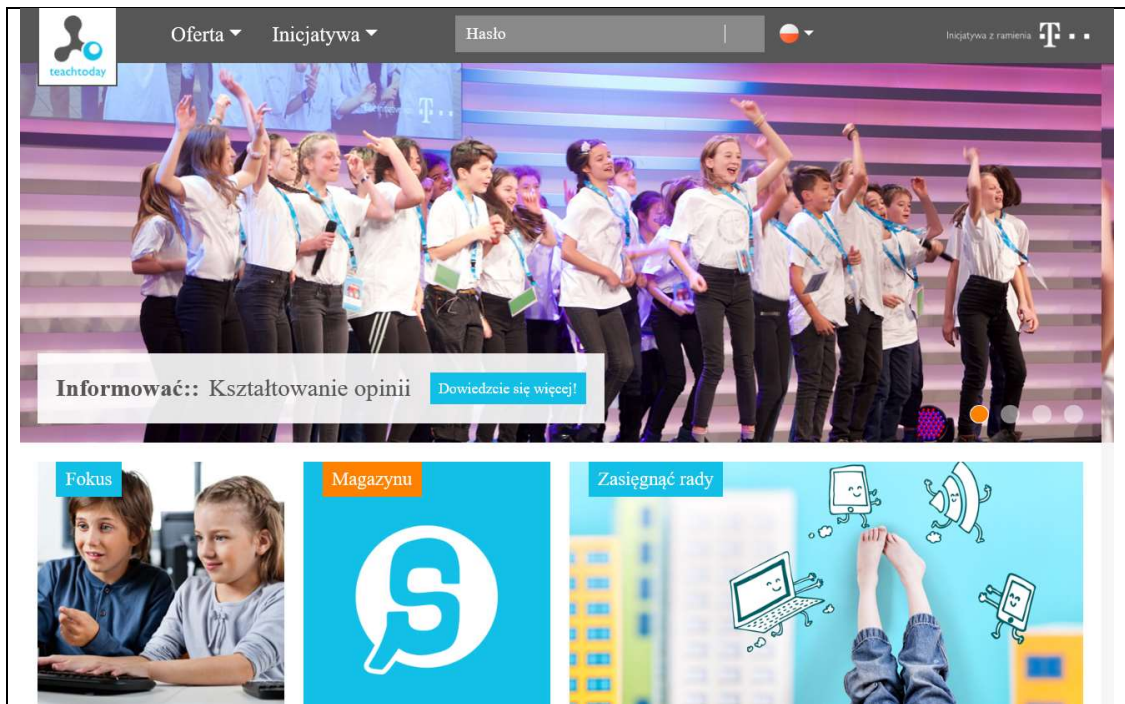
### Romania

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

### Poland

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





## Slovakia

- <https://www.telekom.sk/o-spolocnosti-telekom/zodpovedne-podnikanie/chranime-deti/>

### 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 systems. Such initiatives include inter alia:
  - Running own public campaigns and events
  - Provisioning of awareness raising material
  - Support of governmental initiatives
  - Support of NGOs engaged in the field
  - Facilitating the work of schools and teachers

National examples:

**Austria**

# ConnectedKids

Jeden Freitag erscheint im Magenta Blog in der Kategorie ConnectedKids ein Beitrag über Vernetztes Lernen, Tipps und Tricks für Lehrende, Eltern und Kinder sowie andere Beiträge im Zusammenhang mit Lernen. Wir haben bereits vor vielen Jahren unser Projekt ConnectedKids begonnen. Ziel des österreichweiten Projektes ist es, Schülerinnen und Schülern, Lehrenden aber auch Eltern das Lernen mit Hilfe digitaler Medien näher zu bringen.



### Stimmgerät und Metronom – Apps für richtige Töne und Rhythmen

28. Juni 2019 / [Jasmin Walner](#)

Ein Stimmgerät sorgt für richtige Töne und Rhythmen. Immer mehr Apps bieten die genannten Funktionen und stehen einfach und jederzeit am Endgerät bereit [...]

[Weiterlesen](#)



### YouTube: ungebrochen digitaler Kulturort der Jugendlichen

21. Juni 2019 / [Paul Krul](#)

YouTube als ungebrochen digitaler Kulturort und Leitmedium der Jugendlichen. Welche Chancen ergeben sich daraus für Lernen und Schule [...]

[Weiterlesen](#)



### XIMI. Schüler-Start-Up in der MS Hörnesgasse?

14. Juni 2019 / [Paul Krul](#)

XIMI ist ein Programm, das Schülerinnen und Schülern jeder Schulstufe unterstützen kann. Es ermöglicht z. B. für abwesende Schülerinnen und Schüler das [...]

[Weiterlesen](#)



### Keyword SEO – oder wie findet man mich im Internet?

7. Juni 2019 / [Paul Krul](#)

Suchmaschinenoptimierung hilft, dass Webseiten und deren Inhalte im Suchmaschinenranking auf den vorderen Plätzen erscheinen [...]

[Weiterlesen](#)

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[Tools für Schule & Familie](#)

## Magenta Social Media



[Magenta Karriere](#)

[Magenta Business](#)

[Andreas Bierwirth](#)

## Magenta Newsroom



tele.ring Sommerhit: Neue Handy-Tarife mit mehr Gigabyte und das Samsung Galaxy A50 um 0 Euro [...]



Magenta Telekom unterstützt letzten Life Ball [...]



Magenta Telekom und Samsung eröffnen ersten gemeinsamen ...

- T-Mobile Austria Kids Blog with e.g. Safety Tips: <https://blog.magenta.at/category/kids/>
- Robo Wunderkind: Programmierbare Roboter aus Wien mit Kindern getestet  
Video: <https://youtu.be/kwYZHkEKQRc>

- [Refugees{code} Hackathon: Die Universalsprache des Programmierens:](https://blog.magenta.at/2018/02/06/refugeescode-hackathon/)

## Refugees{code} Hackathon: Die Universalsprache des Programmierens

Artikel teilen:



6. Februar 2018 / [Christof Baumgartner](#)



Vergangenes Wochenende fand ein Hackathon der besonderen Art im [WeXelerate](#) Hub in Wien statt. Der non-profit Verein [Refugees{code}](#) vernetzte rund 60 internationale Teilnehmerinnen und Teilnehmer bei einem 24-stündigen Hacking Marathon, der von T-Mobile unterstützt wurde.

Die Logik des Konzept von Refugees{code} ist bestechend einfach: „Ich habe bemerkt, dass fast alle Unternehmen Programmierer suchen – in allen möglichen Bereichen. Gleichzeitig wollen Geflüchtete Teil der Gesellschaft sein – das funktioniert am schnellsten über einen Job. Wir führen diese beiden Aspekte zusammen und bieten Programmierkurse für Geflüchtete an“, erklärt der Initiator und Gründer Stefan Steinberger. Selbst zwar kein Programmierer, fand er

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[Magenta erleben](#)

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### Magenta Social Media



[Magenta Karriere](#)

[Magenta Business](#)

[Andreas Bierwirth](#)

- [#ConnectedKids Initiative: Using the opportunities offered by digital media in the classroom.](#)

With the “Connected Kids” project initiated by T-Mobile, we help children, young people, parents, and teachers enhance their use of digital media. Since its launch in 2013, around 11.200 students in some 453 participating classes and about 624 teachers have already had an opportunity to explore digital learning in a connected classroom.

More information: <https://nachhaltig.magenta.at/2018/en/responsibility/>

Video: <https://youtu.be/ALyxJQ2ygsI>, <https://youtu.be/Cua0zUE07JY>

<https://newsroom.t-mobile.at/?s=connected+kids>

### Croatia

- Croatian Telekom supports “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 has 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 will cover a number of awareness-raising activities to better protect children on the internet, aiming to improve the current status in this segment.

### Greece

- Activities in 2018/2019 include:
  - 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 2017 - August 2018, over 235 middle school students participated in the Museum's monthly meetings on the safe use of the Internet.
  - Surfing Safely: In 2018, COSMOTE supported the development of this educational program for students and parents, which is based on a cartoon exhibition. The program was organized by the Hellenic Association for the Study of Internet Addiction Disorder and EDUCARTOON – Cartoon in education. The exhibition was held in 2 municipalities of Attica and was attended by more than 260 students.
  - For the 7th consecutive year, COSMOTE supported nationwide workshops on safe Internet navigation, organized by the Cyber Crime Unit. In 2018, approximately 450 workshops were organized with the participation of 50,000 children, parents and teachers.
  - COSMOTE and GERMANOS supported, the 1st Information Education and Technology Mobile Laboratory, "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. Through this initiative, students, parents and teachers are informed about major issues, such as the safe use of the internet. In 2018, interactive interventions were implemented, through "The Smile of the Child", providing prevention services to 6,415 students.

### 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 2 main events during the year when Telekom volunteers take part actively:
  - Digital skills – thematic week at schools – reaching approx. 500-700 students
  - Telekom Volunteer Day – reaching approx. 200 students
- We believe that kids are more open for 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 make the parents and children to keep engaging in dialog with each other in order to find the right way to handle internet, gaming, etc. issues.

#### **Romania**

- Involvement in Projects presented on the child online safety webpage: <https://www.telekom.ro/despre-noi/responsabilitate/piata-telecom/siguranta-copiiilor-pe-internet/>.
- Support of Romanian Safer Node - OradeNet - coordinated by Save the Children Association to run awareness campaigns on the platform: <http://oradenet.salvaticopiii.ro/>
- Romanian Safer Node’s big annual campaign is sponsored inter alia by Telekom Romania, including a contest for safer internet rules run in Romanian schools together with the Ministry of Education.

#### **Poland**

- In 2017 TMPL implemented educational programme called The Safe Internet Laboratory. Its purpose is to provide the youngest with a hands-on experience to use Internet resources responsibly and safely, and also provide parents, guardians and teachers with knowledge and solutions protecting the youngest against threats they may encounter in the virtual world.
- The Safe Internet Laboratory is a series of workshops addressed to primary school students. The programme covers schools in cities with up to 50 thousand inhabitants all over the country. During the classes, children learn, among other things, how to avoid data interception from the computer, what contents should not be published on the Internet, why one should not post photographs in the Internet which ridicule others and how to defend oneself in the event of attempted harm. Classes conducted within the joint project of the Foundation and T-Mobile are aimed at raising the awareness among the youngest of threats they may encounter on-line and widening the knowledge of teachers regarding the latest methods of preparing students for responsible use of the web.



- Parents and teachers received our Safe Internet Lab materials via LIBRUS – a specific school electronic management system for parents, teachers and students.
- Our Safe internet Lab project we conducted in co-operation with the Digital University Foundation. The project was under the honorary patronage of the Ministry of Digitization. TMPL representatives are also a members of the cybersecurity working group at the Ministry of Digitization.
- Statistics (so far):
  - 32 workshops
  - 4420 trained students
  - 200 trained teachers
  - 8800 parents & teachers who received educational materials
- Other initiatives:
  - Cybersecurity working group at the ministry of Digital Affairs.
  - <http://www.t-mobile.pl/pl/dlaciebie/obsługa-klienta/usługi/nso-usługa>
  - [http://www.t-mobile.pl/pl/oferta\\_specjalna/bezpieczne-surfowanie](http://www.t-mobile.pl/pl/oferta_specjalna/bezpieczne-surfowanie)

**Slovakia**

- Slovak Telekom’s Zoznam provides children friendly safe website [rexik.zoznam.sk](http://rexik.zoznam.sk). In addition, all information regarding children safety is provided at a dedicated page: <https://www.telekom.sk/o-spolocnosti-telekom/zodpovedne-podnikanie/chranime-deti/>

<p><b>1. Does your company provide its own <i>educational resources</i> aimed at any of the following groups?</b></p> <p><input checked="" type="checkbox"/> Younger children, i.e. under 13s</p> <p><input checked="" type="checkbox"/> Teenagers &lt;18s</p> <p><input checked="" type="checkbox"/> Parents and carers</p> <p><input checked="" type="checkbox"/> Teachers and other adults</p> <p>(no) Others (please specify): .....</p> <p>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.</p>
<p><b>2. Which of the following <i>topics</i> are included within your own company educational materials?</b></p> <p><b>(tick any that apply)</b></p>

<p><input checked="" type="checkbox"/> Online safe behaviour                  (no) Privacy issues  <input checked="" type="checkbox"/> Cyberbullying                  (no) Download and copyright issues  <input checked="" type="checkbox"/> Safe use of mobile phones                  (no) Contact with strangers  <input checked="" type="checkbox"/> Other topics (please specify):</p> <p>Safe and responsible use of mobile and fixed internet</p> <p>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.</p>
<p><b>3. With reference to any educational material you provide, <u>which of the following methods do you use?</u></b>  <b>(tick any as apply)</b></p> <p>(no) Documentation provided with product/contract on purchase/first registration                  (no) A required presentation by salesperson completing sale                  (no) Displays/leaflets positioned prominently in stores                  (no) Notification by email / on-screen statement / other means when product or contract is purchased or first registered                  (no) Prominent notifications, resources or pop ups on website                  (no) 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><b>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?</b></p> <p>See above, including national examples of links to other external organisations.</p>
<p><b>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?</b></p> <p>See listed above, including national examples of campaigns and industry partnerships.</p>
<p><b>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.</b></p> <p>See above, including partnerships with NGO, civil society and other educational agencies.</p>

**7. Please outline briefly any of your own company initiatives in *media literacy and ethical digital citizenship*, designed to help children and young people to think critically about the content consumed and created on the internet.**

See above, including national examples of media literacy initiatives.

**8. Please provide details of any advice and supports *to encourage parents or teachers to talk to their children/* pupils about the opportunities and risks arising from their use of the internet.**

See above, including national examples that support encouraging parents and teachers to talk to their children/pupils.

**9. Please outline any additional activities or initiatives *not detailed above* that relate to education and awareness-raising offered by your service or product.**

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