Managing content accessibility

Mobile phones and the internet have become valuable resources that provide users with access to a range of information.

This brochure aims to provide mobile phone and internet users with information on how they can take greater control over the information and content which is accessible via their service.

A number of tools and strategies are available to end users to help them manage the content that they, their businesses and their families have access to.

How is access to age restricted content governed?

In January 2008 the Australian Communications and Media Authority (ACMA) introduced the Restricted Access Systems Declaration. This set in place rules that help ensure a consistent approach to managing age restricted content accessible via internet and/or mobile phone.

The rules cover live content, mobile premium services (including mobile portal content and premium SMS/MMS content) and premium rate services.

The purpose of the declaration is not to prevent access to age restricted content, but to ensure that:

▶ Access is limited to persons 15 years and over in the case of MA15+ content, and to persons 18 years and over in the case of R18+ content.

▶ That the methods used for limiting access meet a minimum standard of access control.

Further important information for mobile and internet users

Bendigo Telco does not enter into contracts with persons under 18 years of age.

Our Acceptable Use Policy contains requirements with respect to content published by our users. All services are supplied in accordance with the terms and conditions of the policy.

Concerns about access to age restricted content

If you have any concerns about access to age restricted content you should raise them with the Australian Communications and Media Authority (ACMA). The ACMA is the agency responsible for regulating the telecommunications industry.

After receiving a complaint and investigating the internet or mobile content, the ACMA may direct the content service provider to either remove the content or place the content behind specified access restrictions.

Contact details

Australian Government NetAlert

Phone: 1800 880 176
Web: www.netalert.gov.au

Internet Industry Association

Phone: (02) 6232 6900
Web: www.iia.net.au

Australian Communications and Media Authority (ACMA)

Phone: (03) 9963 6800
Fax: (03) 9963 6899
Web: www.acma.gov.au

Office of Film and Literature Classification

Phone: (02) 9289 7100
Fax: (02) 9289 7101
Web: http://www.classification.gov.au/special.html

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Bendigo Telco
Connecting Our Community

INFORMATION FOR CUSTOMERS ABOUT AGE RESTRICTED CONTENT

Accessed via the internet or mobile phone

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What is age restricted internet and mobile content?

Age restricted content is content that:

- Is classified as R18+ or MA15+ by the Australian Classification Board in accordance with the National Classification Scheme; or
- Has not yet been classified, but if it were to be classified, there is a substantial likelihood that the content would be classified MA15+ or R18+.

Age restricted content could include content that is excessively violent, contains detailed instruction in crime, violence or drug use, or is of a sexually explicit or racist nature.

For full details on the classification systems used within Australia, or on what defines age restricted content, please refer to the Australian Classification Board's website. Contact details for the Australian Classification Board are on the back of this brochure.

How can I manage access to age restricted content on my mobile service?

Age restricted content can be delivered to a mobile phone via Short Message Service (SMS), Multimedia Message Service (MMS), via mobile internet connection or through mobile data access.

Access to SMS (both Premium and standard), MMS and mobile internet/data services can be restricted.

Depending on the type of mobile rate plan you have signed on to, you may be able to access Premium SMS services, MMS services and mobile internet automatically, or you may need to 'opt-in' to these types of services.

> As your phone provider we will advise you of the default level of access that is applicable to your service when you sign up.
>
> You are able to amend your current level of access to SMS (Premium and standard), MMS and mobile internet data by completing the Premium Services Form.

If you request access to R18+ content, you must provide us with age verification before we grant access to this kind of content (age restricted content is not available on all plans).

At present, internet content filter technology is still being developed for use with mobile phones.

What is an access control system?

Content that is classified as MA15+ or R18+, or content that is reasonably likely to be assessed as MA15+ or R18+, must be subject to an access control system under the new declaration.

An access control system is put in place by the content provider and limits access to the content. The user is issued with a PIN or equivalent control mechanism by the content provider.

As a minimum an access control system must:

- Require an application for access to the content.
- Include relevant quality assurance measures.
- Limit access to the content by the use of a PIN or some other means.
- Provide safety information for parents and guardians on how to control access to the content.

In addition, when delivering MA15+ content an access control system must:

- Require a declaration from the applicant that they are over 15 years of age.
- Provide warnings as to the nature of the content.

To deliver R18+ content an access control system must:

- Require proof that the applicant is over 18 years of age.
- Include a risk analysis of the kind of proof of age submitted.
- Verify the proof of age by applying the risk analysis.
- Retain records of age verification for a period of two years, after which the records are to be destroyed.

How do I manage access to age restricted content on my internet service?

In conjunction with parental supervision and household rules for internet use, the installation and use of filtering software can be an effective tool for managing children's access to the internet.

What is filtering software?

Filtering software are computer programs that have been specifically designed to prevent access to certain types of content which is not suitable for children.

Currently, it is not a legal requirement for filtering software to be installed on all computers. However the installation of appropriate filter programs is a useful tool that, in conjunction with adult supervision of children and persons under 18 years of age, will assist in the management of access to age restricted content.

Various forms of filter software are available to service both home and business customers.

How do I access an approved filter software product?

The Australian Government has provided access to a range of filter options. These include:

- A choice of internet content filters that can be downloaded and installed on your computer or ordered on CD-ROM to be installed on your computer.
- Internet content filters with adjustable settings, so you can create individual user profiles and choose the amount and types of content you want each user to access or avoid.
- Internet content filters that provide reports on internet use, that may help you set the rules for your families internet use.

To download an approved filter product, or for further information, log on to www.netalert.gov.au

The Internet Industry Association (IIA) has also compiled a resource that contains all IIA Family Friendly Filters to provide users with access and information on a range of approved filter products.

To download an approved filter product, or for further information, log on to www.iia.net.au

Bendigo Telco does not offer server level filtering.

Please note that fees and charges may be applied when accessing some filter software products.

Bendigo Telco provides you with phone/internet services and forwards costs to you from third party content providers. It is the content provider's responsibility to provide an access control system for age restricted content and it is your responsibility to ensure that no under aged users have access to restricted content.