

Dealing with spam

Some companies send people text messages advertising something they're trying to sell. The texts often include a premium rate number to call or text back. These messages are often known as spam.

O2 works with several different organisations to try to stop the spread of spam texts. We investigate messages that are forwarded to us and, if we can, we will take action against the companies sending them. If the message seems like a scam and includes a response phone number to ring, we can block the number and stop people losing money by calling.



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Talking points

A couple of things you might like to tell your children about dealing with spam

- You can forward spam messages to O2.

Spam text messages are annoying, but there is a very simple way to deal with any spam you receive. The best thing to do is simply not respond to it.

Protecting phones from theft

Mobile phones are valuable things, but they aren't as valuable as personal safety. If someone feels threatened in any way, the most important thing is for them to protect themselves rather than be harmed just for the sake of hanging on to their mobile.

If your child's mobile is stolen, you should contact customer service to get a restriction put on the number. By doing this, nobody will be able to make or receive calls with the missing handset or SIM. You should then report the theft to the police, who will give you a crime reference number.

If a phone that has been stolen or lost is later found, it will help the police to identify it if it's been 'property marked' with your postcode. Your local police will have more information about this. It will also help the police if you know the phone's IMEI number. This is a 15-digit serial number that is unique to every mobile phone. It can usually be found on a label behind the battery.



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Talking points

A few tips you might like to pass on to your children to lessen the risk of them having their mobile phone stolen:

- Avoid drawing attention to your phone. When you're out and about, try to stick to texting rather than calling. If you do make calls, don't talk too loudly and maybe use a hands-free earpiece.