

Voice and voicemail services

When you use a mobile phone for a one-to-one 'voice' conversation, it is usually with someone you know. It is also possible to have a group chat, where you talk to several people at the same time in a group conversation.

If a mobile is switched off or engaged, calls can be diverted to a voicemail. This is an electronic answerphone where callers can leave a message.

The call register on the mobile phone contains the details of all the calls that have been made and received, but it's not totally reliable because records can be deleted. It's also possible for someone to withhold their number so it does not register on the phone receiving the call and cannot be seen on the handset.

Talking points

Some initial thoughts about mobile phones you might like to discuss with your children:

- It's best to only make calls when you need to, rather than whenever you feel like it.
- Try to keep your mobile calls as short as you can.
- Most people like to personalise their voicemail greeting, but we recommend that your greeting does not include your name or any other personal details.

Some people withhold their number so it can't be seen on the handset. It's very easy for someone who wants to hide their identity to do this. If you are not sure who is calling you, it may be best not to answer.

