

## **Principles for the Safer Use of Connected Devices and Online Services by Children and Young People in the EU**

Following the launch of the “Principles”, Telecom Italia S.p.A. has been working to implement the provisions according to its services and/or products.

The Principles aimed to ensure that Signatories:

- Encourage the development of innovative approaches which enhance safe use of the technology by children and young people
- Encourage the empowerment of parents and carers to protect children and young people engaged in online activity through education and advice
- Promote users’ awareness of information and tools to help keep themselves safer online and of their obligations to behave responsibly towards other users
- Encourage the provision of easily accessible, clear and transparent information to help users understand in a timely way the conditions of use for the service they are using, including what is permitted in terms of acceptable behaviour and user-generated content
- Seek to promote users’ awareness of how – and to whom – to report abuse and concerns, including – where available – specialised external agencies and law enforcement bodies.

### **1. Content**

The ICT Principles require under Section 1 – Content that 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 recognised system of content labelling
- 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 whether your company plans to meet the above commitments, by providing examples on how it intends to reach the targets.

If your company has already met the above commitment, please provide evidence such as screenshots, hyperlinks etc to relevant material to support your statements

Company measure	Status: indicate if Completed, in progress or In Planning	documentation Links/ screenshot/ examples
<p>Information obligations towards users are imposed on service providers by the Italian regulatory system as well by national self-regulatory codes of conduct, such as the one on self-regulatory measures applicable to premium services (VAS).</p> <p>In order to improve transparency and informed choice by the users, specific services guidelines, in particular for VAS, are published on the National Regulatory Authority website, as well as in the operators' ones. As far as TI is concerned, these guidelines apply to the content offered directly by TI as well as to the content of third parties that offer services on TI's spaces. These guidelines are regularly updated to take account of codes of conducts, rules and platforms.</p> <p>An updated version of Code of conduct for premium services provision (version 3.0, into force from December 1<sup>st</sup> 2013) has been adopted by the main mobile operators and content service providers to the aim of increasing transparency and information towards users about the activation/dis-activation, use and features of services. It includes a number of specific provisions aimed at minors protection. The Italian NRA (AGCOM ) has considered the content and commitments published in the Code as being</p>	<p><b>COMPLETED</b></p> <p><b>The new version of the CASP 3.0 is going to be published in the TIM website)</b></p>	<p><a href="http://www.agcom.it/default.aspx?DocID=11652&amp;Search=47/13/cir">http://www.agcom.it/default.aspx?DocID=11652&amp;Search=47/13/cir</a></p>

<p>compliant with the regulation for the VAS (see Order n. 47/13/CIR).</p> <p>In the mobile environment, when a VAS is provided, a disclaimer appears on the screen informing users when content is addressed only to an adult audience.</p> <p>Within the general conditions of VAS contracts, specific and detailed information is given to the users about their correct behaviour in using the service and the behaviours that are prohibited. By way of example, in the framework of the provision of services that allow users to upload web spaces of self-produced content, the T &amp; C/contracts specify the content that cannot be uploaded and, in the event of uploading, that can be removed by the company (where necessary, coupled with the notice to be forwarded to the judicial authority).</p> <p>When content services are provided by third parties, specific clauses in the contracts, concluded among TI and the content service provider, impose the latter to respect the applicable rules for minor protection and provide for penalties in case of violation.</p> <p>In the context of the Mobile Apps provision, Telecom Italia issued a specific internal Policy for the compliance of Mobile Apps and their respective managing platforms. This Policy is based on the GSMA Privacy Design Guidelines for Mobile Application Development (that TI has contributed to develop and has subscribed) and the Article 29 data protection working party opinion on Apps and Smart Devices. This Policy provides for a series of relevant information, also related to privacy protection, to be given to the user when using a Mobile App: personal data management on smart devices, obligation to correctly inform users, consent requirement and fair processing of data collected from and</p>	<p><b>COMPLETED</b></p> <p><b>COMPLETED</b></p>	<p><b>Internal Policy “Requisiti di Compliance per le applicazioni mobili e le piattaforme che le gestiscono” (03/09/2013)</b></p>
---	---	--

<p>about children</p> <p>Concerning the audio-visual media services, Leg. Decree n. 177/2005 (as modified in 2012) states that providers of on demand audio-visual media services must avoid that minors view or hear services whose content can seriously damage their physical, mental or moral development unless a specific and selective control systems is implemented. For that content a parental control system based on a PIN code must therefore be provided for by providers.</p> <p>The information related to the use and functioning of this PIN code is specified in the general conditions of the contract and, in case of specific services (such as IPTV) personally explained by TI's technicians at the customers' premise.</p> <p>In the context of the provision of Cubovision services, a number of relevant information related to the applicable Parental Control mechanisms are provided for in: a) Welcome Letter (including the contractual conditions), b) FAQ on all devices, c) Content Form (Scheda Contenuto), where indication on whether the content is appropriate for minors, d) the specific customer care for Cubovision (Green number 800187800) where clients can notice about content that they consider not coherent with the relevant classification (so far, no cases have been noticed)</p>		
<p>TI allows users to report about illegal content or behaviours through appropriate mailboxes and a proper web form, which is accessible via specific links in the footer of the institutional sites. More information are given in Sections 4 and 5.</p>	<p><b>COMPLETED</b></p>	<p><a href="http://www.telecomitalia.com">www.telecomitalia.com</a>; <a href="http://www.telecomitalia.it">www.telecomitalia.it</a></p>

<p>In the framework of the fight against abuses and prevention activity, TI set up a number of information campaigns towards minors, parents, teacher and carers generally on the risks related to the new technologies and the internet (chat lines, instant messaging, forum, communities, etc.). Telecom Italia provides its customers with information, educational resources or advice for users in different ways, in particular through a) its institutional and commercial websites (by way of example, on TI's website, specific pages are dedicated to the minor protection and education, such as Navigaresicuri), b) in the Terms and Conditions of contracts, c) material (booklets, et.) specifically elaborated and distributed to children and educators, d) education and awareness raising campaigns, specifically in the schools and other sights where children and educators are conveyed.</p>	<p><b>COMPLETED</b></p>	
<p>In the section related to the minor protection ("Tutela dei minori"), specific information are given to the users, and to all those who are interested, on the correct behaviors to adopt when using internet, and on the values and objectives that TI pursues in the fights against abuses. Other details about the information campaigns are given in Section 6 of the present document.</p> <p>Specific information and awareness are also given to the company's staff about TI's tools to address the abuses and on how to protect minors when using internet services.</p> <p>Also, when services with interactive functionality are provided to the users, specific Use Policies for minors and the Netiquette apply. They are located within the company's website. The AUP is also part of the Terms and Conditions of the Contract.</p>	<p><b>COMPLETED</b></p> <p><b>COMPLETED</b></p>	<p><a href="http://www.telecomitalia.it">www.telecomitalia.it</a></p> <p><a href="http://www.telecomitalia.it/servizi/per-la-sicurezza/tutelare-i-minori-sul-web">www.telecomitalia.it/servizi/per-la-sicurezza/tutelare-i-minori-sul-web</a></p>

.....

## 2. Parental controls

Signatories of the ICT Principles have committed, as relevant for their products or services, to assist parents to limit their children’s exposure to potentially inappropriate content and contact. It is recognised that parental controls have limitations and cannot replace parents’ engagement in their children’s online use. Measures that are available or appropriate to each service/product will vary, but may include:

- Manufacturers seeking to optimise hardware design to provide products which simply and clearly help parents to set appropriate levels of control on devices.
- Network providers seeking to provide necessary tools and settings across their services to enable parents to set appropriate levels of control
- Service and content providers making available the necessary tools and settings across their services to enable parents to set appropriate levels of control.

Please indicate whether your company plans to meet the above commitments, by providing examples on how it intends to reach the targets.

If your company has already met the above commitment, please provide evidence such as screenshots, hyperlinks etc to relevant material to support your statements

Company measure	Status: indicate if Completed, in progress or In Planning	documentation Links/ screenshot/ examples
<p>1. Telecom Italia provides its customers with a number of mechanisms of selective publication, filtering and proceedings aimed at impeding minors to view adult content. Amongst these mechanisms, TI offers parental control solutions, both within the fixed and mobile environment, enabling parents to control and eventually block access to inappropriate content, in particular to block specific inappropriate sites for children, such as e-commerce, pornographic, online gaming sites, etc.,</p> <p>The Use rules for the TIM pre-paid contracts and TIM subscriptions’ General Conditions provide that: <i>“Telecom, in the full respect of the applicable legislation, make available to the Client a series of minors protection tools from the access to sensitive content offered by TI. These tools are regularly updated and communicated to the Client through TI’s information channels, including the Client Assistance Service 119, the website <a href="http://www.tim.it">www.tim.it</a>, the TIM Services</i></p>	<p><b>COMPLETED</b></p>	<p><b><a href="http://www.tim.it">www.tim.it</a>;</b>  <b><a href="http://assistenza.technik.a.telecomitalia.it/at/portals/">http://assistenza.technik.a.telecomitalia.it/at/portals/</a></b></p>



<p>agreements;</p> <p>2. access via wap apn and apn ibox, and use services with content called "Sexy" and "Gambling" offered directly by Telecom Italia or indirectly through other companies with which Telecom Italia has concluded specific agreements;</p> <p>3. traffic to non-geographic numbers for premium services code 892/894/895/899.</p> <p>In the fixed framework, Telecom Italia offers parental control functionality in the framework of a stand-alone offer for fixed customers called "Total security" (together with other functionalities such as Antivirus, Antispyware and Firewall for PC, software for the protection of download and Anti-phishing, which can be installed on the PC through the use of a username and a PIN code) or within the offer called "Tutto senza limiti" which bundles the parental control function with flat internet and voice offering. The service is client-server solution; therefore, once installed, parents can choose among a list of 30 categories those that they want to ban to their children (ex: gambling, e-commerce, porno, etc.).</p> <p>In addition, national regulation on audio-visual media services provides for specific rules for content that cannot be seen by children (art. 34 L. decree n. 177/2005 as modified, Order n. 661/06/CONS,): first, adult content which can be seriously harmful to minors can be provided only by online audio-visual service providers (at any time) that have implemented a system of parental control; adult content which can be potentially harmful to minors can be provided respecting limit of timeframes and parental control obligations. Art. 34 L. decree n. 177/2005 as modified has also required AGCOM (Italian NRA) to set a specific regulation (to be adopted by co-regulation with service providers) on specific technical measures to be adopted as Parental Control System. In Order 224/12/CSP, AGCOM has foreseen the setting up of a Technical panel (launched in October 2012) in order to:</p>	<p><b>COMPLETED</b></p>	<p><a href="http://www.telecomitalia.it/servizi/sicurezza/total-security">http://www.telecomitalia.it/servizi/sicurezza/total-security</a></p>
--	-------------------------	--

<ul style="list-style-type: none"> <li>• identify the technical measures such as to eliminate the possibility that children hear or see programs which might seriously damage their physical, mental or moral development, especially programs with scenes of gratuitous or insistent or brutal violence or pornography and films whose public vision has been denied or are prohibited under the age of eighteen;</li> <li>• regulate the communication of personal identification numbers and the use of filtering systems or labelling for the vision of programs protected by mechanisms of parental control;</li> <li>• share technical solutions in order to be adopted by co-regulation</li> </ul> <p>The technical panel promoted by AGCOM has led to the adoption of AGCOM decision 51/13/CSP, which has introduced a new Regulation on technical measures to be implemented.</p> <p>Meantime, Telecom Italia, as a online audio-visual media service provider, has already implemented for all types of services and content distribution platforms (such as IPTV, Cubovision offer via websites, set-top box, connected devices) a parental control system that requires the use of a PIN code for the vision of free contents available within a catalogue (VOD, catch-up TV), and for paid content (VOD, PPV, SVOD). Moreover, a further control layer has been implemented through the “acquisition PIN”, whose set up is to be made by the user at the first acquisition, both in case of payment through telephone bill and credit card.</p> <p>More in particular for IPTV, access is allowed only to subscribers, that must be majors (subscriptions are allowed only to majors). The viewing of adult content is allowed only when the PIN is inserted. At the moment of the installation of the service, the TI’s technicians verify the clients’ majority and explain how to use the PIN, which has to be inserted at the moment of the first registration to the service. Information related to the role and functioning of the PIN are also included in the contractual conditions. Once the PIN inserted, the client must choose one of the three protection levels</p>	<p><b>COMPLETED</b></p>	
--	-------------------------	--

(green: content appropriate for children, yellow: content that can be viewed by children if accompanied by adult, red: content for adult). If the client does not set up such mechanism, the yellow layer is automatically been installed.

In relation to the services offered with the Cubovision brand, services can be activated only by major users. Moreover:

1. For Cubovision offering that can be enjoyed via websites, no adult content is available. For content that is red-labelled (for instance, content which is not adult but shows violent scenes) , the viewing is regulated by a parental control mechanism, and is allowed only to major users that have been previously registered (and authenticated) on Cubovision site. When the registered user decides to access an adult session for the first time after registration, a disclaimer appears asking user to set up a parental control system (3 layers are foreseen: dis-activated mode, middle and maximum level of protection). If user is not registered, the parental control system is automatically set at the highest level. Adult content can be always acquired but can be viewed only within the timeframe allowed by regulation and specified in the disclaimer.
2. Cubovision provided on set-top box (which is the only adult offering within the Cubovision offer): at the first use of the device by the client, the user must implement a 3 steps procedure: acceptance of general conditions, amongst which the information related to the use of the PIN; insertion of personal data, mandatory insertion of the PIN.
3. Cubovision by Connected TV: no adult content is available on this offering. In case of a red-labelled content (violent scenes) a PIN is created and inserted when registering to the service. If the content is acquired through the channel 187, the registration and the PIN creation occur when the user tries to view the

content. For non registered users, the control is set up by default at the yellow layer.		
For WAP services, content (both TI's own content and third parties content) are previously subject to a moderation phase in order to guarantee the respect of the guidelines for the classification and then erogated by a centralised platform. The PIN code for accessing adult content is provided by SMS upon the client' request, and further to the verification of the major age of the line owner.		

.....

### 3. Dealing with abuse/misuse

The Signatories have committed, when relevant for their services or products, to deal with all abuse/misuse related to content or conduct which may be illegal, harmful, offensive or inappropriate e.g. under a company's Acceptable Use Policy. Signatories commit to:

- Provide a clear and simple process whereby users can report content or behaviour which breaches the service's terms and conditions
- Implement appropriate procedures for reviewing user reports about images, videos, text and other content or behaviour;
- 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;
- Place links to relevant child welfare organizations or specialist providers of advice 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 behaviour presented to them.

Please indicate whether your company plans to meet the above commitments, by providing examples on how it intends to reach the targets.

If your company has already met the above commitment, please provide evidence such as screenshots, hyperlinks etc to relevant material to support your statements

Company measure	Status: indicate if Completed, in progress or In Planning	documentation Links/ screenshot/ examples
<p>Telecom Italia drafted specific internal Guidelines for the fight of the online child pornography in order to allow TI's staff to identify the child pornography cases to be signalled to the Postal Police. This should minimize the interpretative problems for the people that are involved, such as chat and community services moderators, developers, abuse desk operators, etc. and facilitate the accomplishment of the legal obligations. These guidelines are consistent with the Postal Police (CNCPO) and NGOs practice.</p>	<b>COMPLETED</b>	
<p>Telecom Italia set up an appropriate detailed procedure for the notification of child abuses. It makes public information on the procedure that it has established for the notices through a specific communication on the Telecom Italia corporate website.</p>	<b>COMPLETED</b>	<a href="http://www.telecomitalia.com/tit/it/sustainability/form-abuse.html">http://www.telecomitalia.com/tit/it/sustainability/form-abuse.html</a>
<p>The internet user can notify to TI the existence of an illegal content/behaviour. The report is received by the abuse desk team - which has been appropriately set up - and duly managed. The notification can be done through the notification model provided to the users (the online model is published within Telecom Italia institutional and commercial websites) and through the abuse mailboxes.</p> <p>The user which has specified its e-mail address receives a feedback by email about the receipt of the report. No feedback is given for reports coming from automated systems or spam.</p>	<b>COMPLETED</b>	<a href="http://www.telecomitalia.it">www.telecomitalia.it</a> ; <a href="http://www.telecomitalia.com">www.telecomitalia.com</a> <a href="mailto:abuse@business.telecomitalia.it">abuse@business.telecomitalia.it</a> <a href="mailto:abuse@retail.telecomitalia.it">abuse@retail.telecomitalia.it</a> <a href="mailto:abuse@telecomitalia.it">abuse@telecomitalia.it</a>
<p>Telecom Italia will evaluate how to improve the visibility of the reporting mechanism while guaranteeing the efficient treatment of the serious cases by the abuse desk team and the public authority. TI will also continue cooperative efforts with hotlines/helplines to making available its role of technology facilitator in the framework of the fight</p>	<b>In progress</b>	<b>Works within the CEO Coalition</b>

against inappropriate contents and behaviours.		
Also, according to law 38/2006 (which defines the technical requirements for the filtering mechanisms that access providers must put in place to impede the access to specific websites included in the black list drafted by the CNCPO), TI introduced a filtering mechanism also for the foreigners websites with child pornography content.	<b>COMPLETED</b>	
Telecom Italia provides a number of means to restrict and/or block access to potentially inappropriate content for users. These can take the form of parental control mechanisms which can be installed by the parents both on fixed and mobile services, and the form of specific PIN code to be dialed before accessing the VAS services.	<b>COMPLETED</b>	( <a href="http://www.telecomitalia.it/servizi/sicurezza">www.telecomitalia.it/servizi/sicurezza</a> )

.....

#### 4. Child Sexual abuse content or illegal contact

Under this section, the ICT Principles require that signatories, if relevant for their services and products, cooperates with law enforcement authorities and other agencies, as provide for in local law, on child sexual abuse content or unlawful contact. The Signatories shall:

- 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 notified by national law enforcement agency
- 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.

Please indicate whether your company plans to meet the above commitments, by providing examples on how it intends to reach the targets.

If your company has already met the above commitment, please provide evidence such as screenshots, hyperlinks etc to relevant material to support your statements

<b>Company measure</b>	<b>Status: indicate if Completed, in progress or In Planning</b>	<b>documentation Links/ screenshot/ examples</b>
Telecom Italia has implemented an efficient mechanism of Notice and Take down of Child abuse material. Once	<b>COMPLETED</b>	<a href="http://www.telecomitalia.com">www.telecomitalia.com</a> ;

the notice is received by the TI's abuse desk team, it is forwarded with no delay to the competent authority for the due verification. Usually, if a Child Abuse Material (CAM) is found, TI informs the competent authority (the CNCPO - the Centre for the fight against the child-pornography, according to Law 38/2006) about the report and put the CAM off-line in order to allow competent authorities to manage it while hampering the public access to it.		
The law provides for a blocking process, which is based on a black list provided by Law Enforcement agencies; the black list is automatic and updated twice a day.  Content removal, which implies their alteration and loss of traceability (e.g., time stamping, integrity, etc.) and may hamper investigation activities, can be ensured only after notification by Law Enforcement Authorities (i.e., Postal and Communications Police).	<b>COMPLETED</b>	
Telecom Italia website "Navigare Sicuri" provides links to appropriate agencies or organisations that users can contact about making a report or obtaining expert advice, at national and EU level.	<b>COMPLETED</b>	<a href="http://navigaresicuri.tecomitalia.it/">http://navigaresicuri.tecomitalia.it/</a>

.....

## 5. Privacy and control

The Signatories have committed, when relevant for the services and products, to continue compliance with existing data protection and advertising rules and privacy rights as set out in the relevant legal dispositions. In addition, the Signatories if appropriate to their service/product, may also:

- 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 whether your company plans to meet the above commitments, by providing examples on how it intends to reach the targets.

If your company has already met the above commitment, please provide evidence such as screenshots, hyperlinks etc to relevant material to support your statements

<b>Company measure</b>	<b>Status: indicate if Completed, in progress or In Planning</b>	<b>documentation Links/ screenshot/ examples</b>
<p>Telecom Italia, as a European electronic communications operator, is already subject to stringent European and national rules for the protection of privacy, in particular for minors. It should be noted however that in the fixed environment, contracts for the provisions of communications services can be concluded only with people aged +18. In the Mobile environment, where services may be enjoyed also by minors, TI provides for higher specific protections on the basis of specific guidelines that have been elaborated with the aim of protecting in particular the privacy of minors.</p>		<p><a href="http://www.tim.it/tariffe/ricaricabile/tim-young">www.tim.it/tariffe/ricaricabile/tim-young</a></p>
<p>In the mobile environment, the company offers a series of services that can be enjoyed also by minors (TIM Young, TIM cinema, etc.). To the purpose of increasingly protecting minors, our company specifically and individually asks parents to authorize their children for the use of the service. In particular, the TIM Young offer which is addressed specifically to young people, provides a series of specific mechanisms for minors protection, such as the provision of a</p>	<p><b>COMPLETED</b></p>	<p> Liberatoria minori .docx</p>

black list of sites and content that minors cannot access (ex. gambling, sexing, etc.) and the prohibition of the use of minors personal data for marketing and profiling purposes.		
<p>In the framework of the provision of Mobile Apps, TI has specifically issued an internal Policy for guaranteeing a higher level standard of minor' privacy protection. This Policy, that is based on the GSMA Privacy Design Guidelines for Mobile Application Development and on the Article 29 data protection working party opinion on Apps and Smart Devices, provides for the prohibition to collect personal minors' data for commercial purposes, the prohibition of geo-localisation, the prohibition to collect personal data of the members of the minor's family.</p> <p>It outlines also:</p> <ul style="list-style-type: none"> <li>- the prohibition of consent requirement if an App is explicitly intended to be used by a child or a minor;</li> <li>- the need to integrate an age verification processes in order to restrict the access to App intended to be used only by adults (gambling, sexy, etc.)</li> </ul>	<b>COMPLETED</b>	<b>Internal Policy "Requisiti di Compliance per le applicazioni mobili e le piattaforme che le gestiscono" (03/09/2013)</b>

.....

## 6. Education and Awareness

The Signatories commit to raise awareness and provide appropriate information with the aim to:

- 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 whether your company plans to meet the above commitments, by providing examples on how it intends to reach the targets.

If your company has already met the above commitment, please provide evidence such as screenshots, hyperlinks etc to relevant material to support your statements

<b>Company measure</b>	<b>Status: indicate if Completed, in progress or In Planning</b>	<b>documentation Links/ screenshot/ examples</b>
Specific web page “Security” on the commercial website main page focused on network security topics where users can find useful information and tools.	<b>COMPLETED</b>	<a href="http://www.telecomitalia.it/assistenza-0">http://www.telecomitalia.it/assistenza-0</a>
“Born with the network” is a booklet developed by Telecom Italia for parents, teachers and children. It is distributed in TI’s shops to the aim of informing about the fundamental rules for the safe use of internet, the risks and the tools that allow parents to guide children in the use of internet and in the choice of content.	<b>COMPLETED</b>	<a href="http://navigaresicuri.tecomitalia.it">http://navigaresicuri.tecomitalia.it</a>
Telecom Italia interactive website “Navigare Sicuri” aims to create a dialogue between Italian families and their children about online safety rules, practices and behavior.	<b>COMPLETED</b>	<a href="http://navigaresicuri.tecomitalia.it">http://navigaresicuri.tecomitalia.it</a>
Telecom Italia has developed some Web Games for 7-13 kids with the aim to promote the "security culture", the diffusion of correct behaviour and the consciousness of a safe internet use.	<b>COMPLETED</b>	

<p>In 2012 Telecom Italia Group become a FOSI member (Family Online Safety Institute) thanks to Navigare Sicuri, a project meant to help raising awareness of the dangers present on the Internet amongst school children, teachers and parents, and helping them to use the Internet in a safe and conscious way.</p> <p>Telecom Italia is the only FOSI Italian member.</p> <p>The Family Online Safety Institute (FOSI) works to make the online world safer for kids and their families by identifying and promoting best practices, tools and methods that also respect free speech. FOSI is a trusted, international convener, bringing together leaders in government, industry and the nonprofit sectors to collaborate and innovate new solutions in child safety in a Web 2.0 world. FOSI's members include: AOL, AT&amp;T, BAE Systems Detica, BT Retail, Comcast, Disney, Entertainment Software Association, Facebook, France Telecom, Google, GSM Association, Microsoft, Motion Picture Association of America, NCTA, Nominum, Optenet, RuleSpace, Sprint, Symantec, Time Warner Cable, Telefónica, TELMEX, USTelecom, The Wireless Foundation, Verizon and Yahoo!.</p>		<p><a href="http://blog.fosigrid.org/2012/10/30/navigare-sicuri/">http://blog.fosigrid.org/2012/10/30/navigare-sicuri/</a></p>
<p>Telecom Italia Special Initiatives and Projects Department has launched a series of initiatives and projects aimed to “online” Children Safety and Security areas.</p> <p>Starting from October 14<sup>th</sup> 2013, Telecom Italia has launched a widespread and huge project called “Anche lo Ho Qualcosa Da Dire” (“I’ve Something To Say, Too.”), a project aimed at promoting a greater understanding and awareness about the risks that children/students may face in the “online” world. Targets of this initiatives are not only children, but also educators, parents and professionals.</p> <p>The project is designed by organizing hundreds of workshops through the Italian country. In these workshops, the relationships between children/students and the internet's apps and services are discussed from all the possible points of view by technical experts, layers, educators, pedagogues, social workers and, in general, by any professional that is involved (or should be involved) in safeguarding minors from the internet risks.</p>	<p><b>COMPLETED</b></p>	<p><a href="http://www.tutelaminorionline.it">www.tutelaminorionline.it</a></p>

With this initiative, Telecom Italia wants to bring the issues of a safer internet to the attention of the whole stakeholders community by acting on the local territories/cities and using a simpler and concrete approach in order to raise awareness in children and their parents. In compliance with this approach, the heart of the project is represented by the schools themselves, where seminars are held and where children/teenagers are also encouraged to speak, confront and share their experiences and thoughts. The President of the Italian Republic, Mr. Giorgio Napolitano, via a specific message addressed to all the participants of the initiative promoted by Telecom Italia, not only expressed his fully support to but also wanted to warn about the internet's risks and to encourage students, their parents, and educators towards a more conscious use of the internet.

The main goals of the initiative are:

1. to make teachers, children/teenagers and their parents aware about the risks they may face when "surfing" internet and what are the methods and instruments they can use to possibly avoid and react to dangerous situations;
2. to teach and evangelize towards a legal use of internet;
3. to teach and demonstrate the possibilities of internet and fight the technology addiction, by also using concrete and creative examples on how the technology itself can be used in a different and more positive way;

The current planning of the initiative, scheduled till December 2013, foresees to cover three different Italian cities with a dedicated tour. The tour in each city will last for a whole week, where several type of workshops and seminaries are organized and held in at least 20 or more different locations. In the 2014 it is planned to have other twenty cities (at least) touched by the tour.

Genova has been the first "2013" city reached by the tour, in the week from 14<sup>th</sup> October to 18<sup>th</sup> October, Catanzaro and Bari have been visited during November.

Also, with reference to our goal to educate for a legal use of internet, we wanted to contrast the illegal

download of music songs and movies by organizing a series of free music concerts in the center of Genova, called “Bandisti contro Banditi” (“Bands against Pirates”) in order to communicate that it’s better and fairer to produce and play music than download it illegally.

Furthermore, with reference to our goal to show the possibilities of internet, and in the specific case of internet as enabler and aid for a healthier life of children, we have involved the Genova’s Pediatric Hospital Gasalini, where PCs, Tablets and Smartphones has been used to provide educative and entertainment sessions to long-stay patient children, letting them also to video-communicate remotely with their parents and family.

And finally, as real demonstration of more creative and better use of technology, with the direct involvement of the Telecom Italia R&D Department (TILab), we have set up a moving exhibition where robots and other technology devices, made by reusing old electronic equipment (EWaste), have been showed to students.

Genova, Catanzaro and Bari have been an incredible success.

The tour’s figures of the three cities are reported in the table below:

	<b>Genova</b>	<b>Catanzaro</b>	<b>Bari</b>
<b>Period</b>	<b>October, 14<sup>th</sup> - 18<sup>th</sup></b>	<b>November, 4<sup>th</sup> - 7<sup>th</sup></b>	<b>November, 18<sup>th</sup> – 22<sup>th</sup></b>
<b>Workshops</b>	<b>80</b>	<b>72</b>	<b>89</b>
<b>Students Reached</b>	<b>&gt; 12.000</b>	<b>&gt; 9.000</b>	<b>&gt; 11.000</b>
<b>Schools Visited</b>	<b>29</b>	<b>25</b>	<b>34</b>