

Internet Safe Usage In The Egyptian Household

Who Are We:

The National Telecom Regulatory Authority (NTRA) was established in 1998. The NTRA's legislative and regulatory framework has been defined pursuant to the Telecom Regulation Law No. 10 of 2003, that stipulated that the NTRA is a national authority competent to regulate and manage the ICT sector on the basis of fundamental principles, including, transparency, free competition, universal service, consumers' rights protection and non-monopolistic practices.

Chief among NTRA's goals are the provision of high-quality telecom services at the most affordable prices, in addition to the exertion of all efforts to enhance the services, keeping abreast of the state-of-the-art technologies and huge advancements in ICT field. Thereupon, and in implementation of NTRA's main goals, the Consumers Rights Protection Committee (CRPC) was formed in August 2004. It allows all telecom service users to communicate and interact directly with all telecom users by launching awareness campaigns and taking various measures. The CRPC, chaired by NTRA's Executive President, comprises notable public figures and convenes regularly.

In order to activate and fulfill the rights of every user to be provided with high-quality services, get clear and all-inclusive information about them and obtain health and environmental parameters, the NTRA established the Call Center. NTRA's Call Center receives complaints, inquiries and technical complaints of service failure from all users in the A.R.E., through the hotline (#155) and the free number (08003330333). It acts as a second-tier or second level for examining and solving such complaints, around the clock, in case the subscriber does not have his problem solved by the service provider.

To know the latest and most important ICT news on the local and international levels in addition to all issues related to the telecom market in Egypt, you can visit NTRA's website: www.tra.gov.eg. You can also address the NTRA through the following address: Smart Village, B4, K 28 Cairo-Alexandria Desert Road, Giza, A.R.E.,

Tel; (+202) 35344000;

Fax: (+202) 35344155;

Email: info@ntra.gov.eg

Youtube: <http://www.youtube.com/user/CRPCNTRA>

Facebook: <https://www.facebook.com/CRPC.NTRA>

Twitter: <https://twitter.com/crpcntra>

Introduction:

Since the outbreak of "Information Revolution", controversial debate was raised about the best means to obtain optimal benefits from it and minimize the so-called "adverse effects" thereof. In fact, the Internet and satellites broke out into our households all of a sudden, and their emergence had huge impacts on the family and children, and this is considered one of the most prominent issues that attracted the attention and research of all concerned and specialized parties.

Controls and Terms that Regulate Teenagers and Children's Usage of Internet:

To maximize the positive aspects and guide the Egyptian family about the regulatory controls that should be observed to ward off the negative aspects of teenagers and children's usage of the Internet. This guide provides tips to the Egyptian families that might help them achieve this goal, taking into account their implementation after discussing relevant topics with children and convincing them thereof, namely:

- A friendly dialogue should be held between family members to attain mutual understanding and interaction between parents and sons.
- The level of awareness and understanding should be raised among the children about the harm that will afflict them from any obscene content that might reach them and its negative effect on them. This proves that websites blocking is not the best solution.
- The children's awareness should be raised about the non-disclosure of any personal information, their real names, mobile numbers and addresses or even the e-mail address of any other person without previously informing their parents.
- All family members should optimize the benefits they get from modern technologies in obtaining all useful news and information, and not to exploit them in committing forbidden acts.
- You should inform your kids about the necessity of usage of kids safe search engines that will make them avoid pornography sites that accompany other websites. Chief among these search engines are:
<http://www.ajkids.com>
<http://yahooligans.yahoo.com>
<http://www.kids.net.au>
<http://www.kidscllc.org>
- If possible, keep the computer at home in a place where everyone can see it, turn the monitor to the door to facilitate your monitoring of it. Do not put it in an isolated place or corner.

- You should know well the friends of your children with whom they chat online. Write down your notes about the list of addresses stored in your PC and check the browsing history. In case you feel that your child used to browse pornographic websites, hold a cordial dialogue with him about the harmful impacts of them without prejudice to your child's privacy.
- The mutual trust between family members should be consolidated, as you should ensure your children's understanding of your goal from protecting them from those messages and emails. Your discussions with them should take place with transparency.
- Encourage your children to get positive information from the Internet and reward them for it.
- Instruct your children by assigning them to make some online searches and researches which raise their positive awareness.
- Assign to your children some secretarial tasks, such as writing a message related to family affairs, or a letter to be addressed to their school, the district municipality or for purposed relevant to the family interests.
- You should take part in some of the games that your children play in order to instruct them about their advantages and disadvantages. Through these games, you can clarify to them that they would find useful content and information, but they might as well go through inappropriate or obscene content.
- Use some free protective software and programs to ensure the protection of your kids and prevent them from accessing pornographic websites such as:

www.k9webprotection.com

www.Parentalcontrolbar.org

www.Safefamilies.org

www.We-blocker.com

- Try to know the topics that concern them and the files of interest he has downloaded, through holding a cordial discussion with him.
- Notice any changes in the behavior of your child as the symptoms of Internet addiction include the following : introversion, isolation, oblivion, insomnia, lack of concentration, blurred vision, absentmindedness, loss of appetite, and school backwardness).

- Put a system that reduces the symptoms of Internet addiction in a positive way (by determining hours of internet usage and encouraging sport and cultural activities, etc.).
- Train your kid on the best way to sit at his desktop, to browse the internet and set a schedule of maximum hours of internet usage (up to 3 hours for example).
- Help your child to choose the games that augment his Information, knowledge and skills, (such as, SimCity).
- Ask your kid to make a diary in which he writes down his experience in Internet usage.
- Use the most advanced antivirus, *anti-spyware* and *anti-malware* to ward off hackers and viruses. Make periodic scanning of your device especially if you use the Internet on a daily basis.
- Make sure that the websites you are visiting are secured. Do not visit suspicious or spurious websites, such as those giving tips on spying or containing porno films or photos because hackers use such websites to introduce spyware to their victims the moment they log in to these websites.
- Do not open any email sent by an unknown source because the hackers use the e-mails to send spyware and viruses to their victims.
- Do not open or receive any files during chatting from unknown or untrustworthy persons. Moreover, do not visit the non-monitored chat rooms.
- Do not keep any personal information on your PC such as personal emails, photos or important files and other banking information.
- Set secret codes for your confidential and important files lest they will be opened by any intruder.
- Try to have a very limited circle of online friends who must be honest. ethical and selected carefully.
- Try to change your password periodically, as it is hackable.
- Make sure the computer internet jack is disconnected after you finish using the internet or switch off your PC.
- Do not accept or download any file to the hard disk of your PC, if you are not sure of its authorized source.

- Use software that detects spyware and malware that protects you from hackers through the FIRE WALL.
- Set your browser settings to optimal protection possible to be able to find out the browsing history.
- Do not meet persons you were introduced to online.
- Avoid the use of P2P software because they are considered backdoors to viruses and hackers.
- Use email filters.
- Do not ever respond to junk emails.
- Do not ever send photos online, as you will inevitably regret it.
- Avoid online gambling.
- Make sure that the used email supports the Encryption Protocol (https).
- Use an anti-virus protection software to detect spyware and protect you from hackers and to defend computers. Such software and programs are multiple and widespread and we recommend you to use them.
- You can subscribe to one of the "family internet" systems, that does not impose any extra fees on you and allows the parent to monitor his kids' online activities and reduces the children and adolescents' access to pornographic websites.

Protection Mechanisms:

You should know well the entity to which you can resort in case one of your family members is exposed to a cybercrime. Any person, in such situation, can contact the General Administration for Information and Documentation and Information (for combatting cybercrimes: (0227928484); short number (108) or the Child free Helpline (16000) of the National Council for Childhood and Motherhood in Egypt that covers all Egyptian governorates and works on a daily basis around the clock.

For Mobile, Internet and Fixed Service Users:

If you have encountered a problem with the service provider and could not solve it, call the Call Center hotline (155) and we will exert all efforts to solve your problem. The Call Center receives complaints and inquiries on a daily basis throughout the week.