

### Full Text of Responses Individuals

S/N	Date Received	Individual Respondents	Submission in Full Text
1.	21 April 2014	Anonymised on request	<p>I am writing in to provide my feedback on the Parental Control proposal, as published on:  <a href="http://www.mda.gov.sg/AboutMDA/NewsReleasesSpeechesAndAnnouncements/Pages/NewsDetail.aspx?news=628">http://www.mda.gov.sg/AboutMDA/NewsReleasesSpeechesAndAnnouncements/Pages/NewsDetail.aspx?news=628</a></p> <p>1. I strongly believe that subscribers today are well aware of the risks involved in terms of the use of internet while they are also very concern about freedom on internet. Moreover, the implementation will greatly hinder the flow of information and make learning difficult to all user. Parents or subscribers whom have those concerns can simply raise it up during the subscription process.</p> <p>2. MDA "propose" for free subscription of such service but it does not rule that such service will not be subjected to T&amp;C by the IASPs. When in near future, IASPs may suggest that such service requires special attention or system upgrade and it thereby transferring the upgrading cost to the subscribers, even in terms of higher subscription fee.</p> <p>3. Filtering on "adult content" can be easily done with internet browsers or computer setting. In concern of the less technologically-savvy, they can simply get the assistance from the sale-assistant.</p> <p>Most importantly, I <b>do not support</b> the subscription process where an <u>opt-out option is given by default instead of opt-in</u>. This option should <b>always</b> be an opt-in if any.</p> <p><u>Regarding feedback channels used:</u>  This public consultation uses a very limited methods (i.e. email and focus group) to communicate with the public and within such a short period of notice. The risk of such consultation process is that it may not generate and represent a full and actual view from the public. I strongly recommend MDA and all other government policy-making departments to put in extra efforts for all public consultation.</p> <p>Thank you and I hope my feedback will be a valuable one.</p>
2.	22 April 2014	Ron Lee	<p>I applaud the initiatives by MDA to raise awareness and accessibility of parental controls on internet usage. We have seen clear statistics on low subscription on parent control services reported by the telcos. Thus, by</p>

			<p>enhancing the existing process of awareness may not yield significant results.</p> <p>Children who are at the young age are easily influenced by the content they view on internet. I strongly believe it has great impact on the children's behaviour and their process of growing up. It also may affect greatly on their personality. Thus, I would urge the authority to make it a nation wide campaign:</p> <p>Have all the telcos classify the 'sensitive' website under a category which can be named as adult content. The usual broadband service will block the access to such website. If you required to access such website, you have to login to via the page in which shows: Warning! The site you are about to enter is classified as adult content, please login with you NRIC, Email address and password.</p> <p>Such approach will show significant result as it is a nationwide campaign and only 16 and above has the access to view adult content. Device is costly and people tend to lose it or manipulate with it. A subscription process opens up to Yes/No option and usually resulted in low take up rate.</p> <p>Even if it is network filtering, with a change in proxy or network access address, you can bypass the restriction. To give you an example, Vietnam government blocked access to Facebook previously for years. Recently it has opened up the access because many Vietnamese learnt how to crack the network settings via MS DOS prompt on windows and Terminal on Mac. In the end, they open up the access to Facebook because they found out many Vietnamese are accessing Facebook despite blocking it through network filtering.</p> <p>The above suggestion is one of the consideration MDA can look into.</p> <p>Thank you.</p>
3.	23 April 2014	Joseph Lim	<p>I believe public education is the key to raising awareness of Internet parental controls.</p> <p>Singapore has 4 main IT fairs every quarterly starting with IT Show in Mar, PC Show in Jun, COMEX in Sep &amp; SITEX in Nov.</p> <p>These IT fairs attract large crowds of people and many will sign up or renew their contract during these period. MDA can take advantage of the IT fairs to set up a mini</p>

			<p>stage / booth to educate the public on the parental controls.</p> <p>MDA can also partner with IASPs during these events to conduct workshops on how to use various IASPs parental controls, etc.</p> <p>MDA also need to ensure that IASPs do indeed offer parental controls services to their customers. Currently I am unable to find information on Viewqwest and SuperInternet website that they have parental controls services to offer to their customers.</p> <p>MDA should not force the parental controls service to people. People who wish to have the parental controls service should request the service from their IASPs. Once the customer request to sign up for the parental controls service, it should be on by default. IASPs should also provide guides on how to deactivate the service if the customer does not wish to use the service anymore.</p>
4.	24 April 2014	Anonymised on request	<p>I would like to feedback on the above mentioned topic.</p> <p>Although I feel that subscription cost maybe a contributing factor, I don't think it is the only factor why parents are not subscribing to parental control services from Internet Service providers. The added cost of subscribing to such services doesn't appear significant high that it would deter anyone wanting it for their children.</p> <p>In addition, I don't think it is a question of many parents not knowing that ISP offer such added services because from my personal experience, I remembered sales or customers service from different service providers taking the time to do so when I made enquires about broadband service without me asking.</p> <p>Instead I think a reason why parents are not doing so is because parents may want to be able to view certain contents like 4D, Toto, etc., but may not want their children to. A parent may want to use social media like facebook and twitter, but may want to restrict the usage of it for the children. However parents may not know what parental software are available as these software tend to be packaged with anti virus software, less and less shops are selling hardcopy of such software, such software can be expensive, parent may not know how to do these settings in such software, or what parental control services from Internet Service providers can and cannot do. Some parents may even question the</p>

		<p>effectiveness of it since small children can even be seen these days carrying smartphones and tablets in public, so any approach should include these.</p> <p>The ideal solution to tackle this would be for parents to have one broadband subscription for the parents, and one broadband subscription for their children, with the one for the children being more restricted and child friendly. However the reality is that if parents are unwilling to pay the extra cost of parental control services from Internet Service providers as an added service now, they are unlikely to do so for such a solution.</p> <p>On the proposal of MDA To Facilitate Adoption Of Internet Parental Controls itself, I think it is right to ask Internet Service Providers to ask customers whether they want such parental controls when they sign up for broadband service as they already doing now. I also think it should be an opt in option rather than an opt out option as the parents have to be conscience of their responsible to safe guard their children internet use, and not assume it should be the responsibility of Internet Service providers, teachers or government to do so alone. To make it an opt out option might make parents take it for granted.</p> <p>As to what content should be or should not be filtered by default, this is where the problem lie. As mentioned earlier, what parents may want available for themselves may not be what they want to be made available for their children. Amongst parents too, parents might not agree what should or should not be allowed. As it maybe hard to please all parents, an idea that MDA might consider looking into is how to make parental control software more widely available in shops and cheaper. Perhaps asking distributors of such software like McAfee, Norton, etc.. to stick a sticker to say that parental control is in such and such a software might help parents. Perhaps getting Internet Service providers to sell such software at discount and asking customers whether they want to buy maybe a solution too.</p> <p>Closely related MDA should look into studying how to make hard copy of software, music, video more available on the market and cheaper. As more and more shops close, or stop carrying these, customers are going to turn to online sources, and with online sources, it is not always easy to tell what are legitimate sources, and what aren't. For example, with content on youtube, how does a person know whether it is from company producing it themselves</p>
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5.	3 May 2014	Lu Kee Hong	<p>My input are:</p> <ol style="list-style-type: none"> <li>1. Part 2 – Subscription process for Internet Parental Controls (IPCs) <p>Mandatory ‘Opt-Out’ and with ‘Specific sign-off by the parents to acknowledge that turning on the IPCs DOES NOT mean that they are totally hands-off of how much time their kids can spend on mobile devices to access internet or the type of contents they are visiting’.</p> <p>Reason: there are many parents who are NOT technically savvy and the ISAPs have no added incentive to let them know about these voluntarily. Considering the significant impact if the kids under 16 or 18 inadvertently have access to ‘undesirable’ content the first time. Their fascination may be piqued and may lead to repeated access to such contents. It is better to ‘err on the side of caution’ on this issue.</p> <p>The consumers may complain about the ‘slower speed’ of access due to the ‘switch-on’ of such IPCs but the ISAPs simply have to do a better of job of educating and warning the parents about the potential risk their kids may have access to undesirable contents.</p> </li> <li>2. Part 3 – Mode of implementation of IPCs and the Contents to be ‘controlled’ <p>3.1 Mode of IPCs – at ‘device level’ as the kids are having their mobile devices with them everywhere. Of course we want to be able to trust our kids to make good decisions BUT at puberty and that impressionable age, there are high chance of them ‘inadvertently’ accessing undesirable contents that may lead to addictions.</p> </li> </ol>

			<p>3.2 Contents to be 'controlled' – to start with those meant for 'adults' is a good place to start. Other addictions like: gaming – I am not sure if technically it can be blocked or restrict 'playing time' to certain number of 'healthy' hours.</p> <p>That's all I have to contribute.</p>
6.	9 May 2014	Anonymised on request	<p>It is heartening to know that MDA is looking into filter 'parental control' for pornographic websites. In the course of my work I have come across many youths who are addicted to cyber gaming and pornography. The sad affair is that their parents are not able to control them and some even do not know the seriousness of problems faced by youths.</p> <p>I would like to appeal for MDA to explore perhaps a network default filter where those mature adults who want to access pornography sites for some reason or another need to opt out. Perhaps some criteria could be set for the category of people to be permitted to opt out, and it should forbid those where they have children/youth in the household to opt out.</p> <p>This would deter people from wrong use (even in schools and learning institutions) and protect children/youth from pollution of their young minds.</p> <p>I appeal to you for serious consideration. I hope you can help nip the problem of pornographic addiction and cyber addiction by the bud rather than let it grow rampant. There are already signs of these problems growing in our society and we cannot afford to have this problem. You can understand the grave situation our youths are facing if you seek the counsel of Ministry of Social and Family Development.</p> <p>Please Sir/Mdm, this is something which would save our nation...before it is too late.</p> <p>Thank you for your consideration.</p>
7.	13 May 2014	Anonymised on request	<p>In view of exposure of pornography to young teens, we support the option of switching on Internet parental controls by default and subscribers need to opt out. We hope the authority would seriously consider this option.</p>
8.	16 May 2014	Paul Southern	<p>Refer to "Individual respondents (Part 2)" for full text.</p>
9.	20 May 2014	Anonymised	<p>I've heard many horror stories regarding young people</p>

		on request	being addicted to pornography on the internet (e.g. from a poly lecturer). In view of this, the controls should be put in place & users should opt out rather than the other way around.
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