

This Factsheet contains information for customers about online safety, including tips for safe browsing and information about online filters.

Pentanet is committed to promoting a safe online environment for customers by raising awareness of available safety measures and its continued compliance with Internet Industry Codes of Practice.

## SAFE BROWSING FOR CHILDREN

As a parent, it's important to help children safely navigate the world wide web by educating them on how to do so and setting boundaries with exposure to online content.

Children should always be supervised when using the internet. This reduces the risk that they can access undesirable content and minimises potential harm that undesirable content may cause.

The Office of the eSafety Commissioner (**eSafety**) provides an abundance of useful information to assist and educate parents in areas of:

- [Online safety basics](#);
- [Privacy risks for children](#);
- [Online pornography](#);
- [Child grooming and unwanted contact](#);
- [Parental controls](#);
- [Online safety for every family](#) (multiple languages available);
- and [more](#).

## Disturbing and distressing content

From time to time, parents and/or children may come across content on the internet which is disturbing or distressing to that individual.

Disturbing content may be something you'd rather not see online - including content which is violent, inappropriate or illegal. Distressing content may be something seriously harmful and disturbing, including extreme acts of violence or acts of terrorism.

This type of content can be difficult to deal with, particularly when children have been exposed. eSafety has prepared resources on how to navigate these situations, including information on how to make a report. See below:

- Dealing with [disturbing content](#);
- Dealing with [distressing content](#).

## CONTENT FILTERING

Filters are a type of computer program which allows a person to control the information and content accessed through a device. They work by blocking content or network access from potentially harmful sources and are able to be customised with a variety of settings.

For more information on tools to maximise online safety in your home, see the [eSafety website](#).

## How to obtain filtering products

There are many filtering products in the market, so it's important to choose one which best suits the needs of your household.

Communications Alliance developed a [Family Friendly Filter program](#), which independently tests filtering products to ensure their suitability for families. Recommended filtering products include:

For children under 10	For children aged 10 and 15
<ul style="list-style-type: none"><li>• <a href="#">Norton Family</a></li><li>• <a href="#">Safe Family</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Safe Surfer</a></li><li>• <a href="#">Secure Home Platform</a></li></ul>

View the full list of certified Family Friendly Filters on the [Communications Alliance website](#).

## ESAFETY COMMISSIONER

The eSafety Commissioner is Australia's independent regulator for online safety. eSafety is responsible for applying the Online Safety Act 2021 and other Australian laws to promote online safety.

For more information on the role and functions of eSafety, visit the [eSafety website](#).

## MAKING A COMPLAINT

If you, or a member of your household, has come across disturbing or distressing content or any content which violates Australian laws, you have the right to make a complaint.

Complaints may be made to a content provider via their nominated channels or directly to eSafety:

- [Make a complaint to eSafety](#)
- [eSafety - how to report](#)

eSafety may also be contacted when a complaint to a content provider remains unresolved.

You may also raise a complaint to Pentanet by emailing [support@pentanet.com.au](mailto:support@pentanet.com.au). We will respond to your complaint and/or refer the complaint to eSafety.