How to report a problem: contacting service providers

Concerned about misuse of a mobile phone?

All the leading UK mobile network providers have procedures in place to deal with nuisance calls and other concerns about misuse of a mobile phone, such as cyberbullying or theft.

You can contact them in the following ways:

Three

Phone: Call 333 from a 3 phone or 0870 733 0333

Website: www.three.co.uk

O2

Phone: 0870 521 4000

Website: www.o2.co.uk

Orange

Phone: Call 450 on an Orange phone or 07973 100450 if you're a Pay as you Go customer; Call 150 on an Orange phone or 07973 100150 if you're on a Pay Monthly contract.

Website: www.orange.co.uk

T Mobile

Phone: Call 150 on a T-Mobile phone or 0845 412 5000

Website: www.t-mobile.co.uk

Vodaphone

Phone: Call 191 from a Vodafone phone or 08700 700191 if you're a Pay Monthly customer; Call 08700 776655 if you're a Pay as you Go customer.

Website: www.vodafone.com

Want to report something to a social networking provider?

The leading social networking providers in the UK are committed to investigating complaints and taking action, such as removing content, if they discover activity on their sites that is illegal or contravenes their terms of service in any way.

You can find information about how to submit a report to them below:

Bebo

Click on the 'Report Abuse' link that is located below the user's profile photo (top left-hand corner of screen) on every Bebo profile page. In addition, you can report specific media content (eg photos, videos and widgets) to the Bebo customer services team by clicking on the 'Report Abuse' link located below the content you wish to report. You can find Bebo's Terms of Service here:
http://www.bebo.com/TermsOfUse2.jsp

Facebook

You can report abusive content on Facebook by using the "Report" links that appear near the content itself (eg "Report/Block this Person" or "Report this Photo"). Facebook will review these reports and take any action warranted by its Statement of Rights and Responsibilities:
http://www.facebook.com/terms.php . Visit Facebook's Safety Center for more information:
http://www.facebook.com/help/?safety

Myspace

Click on the 'Report Abuse' link at the bottom of every user profile page and other user-generated pages. To report inappropriate images, click on the image and select the 'Report this Image' option. MySpace also has a dedicated email helpline for school employees at schoolcare@myspace.com. You can find MySpace's Terms of Use here http://www1.myspace.com/index.cfm?fuseaction=misc.terms and MySpace's Guide for School Administrators here.
http://cms.myspacecdn.com/cms/SafetySite/documents/SchoolAdministratorGuide.pdf

Worried about something you've seen on a video-sharing site?

You can report video content that you consider offensive, inappropriate or potentially illegal, such as dangerous acts, copyright infringement or sexual images, to the host of the video-sharing website.

YouTube, for example, will take the appropriate action against any material deemed to contravene its Community Guidelines or Terms of Service.

You can find information about how to contact YouTube below:

To report an inappropriate video on YouTube, you need to create a free account, log in, then click the 'Flag' link under the video. To report any abuse issues on the site, go to YouTube's Abuse and Policy Centre where you can choose from a number of options related to inappropriate content, abusive users, video takedowns and privacy issues.
http://help.youtube.com/support/youtube/bin/topic.py?topic=13044

You can find YouTube's Community Guidelines here:
http://www.youtube.com/t/community_guidelines and its Terms of Use here
http://www.youtube.com/t/terms

Want to report something to an email/instant messaging/chat room provider?

If you're worried about something that has happened on email, IM or in a chat room on AOL, Microsoft or Yahoo!, you can find details of how to report it to them here:

AOL

Each AOL product has a reporting button that links to the help page to report inappropriate content. The content will be reviewed by AOL's Conditions of Service team who will take the appropriate action. You can find AOL's Web Services Agreement here:
http://help.aol.co.uk/helpnotsearchable/web-services-agreement/article/20070125072109990001

Microsoft

You can find an online feedback form on the Microsoft website to report concerns about a range of Microsoft products, including MSN Web Messenger and MSN.co.uk. When in Windows Live Messenger, clicking the 'Help' tab will bring up a range of options, including 'Report Abuse'.
http://support.msn.com/default.aspx?mkt=en-gb

YAHOO!

Go to the Yahoo! report abuse page http://help.yahoo.com/l/uk/yahoo/abuse/ for options on reporting incidents such as abusive emails or IMs, phishing and spam. You can find Yahoo's Terms of Service here http://uk.docs.yahoo.com/info/terms.htm

Want to find out more about safety and security on interactive gaming?

Go to PS 'Play Safe Online' for information about staying in control on PlayStation: http://www.ps-playsafeonline.com/

Visit the Nintendo parents' website
http://www.nintendo.com/consumer/systems/wii/en_na/parents.jsp

For information about age ratings on games, visit the Pan-European Game Information (PEGI) website http://www.pegi.info/en/index/

Check out the Xbox 'Is your family set?' website http://www.xbox.com/en-US/support/familysettings/isyourfamilyset/default.htm