Parental Controls for Wireless

Getting Started with Parental Controls
Once you’ve established your “My Account” on the Cincinnati Bell web site and signed up for Parental Controls, you’re ready to manage your child’s phone usage. To get to the Parental Controls web page inside of My Account, click on “Wireless” under “Manage My Services” on the left side of your My Account main page. You will then see a link to connect to the Parental Controls main web page. The main (Subscriber List) page will automatically display the mobile phone numbers that you have signed up for Parental Controls, as shown below:

Notifications Tab: Notifications are emails or text messages that are sent to you (the parent) to keep you informed of your child’s phone usage. This includes when the voice or SMS balance is running low or has reached a limit, and whenever incoming or outgoing calls are blocked. In this tab, you can set if and how you want to be notified for these various situations.

Managing individual subscribers on your Parental Controls account
To manage a child’s restrictions, highlight the mobile number listed on the Subscriber List (main) page and click the Mobile Number Restrictions button to enter the subscriber screen (shown below) for managing individual mobiles. The restriction pages are divided into five tabs: Summary, Limits, Block Time, Unrestricted and Never Allow or Only Allow. The following section explains how each of the tabs work.

Summary Tab
Nickname: You can select a nickname to attach to this child’s mobile number.
Restrictions Off: If you check the Restrictions Off box, then all restrictions that have been set for this mobile will be by passed until the box is unchecked.

Block Premium SMS: Check this box to prevent your child from sending text messages to premium short-code services that charge you per text sent, regardless whether or not you have other text message restrictions in place.

NOTE: You must click SAVE after making any changes on this page.

Limits Tab
In the LIMITS tab, you can set monthly limits for text messages sent or total voice minutes used (regardless of the type of minute- i.e. Night & Weekend vs. Anytime minutes). When a limit is reached, no further calls will be allowed to or from anyone unless they are listed on the Unrestricted tab. Your child will hear a voice reminder before placing a voice call when they have less than 15 minutes remaining. During a call, your child will also hear a tone 30-seconds prior to a call disconnecting when a limit is reached. 911 calls may always be made, regardless of restrictions.

Bill Period Start Date: This date will automatically be populated based on when your wireless billing period begins. On this day each month, your Available Balance will reset to equal the Monthly Limit that you assign.

Remaining Balance: This is the remaining balance from the current Monthly Limit. At the start of your billing period, the Remaining Balance will equal the Monthly Limit. As the child makes calls or sends messages, the Remaining Balance will decrease. You may change the Remaining Balance at any time to give more or fewer minutes within the period, without affecting the Monthly Limit for the next period.

Monthly Limit: The amount of minutes or messages allowed each month. The Remaining Balance resets equal to your Monthly Limit at the start of each month. Voice minute limits will pertain to total minutes used versus the way your rate plan may define minutes such as nights & weekends or anytime/peak minutes.

IMPORTANT: You must click SAVE after making any changes on this page.
Block Time Tab
Time Periods are defined periods that allow you to select the times during which your child cannot make or receive voice calls or SMS (text) messages. Time Periods must be entered using the 24hr clock—for example 5:00PM = 17:00 hrs. After creating a time period, place a check in the Voice or SMS box to turn on the time restriction. Uncheck the box to turn off the time restriction. Your child will receive a message if they try to text or call during a blocked time period. If your child is sent a text message during a blocked period, the message will be held and sent when the blocked period is over. During blocked time periods, a caller will hear “the person you have reached is unavailable at this time.”

Unrestricted Tab
In the Unrestricted tab, you can add numbers that are always allowed to call your child or be called by your child regardless of other restrictions (i.e., time of day, or limit restrictions) in force. Parents would typically enter their numbers in this list so your child is reachable at all times, as long as their phone is on. IMPORTANT: When you enter a name and phone number into any list, you must always use the same name associated to that phone number if you enter the same number in another child’s list. You may enter 10-digit phone numbers in the following standard formats: xxxxxxxxxx, xxx-xxx-xxxx, (xxx) xxx xxxx, (xxx)-xxx-xxxx.

Never Allow or Only Allow Tab
In this tab, you can add numbers for the purpose of Never Allowing or Only Allowing calls to/from numbers on this list. You must select the Never Allow or Always Allow check box to designate which way you want this list to work. Your child will receive a message if they try to text or call a restricted number. Restricted numbers trying to reach your child will receive a message advising the number they have reached is unavailable. Never Allow vs. Only Allow: When Never Allow is selected, any numbers you have listed in this tab may never contact your child or be contacted by your child. If Only Allow is selected instead, then your child may ONLY call the people on this list and only when no other restrictions apply (i.e., time of day, or limit restrictions).

Parental Controls provides the ability to restrict voice calls and text (SMS) messaging only. Mobile internet services and picture (MMS) messages sent by the Parental Control subscriber are not restricted by this service. Picture messages sent to the Parental Controls subscriber will be blocked during restricted hours or if sender is on restricted list. Not available on i-Wireless service. Ringback Tone service is not available with Parental Controls. Caller ID must be delivered with call to Parental Control subscriber for Never/Only Allow restrictions to work. Calls from office extension numbers may deliver the office’s main number as Caller ID and therefore may not be blocked with Never/Only Allow number restrictions. If available, the office’s main number may be programmed into the Never/Only Allow Call list. Voice calls are rounded up to the next minute for determining Period Balance. Period Balances do not reflect actual minutes or messages used for monthly billing purposes. Restrictions are not guaranteed for Directory Assistance (411), Call Forward, 3-Way calls and for calls made while roaming on some partner networks. Limit one Cincinnati Bell Wireless account per Parental Control account. E911- Calls to 911 emergency services will always complete regardless of Parental Controls restrictions, providing wireless service is available. Most calls returned from 911 operators to a Parental Controls subscriber will complete regardless of restrictions, but Cincinnati Bell cannot guarantee a 100% completion rate. If a call to 911 is disconnected mid-call, the caller should make every attempt to call 911 again.