



mozone

User Guide

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About this document

This document is intended for the users of *mozone* to assist with use of the application.

This document provides the user with:

- The key features of *mozone*
- Step-by-step instructions for setting-up and maintaining *mozone*

Further Customer Support is provided weekdays during business hours.

Any problems or enquiries can be reported at www.leopardlabs.com/help and we will respond accordingly.

Web: www.leopardlabs.com

Email: info@leopardlabs.com

1 What is mozone?

mozone is software that can be downloaded onto a mobile phone to provide the owner of the handset the capability to manage mobile spend and mobile access to inappropriate content. It is ideally suited to parents and business owners who need manage the mobiles of children or employees in their care.

mozone is a filter that provides a level of control of the following services:

- Internet browsing on the phone: *mozone* filters any URL accessed via the browser. This could be a website, a chat site, or a link in a WAP-push message, such as a ringtone. Content for all websites is classed into categories. *mozone* will allow the following website categories to be access: news, travel, shopping, investment, e-banking, sport, search sites, health, clubs and societies, business oriented and educational. All other categories such as gambling, games, adult, terrorism etc will be blocked.
- Premium Rate SMS messaging - *mozone* offers the capability to block sending/receiving to Australian *premium numbers*, that is, numbers that start with 19.
- Application blocking - *mozone* is able to automatically close down any application you want to restrict on the phone when the user attempts to start them up. *mozone* will block the phone's camera.

Once installed, *mozone* will apply a default profile as follows:

Websites

mozone will block or allow the following categories of websites, accessed from the phone's Internet browser:

×Blocked	✓Allowed
Adult Content	News
Job Search	Travel/ Tourism
Gambling	Shopping
Entertainment	Investment sites
Chat rooms	E-Banking sites
Dating sites	Sports
Game sites	Search Sites
Crime/ Terrorism sites	Health sites
Personal Beliefs/ cults	Clubs and Societies
Politics	Business Oriented
E-mail sites	Educational
Violence/ undesirable	Computing/ IT
Malicious	
Music downloads	
ACMA Government Blocked list	
Advertising	
Drugs/ Alcohol	
Swimsuit/ lingerie/ models	
SPAM	
Unknown (all unclassified websites)	

* For more information about the type of websites which you can expect to be allowed and blocked by the *mozone* default profile, please refer to section [27 Content Category Definitions](#).

SMS/MMS

mozone will block all SMS sent to, or received from, the Australian Premium SMS 19 range

Applications

mozone will block the phone's camera.

You will be able to turn these features on and off as is suitable for the user of the device. For information on how to turn features off and on please refer to section [24 View and Change Settings form the Handset](#)

2 *mozone for parents*



As a parent you don't want your children exposed to adult content and cyber-bullying and you also want to keep your phone bills under control.

mozone offers some simple tools to help manage these problems – a security and filtering system that transforms your mobile phone into a safe form of communication and provides control over the spend on mobile services.

mozone gives you 'set-and-forget' confidence in knowing that the type of Internet sites, premium rate messages and applications you want blocked on your child's phone, are controlled.

3 *mozone for business*



As a Business Manager, you may already be managing your company's PC's at your workplace, by managing their desktop environment, internet access, email spam and virus threats. This may be for reasons of content governance, compliance, security, and by way of enforcing appropriate usage policies.

In today's mobile business world where the mobile is used for both personal and business purposes, you need some level of control of spend on mobile services. You also need to be confident that your staff members are using their company's mobile phone in an appropriate and productive manner.

mozone enables management of your mobile fleet through setting internet access restrictions, controlling SMS and MMS access, and controlling use of applications like the mobile camera, Bluetooth and games. *mozone* is also able to separate personal and business mobile use. Your IT administrator can be provided with web access to manage your mobile fleet and their respective access profiles. *mozone* also offers a mobile anti-virus and email anti-spam component. For more information on this product offering, please contact Leopard Labs at info@leopardlabs.com.

4 *How much does mozone cost?*

mozone costs roughly around U\$10 for the download. Depending on your country and operator, this price may vary slightly. *mozone* has a 7-day free-trial period after which you will be prompted to purchase *mozone*. At this time, the exact price will be shown to you.

Specific pricing for Singtel-Optus customers

A free trial period per subscription is available for the first 30 days, following this you will be billed.

We will notify you one week prior to the end of the trial period that you are about to be charged \$5/month for *mozone*. You can elect to unsubscribe at this time before the billing for the subscription commences by sending an SMS with "STOP" to 19997640. If you do not unsubscribe after the trial period the subscription will be billed to the mobile number with which *mozone* is installed.

Please be aware that *mozone* is free to download from OptusZoo. The size of the *mozone* download is about 190KB. Additionally, *mozone* will communicate with Leopard Labs when the phone is turned on, when *mozone* goes from disabled to enabled and when the user is Internet browsing, if none of these

events happen it will be once per day. This is estimated to be about 20KB of data per day, which will incur standard data charges as per your mobile phone plan.

5 What are the profile settings

Profile settings are those settings within mozone which enable it to decide how to filter internet, SMS, MMS and mobile applications.

5.1 Mobile Internet

Every internet site has a "Content Classification". The speed with which websites are created makes it difficult to classify all websites. However, the sites that don't have a classification, will be blocked by the "Unknown" category until such time as they can be classified. See below which categories, which will be blocked and allowed. Browsing to a site that is blocked at the content category level, will display a 'blocked' category advice page. All other websites will be viewable as normal.

✗Blocked	✓Allowed
Adult Content	News
Job Search	Travel/ Tourism
Gambling	Shopping
Entertainment	Investment sites
Chat rooms	E-Banking sites
Dating sites	Sports
Game sites	Search Sites
Crime/ Terrorism sites	Health sites
Personal Beliefs/ cults	Clubs and Societies
Politics	Business Oriented
E-mail sites	Educational
Violence/ undesirable	Computing/ IT
Malicious	
Music downloads	
ACMA Government Blocked list	
Advertising	
Drugs/ Alcohol	
Swimsuit/ lingerie/ models	
SPAM	
Unknown (all unclassified websites)	

5.2 Application Filtering

An application is anything which can operate on the phone such as, games, calendar, media player etc. *mozone* will block the camera from use. When you access the camera the following message will display 'mozone: The 'camera' application has been blocked'.

5.3 Premium Rate SMS Filtering

mozone will block access to all premium rate SMS and MMS services, which are sent and received by SMS or MMS message. These are typically services such as game and ring-tone downloads, SMS voting such as Australian Idol and Big Brother and many more.

✗Blocked	✓Allowed
Adult premium number ranges	All other SMS ranges
General premium number ranges	All other MMS ranges

Note: mozone will block access to all premium rate services, which are sent and received by SMS message.

If you have any SMS subscription services and are receiving these messages after installing mozone, these will be blocked by mozone and deleted before you can view them. You will also be charged for these blocked messages.

If you do not want premium rate messages to be blocked, you can turn-off mozone's premium SMS filtering on the handset (password required).

If you want to stop specific premium SMS services you will need to send "STOP" to the number of the subscription provider. mozone will show you this number when it blocks a premium rate SMS.

If you find the Content Provider does not act upon your request to "STOP", you should contact your mobile carrier or the Content Provider directly.

6 What your phone needs

Before you download mozone you will need to ensure your phone is compatible. The following handsets will be able to install mozone:

<i>Nokia 3250</i>	<i>Nokia E70</i>	<i>Nokia N95</i>
<i>Nokia 5500 Sport</i>	<i>Nokia E90 Communicator</i>	<i>Nokia N95 8GB</i>
<i>Nokia 5700 XpressMusic</i>	<i>Nokia N71</i>	<i>Nokia N95-3 NAM</i>
<i>Nokia 6110 Navigator</i>	<i>Nokia N73</i>	
<i>Nokia 6120 classic</i>	<i>Nokia N75</i>	
<i>Nokia 6121 classic</i>	<i>Nokia N76</i>	Devices available 2009
<i>Nokia 6124 classic</i>	<i>Nokia N77</i>	<i>Nokia 5320 XpressMusic</i>
<i>Nokia 6290</i>	<i>Nokia N80</i>	<i>Nokia 6210 Navigator</i>
<i>Nokia E50</i>	<i>Nokia N81</i>	<i>Nokia 6220 classic</i>
<i>Nokia E51</i>	<i>Nokia N81 8GB</i>	<i>Nokia 6650d</i>
<i>Nokia E60</i>	<i>Nokia N82</i>	<i>Nokia E71</i>
<i>Nokia E61</i>	<i>Nokia N91</i>	<i>Nokia N78</i>
<i>Nokia E61i</i>	<i>Nokia N91 8GB</i>	<i>Nokia N79</i>
<i>Nokia E62</i>	<i>Nokia N92</i>	<i>Nokia N85</i>
<i>Nokia E65</i>	<i>Nokia N93</i>	<i>Nokia N96</i>
<i>Nokia E66</i>	<i>Nokia N93i</i>	<i>Nokia N96-3</i>

Before you download mozone you will need to ensure that your phone has a WAP connection setting (also known as a WAP APN). These settings are typically provided by your mobile network operator. You will also need to ensure that your mobile network operator has activated this WAP feature for you. If you are already accessing the internet from your phone, there should be nothing more to do.

If you have a Nokia handset, additional help can be found here: <http://www.nokia.com/phonesettings>

If you are having any problems, contact your mobile network operator. Optus customers can call Optus on 1300 300 937.





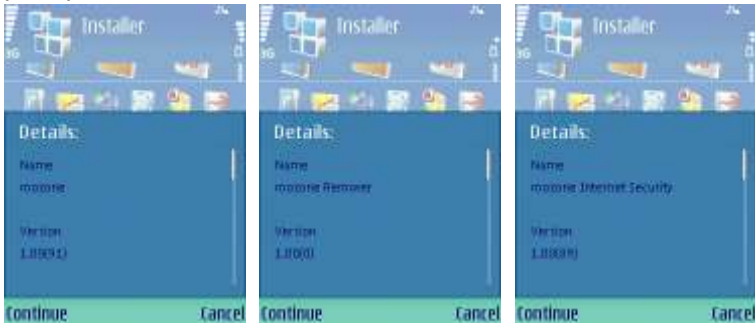

7 How do I install mozone?






7.1 Steps to install


If you are a parent or business owner you will need to install mozone on your child's or employee's handset. Please note:

- It is very important when you set the password that you DO NOT give it to the person who will use the phone with mozone installed on it.
- It is also very important to provide a contact email address during the installation, in case we need to contact you about your subscription or if you have forgotten your password.

STEP 1	Browse to http://nokia.mobi or click on the "Download" icon under Internet folder on your phone. (This may differ from phone to phone.)	
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STEP 2	Once on the OptusZoo homepage, click Downloads and then mozone	
STEP 3	You are required to read and agree to the Leopard Labs Terms and Conditions prior to downloading <i>mozone</i> . To view the Terms and Conditions, click here .	
STEP 4	Once you have read the Leopard Labs Terms and Conditions, simply select the <i>mozone</i> download link. By downloading mozone, you agree to the Terms and Conditions.	
STEP 5	Select Ok to start downloading mozone and you will see a progress indicator while mozone is downloading.	
STEP 6	Following the download, the mozone installer will start-up. mozone is comprised of three parts, called mozone , mozone Remover , and mozone Internet Security . You will need to accept all three parts to install mozone, by selecting Continue on your handset, when prompted.	 

<p>STEP 7</p>	<p>If you are installing <i>mozone</i> for the first time, you will be prompted to set your administrator password. This password must be between 1 and 10 characters (letters and numbers) and is case sensitive. We recommend that you set your password to be 4 or more letters and numbers.</p> <p>You will then be asked to Confirm the password by re-entering it.</p> <p>This password must be kept secret from the child or person using the phone. It will allow you to change <i>mozone</i>'s settings, should you require. For your security it is important that you set a password that the user of the handset will not be likely to know.</p>	
<p>STEP 8</p>	<p>If you are installing <i>mozone</i> for the first time, next you will be prompted to enter your email address.</p> <p>For your security it is important the email address is your email address, not that of the user.</p>	
<p>STEP 9</p>	<p><i>mozone</i> will also prompt you to set it to “Auto-start with phone”. It is strongly recommended that you select “Yes” here to ensure that <i>mozone</i> will start when the phone is turned on.</p> <p>This means that <i>mozone</i> will be automatically enabled whenever the phone is turned on.</p> <p>If you do not want to turn auto-start on now, you should do it later, before giving the handset to the user.</p>	
<p>STEP 10</p>	<p><i>mozone</i> will prompt you to restart your phone. Select “Restart now”.</p> <p>If you don't want to restart your phone you can choose to restart “Later”. If you choose to restart “Later”, <i>mozone</i> will be loaded on your mobile but will not be installed until you turn the handset off and on.</p> <p>Important! At this point, <i>mozone</i> is not enabled until the handset has been turned off and on again.</p>	
<p>STEP 11</p>	<p>Following installation and after the phone has restarted, you can locate <i>mozone</i>, where your handset usually stores downloads. The exact location of <i>mozone</i> will vary between handsets. You will likely find it in the “Installation” or “Applications” folder. If you are unsure, consult your phone's user guide.</p>	

	<p>To open <i>mozone</i> click on the icon and select “Options” → “View Settings”. You will be prompted to enter your password. Here you will be able to view and change <i>mozone</i> settings.</p> <p>See 12 How it works and 24 View/ Change <i>mozone</i> settings for more information.</p>	
<p>Important!</p>	<p><i>mozone</i> will block access to all premium rate services, which are sent and received by SMS message.</p> <p>If you have any SMS subscription services and are receiving these messages after installing <i>mozone</i>, these will be blocked by <i>mozone</i> and deleted before you can view them. You will also be charged for these blocked messages.</p> <p>If you do not want premium rate messages to be blocked, you can turn-off <i>mozone</i>'s premium SMS filtering on the handset (password required).</p> <p>If you want to stop specific premium SMS services you will need to send “STOP” to the number of the subscription provider. <i>mozone</i> will show you this number when it blocks a premium rate SMS.</p>	

If *mozone* does not install correctly or you have problems accessing *mozone* after installation [See 8 Help! I am having problems installing *mozone*](#)



7.2 Once *mozone* is installed

mozone is installed with a default profile which controls what protection *mozone* enables. See [Section 5 What are the profile settings](#) for details on what the default settings are.

Once *mozone* has been successfully installed on your handset, *mozone* will communicate with Leopard Labs when:

- The phone is turned on
- *mozone* goes from disabled/ exit to enabled
- The user is Internet browsing

Mobile Carriers may charge for *mozone*'s data usage, estimated to be about 20KB (kilobytes) at least once per day, and the cost of this is dependent on the amount of activity described above.

	
<p>mozone receiving updated settings from Leopard Labs</p>	<p>mozone sending activity logs Leopard Labs</p>

8 Help! I am having problems installing mozone.



If *mozone* does not install correctly or you have problems accessing *mozone* after installation, please contact your Mobile Carrier or Optus customers should contact Optus Customer service on 1300 300 937 to confirm your phone's settings are correct.

Only after you have confirmed with your Mobile Carrier or Optus customer service that your phone's settings are correct, you should try to uninstall and re-install the software. See [Section 9 Removing or Uninstalling mozone](#)

9 Unsubscribing and uninstalling mozone

If you need to unsubscribe and uninstall *mozone* from the handset, you can do this using the password by following these steps:




9.1 Unsubscribe

STEP 1	To end your subscription to <i>mozone</i> , send an SMS with STOP to 19997640 .	
STEP 2	You will be prompted to enter your password before the 'unsubscribe' request will be sent. If the password is incorrect the request to end the subscription will be considered 'unauthorised' and will not be processed.	
STEP 3	If the password entered is correct, the STOP SMS will be sent and billing for <i>mozone</i> will be stopped. You will receive a confirmation SMS: ' <i>mozone:(free-msg) You have been unsubscribed from mozone and filtering will be disabled soon.</i> ' To restart your subscription, go to www.leopardlabs.com/subscribe	

Within 3 working days the application will be disabled and filtering will no longer work.

9.2 Uninstall

To remove *mozone* from the mobile phone completely you can uninstall it by using the password.

<p>STEP 1</p>	<p>From the main menu on your handset, select the Tools icon. Then select Manager (or Application Manager as it may be referred to on some handsets) and find the Leopard Labs mozone application.</p>	
<p>STEP 2</p>	<p>Select the Options button and then select Remove. You will see the message 'mozone' will be removed from phone. Continue?' Select the "Yes" option.</p>	
<p>STEP 3</p>	<p>You will be prompted to enter the password to remove mozone. Following successfully entry of the password, mozone will be removed from the handset.</p>	



Note: The steps may vary slightly between handsets, consult your handset user guide for more information or contact the handset manufacturer.

In the application Manger, you will also see the "mozone Remover" application, in addition to main "mozone" application. If you uninstall "mozone Remover" first, you will need to close mozone before uninstalling the main "mozone" application. To do this, please return to the mozone icon on the phone and select Options → About → Exit. The follow steps 1-3 above.

10 How do I re-install mozone?

If *mozone* does not install correctly or you have problems accessing *mozone* after installation, you may need to remove it and re-install. To do this, please see [9 Removing or uninstalling mozone](#) and then [7 How do I install mozone](#).


11 How do I stop my mozone subscription?

STEP 1	You can stop your subscription at any time by sending an SMS with text STOP to 19997640 .	
STEP 2	<p>You will be prompted to enter your password before the 'unsubscribe' request will be sent.</p> <p>If the password is incorrect the request to end the subscription will be considered 'unauthorised' and will not be processed.</p>	
STEP 3	<p>If the password entered is correct, the STOP SMS will be sent and billing for <i>mozone</i> will be stopped. You will receive a confirmation SMS: '<i>mozone:(free-msg) You have been unsubscribed from mozone and filtering will be disabled soon.</i>'</p> <p>To restart your subscription, go to www.leopardlabs.com/subscribe</p>	

Note: During your subscription, you will receive an SMS each month to advise you that payment has been taken and that your subscription has been renewed for another month.

12 How does it work?

12.1 Internet Browsing Filtering

<p>Internet content is filtered by first capturing the destination entered by the mobile user. The destination could be a website, a chat site, or a link in an SMS message, such as a ring-tone. In all these cases, the URL or IP address is 'extracted' from the request. A classification for a URL or IP address is then retrieved from Leopard Labs' content classification engine. This classification is then compared to the user's profile settings within mozone. If allowed, the website is displayed. If blocked, the mozone advice page is shown.</p> <p>Note: Websites may be classified under more than one content category. For example: myface.com is classified as drugs/ alcohol and entertainment. Having one or both of these categories as Blocked ✘, will block the site www.myface.com</p>	
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12.2 Application Filtering

mozone is able to provide control over applications which can be used and accessed on the handset. *mozone* can automatically close down applications on the phone when the user attempts to start them up. *mozone* defaults to blocking the camera.

If you attempt to start the mobile camera, *mozone* will close it and show an advice message.



12.3 Premium Rate SMS Filtering

mozone offers the capability to block premium rate SMS messages, subscriptions and premium rate SPAM based on the sending number and the content contained in these SMS messages. When sending or receiving a premium rate SMS message the phone will look up the number to check if the message is from a premium rate service and will block the message.

Sending SMS to premium rate numbers

STEP 1

Send an SMS to a blocked premium rate number.

STEP 2

Upon sending the SMS you will see the following notification message:

"mozone:an SMS to 19xxxx has been blocked."

Note: The SMS will not appear in your Sent Items. You will also not be billed for this SMS. From time to time, you may also see a message pop-up with "General: message deleted!". This is normal operation and indicates *mozone* intercepted the SMS to apply its filtering.



Receiving SMS from premium rate numbers

STEP 1

If you have signed up to any subscription services via the web, or prior to installing *mozone*, these premium SMS will still be received and you will still be billed for them by your Mobile Carrier

STEP 2

For Premium SMS messages sent to your phone, but blocked by *mozone*, you will need to send **STOP** to the number of the specific service. If the Content Provider providing the premium SMS service does not support the Australian mobile industry "STOP" feature, your subscription service will continue and you should contact your Mobile Carrier



13 What is my password?

Your *mozone* password is the one you set when you first installed *mozone*.

All changes to *mozone*'s settings, as well as unsubscribing and uninstalling *mozone*, require this password. If you are a parent or business manager, it is important that the password you set for *mozone* is not made known to the user of the handset.

The password must be between 1 and 10 characters (letters and numbers) and is case-sensitive. We recommend that you set your password to be 4 or more letters and numbers

If you have forgotten your password, please go to www.leopardlabs.com/help and follow the "Forgotten password" link.

14 I have forgotten my password

If you need to access the settings or remove the *mozone* software and can't recall your password, please go to www.leopardlabs.com/help and select the Forgotten Password link. You will be asked to enter your phone's IMEI, mobile number, and the password and email address you set up for *mozone*.

We will then send you your password to the email address you have registered with *mozone*.

15 Change my password

If you need to change your password simply follow these steps:

1. Find the *mozone* icon on your handset and click on it to enter *mozone*'s main screen.
2. Select **Options** and then **View Settings**
3. Enter your *mozone* password and select **Ok**.
4. Scroll to the **Password** menu item and select it.
5. You will be prompted to enter a new password. Enter your new password and select **Ok**
6. You will then be prompted to confirm your new password. Enter your new password again and select **Ok**
7. Select **Back** to exit the menu item and **Back** again to leave *mozone*.

16 Why do I need to provide my email address?

We strongly recommend that you provide us with a contact email address. Your email address will be used for the following purposes:

1. If you have forgotten your password, you can request us to email the password to you to this email address.
2. If your monthly subscription renewal fails for any reason such as, the status of your account or service has changed with your Mobile Carrier, we will notify you via email that your subscription has not been renewed.
3. If we need to advise you of any subscription issues.
4. If we need to advise you about *mozone* upgrades.

Note: We will not use your email address for any other purposes than those listed above. We will take all reasonable measures to keep your email address private and confidential.

17 Change my email address

If you need to setup or change your *mozone* email address, please follow these steps:

1. Find the *mozone* icon on your handset and click on it to enter *mozone*'s main screen.
2. Select **Options** and then **View Settings**
3. Enter your *mozone* password and select **Ok**.
4. Scroll to the **Email notification** menu item and select it.
5. You will be taken to a free text screen. Here you can enter your email address.
6. Please double-check that you have entered it correctly.
7. Select **Back** to exit the menu item and **Back** again to leave *mozone*.

Note: We will not use your email address for any other purposes than those listed above. We will take all reasonable measures to keep your email address private and confidential.

18 Request re-classification of a website

For more information about the type of content within each content category, refer to [section 27 Content Category Definitions](#) for full definitions and examples of each content category.

The classification we use is a Family Friendly Classification engine, approved by the Australian Internet Industry Association (IIA).

If you feel a website is not correctly classified, you can request to submit the URL to be re-classified. The content classification engine will then check the classification is correct or reclassify it, if required. To do this, go the website, www.leopardlabs.com/help where you can send us a request for a content classification check for a particular website.

19 How do I pay for mozone?

You are required to read and agree to the Terms and Conditions prior to downloading *mozone*. To view the terms and conditions please refer to [Section 21 Terms and Conditions of Use](#) .

The *mozone* subscription will be billed via your Mobile Carrier every month to the mobile number with which *mozone* is installed. The handset *mozone* is installed on will receive a subscription renewal message every time you are billed monthly.

A free trial period per subscription is available for the first 30 days, following this you will be billed. We will notify you prior to the end of the trial period that you will then be charged \$5/month for *mozone*.

To unsubscribe, at any time please SMS "STOP" to 19997640.

20 How much will I be charged?

mozone is free to download. The size of the *mozone* download is about 190KB. A free trial period per subscription is available for the first 30 days, following this you will be billed \$5 per month. We will notify you one week prior to the end of the trial period that you will then be charged \$5/month for *mozone* at the end of the 30 day trial. You can elect to unsubscribe at this time before the billing for the subscription commences. If you do not unsubscribe after the trial period the subscription will be billed to the mobile number with which *mozone* is installed.

Additional charges will apply when *mozone* communicates with Leopard Labs via the phones Internet data connection. This will happen when:

- The phone is turned on
- *mozone* goes from disabled/ exit to enabled
- The user is Internet browsing

If none of these events occur, communication with the Leopard Labs servers will be once per day, which is estimated to be about 20KB (kilobytes). This will incur standard data charges as per your mobile phone plan both during and after the 30-day trial period. The cost is dependent on the data charge rates as specified from your mobile carrier and based on the amount of activity described above. For more information on these data costs please check with your mobile provider.

21 Terms and Conditions of Use

Please refer to Appendix A of this document to read the Terms and Conditions of Use.


22 What is the ACMA Government Blocking list?

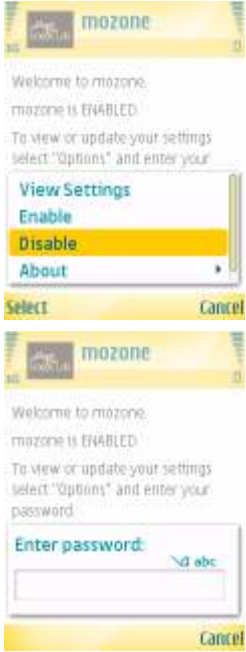
The ACMA Government Blocking List contains sites that have been screened by an Australian Government agency and deemed unsuitable for viewing by the Australian general public. This category will always be set to **Block** and cannot be changed. You cannot access any sites, which are on the Government Blocking List.

For information please refer to <http://www.acma.gov.au>

23 Disabling and enabling mozone



You can enable or disable *mozone* from your handset. To **enable** *mozone* from your handset, follow these steps:

<p>Enabling mozone</p>	
<p>From the Options menu, choose 'Enable' to turn-on all filtering and blocking activities.</p> <p>You cannot enable <i>mozone</i> if it is already enabled.</p> <p>If <i>mozone</i> was previously disabled, when you enable it again, <i>mozone</i> will connect to the internet to update the latest settings from the Leopard Labs server, and save the latest handset activity logs to the server.</p> <p>This is the same behaviour as if you exited <i>mozone</i>, and then started it again.</p>	

<p>Disabling <i>mozone</i></p>	
<p>From the <i>mozone</i> options menu choose 'Disable' to stop all filtering and blocking activities.</p> <p>You will be required to enter the administrator password before <i>mozone</i> will be disabled.</p> <p><i>mozone</i> will show a confirmation message that it is disabled.</p> <p>Following disable you will have access to all websites, URLs, premium rate SMS and applications.</p> <p>NOTE: When you disable <i>mozone</i> it will still be running in the background but not filtering. If you want to completely close down <i>mozone</i> you should choose the Exit option.</p> <p>If you have <i>mozone</i>'s Autostart with phone set to Yes, <i>mozone</i> will re-enable itself the next time the handset is turned on. In this case, Disable is only a temporary measure to allow temporary access to a blocked site, blocked SMS/MMS or the phone's camera.</p> <p>If Autostart with phone is set to No, <i>mozone</i> will remain disabled the next time your handset is turned on.</p>	

24 View and Change Settings from the handset

You can **enable and disable** features of *mozone* such as web filtering, premium rate SMS filtering and application filtering. To enable or disable any of these settings follow these steps:

<p>View Settings</p> <p>From the Options menu, choose 'View Settings' to control which filtering activities are enabled, as well as your password and email address.</p> <p>You will be required to enter the password.</p> <p>It is not recommended that you leave the phone unattended while editing your settings. However, if you leave the settings dialog open for more than a minute without using the phone, then you will be required to re-enter the password, before you can resume editing.</p>		
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Change Filter Settings

The first 4 settings are to do with filtering and blocking. They are:

1. Content Categories
2. SMS/MMS Filtering
3. Allowed/Blocked List
4. Application Blocking

The options for each of these are the same.

Off - no filtering will occur.

Automatic– applies the Leopard Labs settings.

On - filtering occurs according to the current profile settings.

Note: the difference between 'Auto' and 'On' - If Leopard Labs changes camera blocking to be turned-off, the automatic settings will also set camera blocking to off. You can via the handset turn this back on by selecting 'On'. For the Beta Release of *mozone* there is no need to use 'On', the Leopard Labs settings won't change without notification.

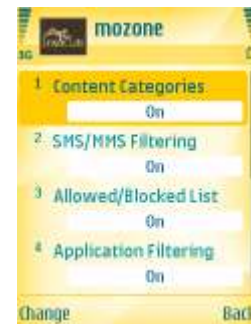
To change a setting simply click on the *mozone* feature you want to change and select the change option button set to either **on** or **off**.

Following the change of settings, be sure to select **back** and **back** again to exit the settings.

If you have turned off web browsing be sure to go to the phones web browser and clear the cache via options and advanced options to ensure that settings are effective. On most handsets, the cache will automatically be cleared whenever your handset is switched **OFF** and **ON**.

The actual content categories in the default profile, cannot be changed.

Note: It is not recommended that you leave the phone unattended while editing your settings. However, if you leave the settings dialog open for more than a minute without using the phone, then you will be required to re-enter the password, before you can resume editing.



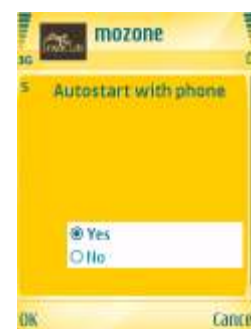
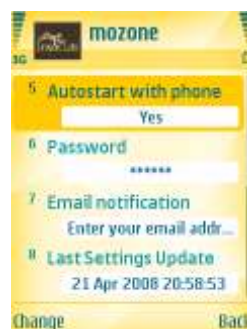
Note: 'Content Categories' means that filtering of Internet traffic is based on website classification, and 'Allowed/Blocked List' means that filtering of Internet traffic is based on lists of specific URL's which are set by the Leopard Labs server in your handset's default profile.





Auto-start Setting

The "Auto start with phone" feature ensures when you turn the handset off and on the default profile will load on start up and *mozone* will be active.

For your security, it is highly recommended that auto-start be set to 'Yes'.




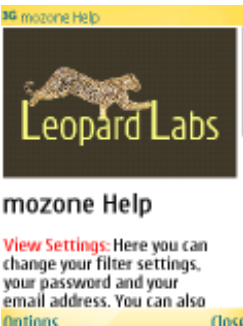


If you select 'no' to Autostart with phone, any changes you make to the settings or enabling/disabling or exiting *mozone* will remain as you set them even after the phone is turned off and on.



<p>Password Setting</p> <p>The password allows you to view and change the <i>mozone</i> settings. If the user of the handset is different to yourself, DO NOT provide them with the password otherwise they will be able to change settings and uninstall <i>mozone</i>.</p> <p>You are able to change your password if required from the settings menu in <i>mozone</i>.</p> <p>You will be asked to confirm the password once changed.</p>		
<p>Email Address Setting</p> <p>This allows you provide an email address. The email address you enter will only be used to notify you of <i>mozone</i> application updates and important activity on your subscription for example, we will contact you via email if the <i>mozone</i> monthly subscription fails for any reason.</p>		
<p>Last Settings Update</p> <p>This is the date that the profile was last retrieved from the Leopard Labs server. This field cannot be changed.</p> <p>When Last Settings Update shows “No data yet”, it means that <i>mozone</i> has not yet retrieved an update from the server, since the phone was switched on. This is fine as <i>mozone</i> will continue to use the existing settings and there will be no changes to the default profile.</p>		

25 Other mozone features

Find the *mozone* icon on your phone and click the icon to open *mozone*'s main screen. *mozone* is typically found in the "Installations" folder on the phone.

Option		
<p>About → About</p> <p>Provides summary information about <i>mozone</i>, namely the version and copyright details.</p>		
<p>About → Help</p> <p>Opens the help menu for the various menu options in <i>mozone</i>. This will open in the phone's browser. To return to <i>mozone</i> from the Help menu, select Close and then Exit.</p>		
<p>About → Exit</p> <p>Exit will close <i>mozone</i> so that it is no longer running on the phone. This will require the password to be entered.</p> <p>By choosing the Exit option you will 'close down' <i>mozone</i> completely, this is the same as disabling <i>mozone</i> however <i>mozone</i> is no longer running on the phone.</p> <p>When <i>mozone</i> is in an exit state you will have access to all websites, URLs, premium rate SMS and applications.</p>		

26 Troubleshooting

If you are experiencing problems using *mozzone* or with mobile Internet browsing or messaging and other features on your handset please consult either Optus mobile help guides for more information: <http://www.optus.com.au/home/index.html> or the following section.

Handsets can vary between model, make and even, your own personal settings. The instances listed below are for your information and should be used as a guide only. You should always refer to the handset manufacturers technical or user guide for full details of your phones functionality.

Handset Related Errors and Messages		
1	Your mobile's browser crashes whenever you try to access a particular website.	This may be a browser characteristic, sometimes if the web page is too big, have too many graphics or unusual applets or activeX controls.
2	Updated settings on the <i>mozzone</i> profile are not effective on the handset e.g. still being able to view websites that should be blocked.	The cache may need to be cleared to ensure that any change of settings via the handset are effective. The cache will automatically be cleared whenever your handset is switched OFF and ON again.
3	Receive message while internet browsing Cache may contain secure info - clear cache?	This is a handset system message and indicates there may be some confidential information in your cache and it is safe to clear this data from being accessed.
4	Receive message while internet browsing 'Couldn't reach the indicated web server'	The website you are trying to reach is temporarily down or unavailable, or does not exist. If the URL entered is correct, then try accessing the website again in a few seconds, otherwise check the URL entered.
5	Receive message while internet browsing Timeout on Gateway or Server not found.	You have lost connection to the web server, or the website you are trying to access may be down or does not exist. Try closing the browser and opening it up again. This may be a temporary loss of connectivity, or if the problem continues you may need to contact your Mobile Carrier.
6	Slow response when switching on the handset.	With some handsets slow response when switching on the handset may occur. This may cause <i>mozzone</i> to be less effective during the start up process; you may need to contact your handset manufacturer for advice.
7	A 'User Name' & 'Password' prompt appears when trying to access a website.	This could be a legitimate login to a website or chat site. If it is unexpected, then best is to switch the handset OFF and ON and re-try the website.
8	Error when using web browser: 'Web unable to perform operation'	Check the URL, it may be an incorrect site address
9	Error when using web browser: 'Web gateway unknown'	Check the URL, it may be an incorrect site address or too complex for the phones browser
10	Error when using web browser: 'Service not part of the active profile'	Check your settings with your Mobile Carrier. This message typically indicates you are outside of your Mobile Carrier's "Walled Garden" of websites for your particular mobile phone plan.

11	'Memory full' is displayed on handset	You may see this displayed when <i>mozone</i> does not have enough memory to operate. You will need to clear some space by deleting some files and pictures.
12	You find that you need to recharge your phone's battery more frequently	<i>mozone</i> will use the phones battery and you may find that you need to recharge it more frequently, especially if your phone is few years old. <i>mozone</i> complies with testing criteria (set by the SymbianOS) to ensure there isn't any significant impact to the battery life.

If you are experiencing any other technical difficulty please go to www.leopardlabs.com/help

27 Content Category Definitions

Category 1: Adult Content

A Website may be classified under the Adult Content category if its content includes the description or depiction of erotic or sexual acts or sexually orientated material such as pornography. Exceptions to this are websites that contain information relating to sexuality and sexual health, which may be classified under the Health Sites Category (21). Some example sites: www.playboy.com, www.worldsex.com, www.whitehouse.com

Category 2: News

A website may be classified under the News category if its content includes information articles on recent events pertaining to topics surrounding a locality (eg a town, city or nation) or culture, including weather forecasting information. Typically this would include most real-time online news publications and technology or trade journals. This does not include financial quotes, refer to the Investment Sites category (11), or sports, refer to the Sports category (16). Some example sites: www.wsj.com, www.cnn.com, www.news.com

Category 3: Job Search

A Website may be classified under the Job Search category if its content includes facilities to search for or submit online employment applications. This also includes resume writing and posting and interviews, as well as staff recruitment and training services. Some example sites: www.spherion.com, www.monster.com, www.careerbuilder.com

Category 4: Gambling

A website may be classified under the Gambling category if its content includes advertisement or encouragement of, or facilities allowing for the partaking of any form of gambling. For money or otherwise. This includes online gaming, bookmaker adds and lottery websites. This does not include traditional or computer based games; refer to the Games Sites category (10). Some Example sites: www.casino.com, www.lottery.com, www.horse-races.net

Category 5: Travel/Tourism

A website may be classified under the Travel / Tourism category if its content includes information relating to travel activities including travelling for recreation and travel reservation facilities. Some Example sites: www.world-tourism.com, www.tourism.com, www.deanes.com.au

Category 6: Shopping

A website may be classified under the shopping category if its content includes any form of advertisement of goods or services to be exchanged for money, and may also include facilities to perform that transaction online. Included in this category are market promotions, catalogue selling and merchandising services. Some Example sites: www.activeplaza.com, www.buywineonline.co.uk, www.shopping.yahoo.com

Category 7: Entertainment

A website may be classified under the Entertainment category if its content includes any general form of entertainment that is not specifically covered by another category. Some examples of this are music sites, movies, hobbies, special interest and fan clubs. This category also includes personal web pages such as those provided by ISPs (Internet Service Providers). The following categories more specifically cover various entertainment content types, Pornography/Sex (1), Gambling (4), Chatrooms (8), Game Sites (10), Sports (16), Clubs and Societies (22) and Music Downloads (23). Some Example sites: www.britneyspears.com, www.eonline.com, www.flydma.com

Category 8: Chatrooms

A Website may be classified under the Chatrooms category if its content focuses on or includes real-time online interactive discussion groups. This also includes bulletin boards, message boards, online forums, discussion groups as well as URLs for downloading of software. Some Example site: www.chatroom.org, hat.yahoo.com, web.icq.com/icqchat

Category 9: Dating Services

A Website may be classified under the Dating Sites category if its content includes facilities to submit and review personal advertisements, arrange romantic meetings with other people, mail order bride / foreign

spouse introductions and escort services. Some Example sites: Adultfriendfinder.com, www.lavalife.com, www.singlessites.com

Category 10: Gaming Sites

A website may be classified under the Games Sites category if its content focuses on or includes the review of games, traditional or computer based, or incorporates the facilities for downloading computer game related software, or playing or participating in online games. Some Example sites: www.ea.com, gamesspot.com, www.acecheats.com

Category 11: Investment Sites

A Website may be classified under the Investment Sites category if its content includes information, services or facilities pertaining to personal investment. URLs in this category include contents such as brokerage services, online portfolio setup, money management forums or stock quotes. This category does not include electron banking facilities; refer to the E-Banking category (12) Some Example site: www.retireinvest.com.au, www.stock-options.com, invest-faq.com

Category 12: E-Banking

A Website may be classified under the E-Banking category if its contents includes electronic banking information or services. This category does not include Investment related content; refer to the Investment Sites category (11)Some Example site: www.commbank.com.au, www.natwest.co.uk, www.cibc.ca

Category 13: Crime / Terrorism

A website may be classified under the Crime / Terrorism category if its content includes the description, promotion or instruction un, criminal or terrorist activities, cultures or opinions. An Example site: www.beatthebandit.com

Category 14: Personal Beliefs / Cults

A website may be classified under the Personal Beliefs / Cults category if its content includes the description or depiction of. Or instruction in, systems of religious beliefs and practice. Some Example sites: Ccllinolnshire.org, www.paganfed.demon.co.uk, www.cultdeadcow.com

Category 15: Politics

A website may be classified under the Politics category if its content includes information or opinions of a political nature, electoral information and including political discussion groups. Some Examples site: www.alp.org.au, dallas.logcabin.org, www.politics.com

Category 16: Sports

A website may be classified under the Sports category if its content includes information or instruction relating to recreational or professional sports, or reviews on sporting events and sports scores. Some Example site: www.sports.com, www.soccer.com, www.mtbpics.com.au

Category 17: www-Email Sites

A website may be classified under the www-Email Sites category if its content includes online, web-based email facilities. Some Example site: www.hotmail.com, mail.yahoo.com, aolmail.aol.com

Category 18: Violence / Undesirable

A Website may be classified under the Violence / Undesirable category if its contents are extremely violent or horrific in nature. This includes the promotion, description or depiction of violent acts, as well as websites that have undesirable content and may not be classified elsewhere. Some Example site: www.rotten.com, www.ratemypoo.com

Category 19: Malicious

A website may be classified under the Malicious category if its content is capable of causing damage to a computer or computer environment, including the unauthorized consumption of network bandwidth. And Example site: Astalavista.box.sk

Category 20: Search Sites

A website may be classified under the Search Sites category if its main focus is providing online Internet Search facilities. Some Example site: www.google.com, www.yahoo.com, www.altavista.com

Category 21: Health Sites

A website may be classified under the Health Sites category if its content includes health related information or services, including sexuality and sexual health, as well as support groups, hospital and surgical

information and medical journals. Some Example sites: www.samhsa.gov, www.personalhealthzone.com, www.safemedication.com

Category 22: Clubs and Societies

A website may be classified under Clubs and Societies category if its content includes information or services relating to a club or society. This includes team or conference websites. Some Example site: www.apex.com, www.sierraclub.org, www.isoc.org

Category 23: Download Music

A website may be classified under the Download Music category if provides online music downloading, uploading and sharing facilities as well as bandwidth audio streaming. Some Example sites: www.musicmass.com, www.mp3.com, www.mp3dimension.com

Category 24: Business Oriented

A website may be classified under the Business Oriented category if its content is relevant to general day-to-day business or proper functioning of the Internet, eg Web browser updates. Access to websites in this category would in most cases not be considered unproductive or inappropriate.

Category 25: Government Blocking List

This category is populated with URLs specified by a government agency, and contains URLs that are deemed unsuitable for viewing by the general public by way of their very extreme nature. Some Examples are: Child pornography sites, Bestiality sites, Rape sites

Category 26: Educational

A website may be classified under the Educational category may belong to other categories but has content that relates to educational services or has been deemed of educational value, or to be an educational resource, by educational organisations. This category is populated by request or submission from various educational organisations. Some Example sites: www.discovery.com, highschoolhub.org, www.home-school.com

Category 27: Advertising

A website may be classified under the Advertising category if its main focus includes providing advertising related information or services. Some Example sites: www.traffimagic.com, www.ads.com, www.doubleclick.com

Category 28: Drugs / Alcohol

A website may be classified under the Drugs / Alcohol category if its content includes drug and alcohol related information or services. Some URLs under this category may also be categorised under the Health Sites (21) category. Some Example sites: www.online-cocktail-guide.com, www.jackdaniels.com, www.cultdrinks.com

Category 29: Computing / IT

A website may be classified under the Computing / IT category if its content includes computing related information or services. Some Example site: www.redhat.com, www.squid-cache.org, www.gnu.org

Category 30: Swimsuit / Lingerie / Models

A website may be classified under the Swimsuit / Lingerie / Models category if its content includes information pertaining to, or images of swimsuit, lingerie or general fashion models. Some Example sites: Ralph.nenmsn.com.au, www.victorassecret.com, sportsillustrated.cnn.com/features/2002/swimsuit

Category 31: Spam

A website may be classified under the Spam Sites category if it is found to be contained in bulk or spam emails. An Example site: Kaqsovdij.gjibhgk.info

Category 32: Reserved

Where a web address URL name has been reserved but is not yet functional.

Category 33: Unknown

Where the category has not yet been classified.

*Please note: some of the websites used as examples may have been reclassified. They are used for purposes of example only.

28 Frequently Asked Questions

Q. I am having difficulty downloading *mozzone* to my handset, what can I do?

A. Refer to the instructions as detailed in [Section 6 before you start](#) and [Section 7 How to install *mozzone*](#). If you are unsuccessful we highly recommend contacting your mobile carrier to confirm your phones settings and then retry to download.

If you have followed these instructions and are still encountering problems installing *mozzone*, please go to www.leopardlabs.com/help and select Service Difficulty providing details of your problem and we will contact you to assist.

Q. When am I billed?

A. You will be on the same day as you downloaded the application each month. If you downloaded *mozzone* anywhere between the 28th –31st of the month, you will be billed on the 28th of the month.

Q. How much does *mozzone* cost?

A. *mozzone* is free to download. A free trial period per subscription is available for the first 30 days. Following this you will be billed \$5 per month, to the mobile number with which *mozzone* is installed. Additional charges will apply when *mozzone* communicates with Leopard Labs via the phones Internet data connection. This will happen when:

- The phone is turned on
- *mozzone* goes from disabled/ exit to enabled
- The user is Internet browsing

If none of these events occur within 24 hours, communication with the Leopard Labs servers will be once per day, which is estimated to be about 20KB (kilobytes). This will incur standard data charges as per your mobile phone plan both during and after the 30-day trial period. The cost is dependent on the data charge rates as specified from your mobile carrier and based on the amount of activity described above. For more information on these data costs please check with your mobile carrier.

Q. Will I still be charged for incoming Premium SMS messages when *mozzone* blocks them?

A. Yes. Australian Premium SMS messages are those messages that are sent to, or received from, numbers starting with 19, for example 19XXXX or 19XXXXXX. *mozzone* will block all outgoing SMS to a 19 number, except if you are sending STOP to the 19 service, the request to 'unsubscribe' will be allowed. *mozzone* will block all incoming Premium SMS messages and display the number from which the SMS originated. You will still be billed for this SMS and you should therefore send STOP to the 19 number as soon as possible. This will prevent future messages from being delivered from this specific 19 number.

Q. What if I don't want Premium SMS messages blocked but I still want to use *mozzone* to manage Internet access?

A. You can turn-off Premium SMS filtering under the "Options" menu within *mozzone*, once it is installed on your handset. You will need to use your password to change this setting.

Q. Why did my subscription end?

A. If your account or mobile service changes with you mobile carrier this may affect your ability to renew the *mozzone* subscription. For example, for prepaid services if the account is in zero balance and there are no funds the renewal will fail or if your phone or account is suspended. We recommend that you contact your mobile carrier.

Q. My subscription didn't STOP after I unsubscribed? I attempted to unsubscribe from *mozzone* by sending STOP to 19997640 but I am still being billed and *mozzone* is still enabled.

A. You must use the password to unsubscribe. If you didn't use the password to unsubscribe, the subscription will still be active. If you can't recall the password go to www.leopardlabs.com/help and select forgotten password.

If you did use the password you may have been in an area, which didn't have coverage, and therefore the message did not get through. Simply retry this when you are sure you are in a mobile coverage area and if the problem continues please contact us at www.leopardlabs.com/help

Q. I changed *mozzone* content category filtering on/ off but websites are still blocked/ allowed?

A. The cache may need to be cleared to ensure that settings change is effective. The cache may automatically be cleared whenever your handset is switched OFF and ON again. Otherwise open your

phone's web browser, select Options → Navigation Options → Clear Cache (this may be different for different devices).

Q. I'm not sure what the make and/or model my handset is, how can I find out?

A. Visit www.nokia.com and select your region and then follow the "Find Products" link.

Q. Can my children or employees disable *mozone* without my consent?

A. No, it is not possible for *mozone* to be disabled or changed, without using your password.

Q. I am trying to access a website, which shouldn't be blocked?

A. Website can be blocked under more than one category. If a website is being blocked by a category but allowed by another, it will not be able to be accessed. The blocked category will override the allowed category. For example, some dating sites also have chat rooms. If chat rooms are allowed and dating sites blocked, the site will be blocked because it shares two classification categories.

Note also other common web behaviours:

- Websites can change classification or
- Websites can re-direct to other sites in the background, without you knowing.

Q. Why does my Web Browser keep crashing whenever I try to access a particular website?

A. This is likely characteristic of your handset's web browser. Sometimes if the web page is too big, has too many graphics, or has unusual applets or activeX controls, the browser "crashes" by closing itself.

Q. If I insert another SIM into the handset on which *mozone* is installed, what happens?

A. *mozone* is installed on the handset itself and not on the SIM. *mozone* will therefore continue to work for any SIM inserted into the handset.

Appendix A – Terms and Conditions of Use

1. Please read the following Terms and Conditions before downloading the *mozone* software application (*mozone*), developed and owned by Leopard Labs Pty Ltd (ACN 123 141 319) (Leopard Labs).
2. After the downloading and installation of *mozone* onto a mobile phone, use of *mozone* is subject to these terms and conditions.
3. In these terms and conditions, a reference to a 'Subscriber' means the person applying to download *mozone* (and is responsible for paying all tax invoices received from a mobile carrier for the mobile phone on which *mozone* is downloaded). A reference to 'User' means the person making use of the mobile phone on which *mozone* is downloaded (and with whom a mobile carrier has a mobile phone plan). The Subscriber may be the same person as the User but need not be (i.e. a parent or employer may download *mozone* onto a child's or employee's mobile phone).
4. *mozone* operates to control website access, SMS, MMS and other mobile applications, such as a camera, on the mobile phone on which it is installed.
5. While *mozone* is designed to control mobile content, the Subscriber will bear the sole responsibility of evaluating the merits and risks associated with its use.
6. *mozone* may be used for either personal or business purposes but, each subscription for *mozone* may only be installed and used on one mobile phone.
7. Neither a User nor a Subscriber may make any copy of *mozone* or allow any third party to do so. Both the User and the Subscriber must take all reasonable precautions to prevent the unauthorised copying or use of *mozone*.
8. If the mobile phone on which *mozone* is installed is lost, stolen or given away, either the User or the Subscriber must immediately unsubscribe from *mozone* in accordance with clause 25.
9. Your mobile carrier may charge the Subscriber standard data charges when *mozone* is downloaded in accordance with the User's mobile phone plan.
10. Your mobile carrier will charge the Subscriber standard data charges in accordance with the User's mobile phone plan when *mozone* communicates with Leopard Labs (at least once per day when the phone is turned on), when *mozone* goes from a disabled to an enabled state or when the User is internet browsing.
11. At the time that the Subscriber downloads and installs *mozone* onto a mobile phone, the password and email address of the Subscriber is asked, and will be automatically provided to Leopard Labs. Only the Subscriber may use the password to authorise changes to the use of *mozone* by the User. Leopard Labs will use the email address to contact the Subscriber regarding the use of *mozone*.
12. *mozone* will operate free of charge for a trial period of 30 days from the date *mozone* is downloaded by the Subscriber onto a mobile phone (Trial Period). Standard data charges will apply during the Trial Period as per clause 10.

13. Within seven days before the end of the Trial Period, Leopard Labs will notify the Subscriber by SMS (to the mobile phone on which *mozone* is installed) and/or by email (to the email address provided by the Subscriber in accordance with clause 11) that the Trial Period is about to end. On receipt of such notice from Leopard Labs, the Subscriber will be given the option of either continuing to use *mozone* for a monthly subscription fee or unsubscribing from *mozone* in accordance with clause 25. If the Subscriber does not unsubscribe in accordance with clause 25, the Subscriber will be deemed to have elected to continue using *mozone* for a monthly subscription fee.

14. The monthly subscription fee charged by Leopard Labs for using *mozone* is \$5 unless otherwise notified to the Subscriber by Leopard Labs in accordance with clause 15.

15. Leopard Labs may change the amount of the monthly subscription fee by giving 30 days notice to the Subscriber by SMS (to the mobile phone on which *mozone* is installed) and by email (to the email address provided by the Subscriber in accordance with clause 11).

16. The amount of the subscription fee for *mozone* will be invoiced by the Subscriber's mobile carrier (as agent for Leopard Labs) and billed directly to the Subscriber's prepaid mobile account or included in the invoice that the Subscriber receives from the Subscriber's mobile carrier for the mobile phone on which *mozone* is installed.

17. Leopard Labs reserves the right to disable *mozone* at any time due to non-payment of subscription fees or at its discretion.

18. When Leopard Labs develops a new version, upgrade or other improvement of *mozone* (Improvement), it will notify the Subscriber by SMS (to the mobile phone on which *mozone* is installed) and by email (to the email address provided by the Subscriber in accordance with clause 11) to install the Improvement on the mobile phone on which *mozone* is installed. Old versions of *mozone* may not continue to be supported by Leopard Labs.

19. After *mozone* is downloaded and installed by the Subscriber on a mobile phone, and that mobile phone's memory is re-formatted (even if accidentally), the Subscriber will have to download and install *mozone* again at the Subscriber's cost. Re-formatting the mobile phone memory means deleting or corrupting any part of the phone's firmware, software or *mozone* specific data required for *mozone* to run correctly.

20. Leopard Labs will provide technical and functional assistance to the Subscriber and the User in relation to the User's use of *mozone* via the website www.leopardlabs.com/help and by way of an email help desk help@leopardlabs.com which will be (a) available between the hours of 9.00 am and 5.00 pm Monday to Friday AEST (Australian Eastern Standard Time); and (b) staffed by employees of Leopard Labs knowledgeable in the use of *mozone*.

21. Leopard Labs is the sole legal and beneficial owner of all intellectual property rights in *mozone* and in any Improvements.

22. Leopard Labs will not be liable (to the extent permitted by law) for any loss or damage that the Subscriber or the User suffers as a result of using *mozone* whether incurred directly or indirectly.

23. To the extent permitted by law Leopard Labs' sole liability for breach of contract, breach of statutory duty, negligence, or other tort is limited at its option to (a) supplying of the services again; or (b) payment of the cost of having the services supplied again.

24. Leopard Labs does not warrant that *mozone* will filter all Internet, SMS and MMS content access. Leopard Labs does not warrant that *mozone* will not interfere with your mobile phone's normal functioning. Due to external factors over which Leopard Labs has no control,

Leopard Labs does not warrant that *mozone* will always be operating and/or available for use by a User.

25. The Subscriber may unsubscribe from *mozone* at any time by sending an SMS stating 'STOP' to 19997640. On receipt of such notice from the Subscriber, Leopard Labs will, within 3 days, unsubscribe the Subscriber from *mozone* and disable the User's filtering within *mozone*.

26. Please direct all questions concerning these Terms and Conditions as well as any feedback regarding the use of *mozone* to Leopard Labs via email at help@leopardlabs.com

29 Appendix B: Terminology & Abbreviations explained

3G	<p>3G means 'third generation' mobile technology.</p> <p>'First generation' mobiles were the old analogue bricks.</p> <p>'Second generation' (2G) were the first digital mobiles, and was when mobiles started to be able to access simplified web pages on your phone using slow dial-up connections.</p> <p>2.5G was when 2G started getting smarter, with much faster GPRS connections giving support for colour pages and to download or send picture and video messages.</p> <p>3G is the latest technology in mobile phone with faster processing so that you are able send live videos (streaming), make video calls, downloads and mobile browsing with better response times.</p>
Active List	<p>Additional filtering rules are achieved through 'allowed' and 'blocked' lists. Up to 100 URL classifications are cached on the phone for faster, easier access to your most visited sites, this is referred to as your Active List. The Content Classifications stored URLs entered into the Active List will be valid for 30 days.</p>
Active X	<p>An ActiveX control is a component program object that can be re-used by many application programs within a computer or among computers in a network. The technology for creating ActiveX controls is part of Microsoft's overall ActiveX set of technologies. ActiveX controls can be downloaded as small programs or animations for Web pages, but they can also be used for any commonly-needed task by an application program in the latest Windows and Macintosh environments. An ActiveX control is roughly equivalent in concept and implementation to the Java applet.</p>
Administrator	<p>The Administrator is the person who will be responsible for all aspects of <i>mozone</i>. They will set-up and maintain the account and control what level of access the mobile phone user will be given. For example the Administrator could a manager in a workplace or a parent.</p>
Allowed-list	<p>An allowed list of URLs, IP addresses</p>
APN	<p>Access Point Name (MMS, Optus WAP, Internet)</p>
Applet	<p>An applet is a little application. Prior to the World Wide Web, the built-in writing and drawing programs that came with Windows were sometimes called "applets." On the Web, an applet is a small program that can be sent along with a Web page to a user. Java applets can perform interactive animations, immediate calculations, or other simple tasks without having to send a user request back to the server.</p>
Blog	<p>A blog (short for weblog) is a personal online journal that is frequently updated and intended for general public consumption. Blogs are defined by their format: a series of entries posted to a single page in reverse-chronological order. Blogs generally represent the personality of the author or reflect the purpose of the Web site that hosts the blog. Topics sometimes include brief philosophical musings, commentary on Internet and other social issues, and links to other sites the author favours, especially those that support a point being made on a post.</p>
Bluetooth	<p>Bluetooth is a telecommunications industry specification that describes how mobile phones, computers, and personal digital assistants (PDAs) can be easily interconnected using a short-range wireless connection <i>mozone</i> software can be transferred from your PC to your mobile phone using Bluetooth technology if both the PC and the handset are Bluetooth enabled.</p>
Cache	<p>A cache is a place to store something temporarily. The files you automatically request by looking at a Web page are stored on your hard disk in a cache directory. When you return to a page you've recently looked at, the browser can get it from the cache rather than the original server, saving you time and the network the burden of some additional traffic. You can usually vary the size of your cache, depending on your particular browser.</p>
Categories	<p>Categories are website topic areas such as news, sport and entertainment. These classifications are used to ensure that the correct level of content is accessible to the mobile user.</p>
Client-side application or Client application	<p>This refers to any application, which is resident on the handset.</p>
Content	<p>A broad term used to describe any piece of formatted information, for example, text, audio, video, etc. In this context, it refers to these types of content resident or exchanged between mobile devices and the internet.</p>

Content Class	Types of services offered such as e-mail, newsgroups, chat rooms etc.
Content Rating	is defined as the classification of content suitable for audience age eg. MA is 18 and over viewing
Cookies	Text files downloaded onto a visitor's computer hard drive to store the visitor's actions in order to better customise their following visits
CSP	A Carrier Service Provider (CSP) is the telephone or other company that sells or rents telecommunication transmission services, such as home phone, mobile and internet services. In this case your carrier will be the company that provides your mobile, SMS/MMS and wireless internet access.
Disallowed-list	A blocked list of URLs, IP addresses
EDGE	Enhanced Data rates for Global Evolution
ACMA Government Blocking List	This is a list compiled by a government agency that deems certain websites as being inappropriate viewing for the general public. <i>mozzone</i> does not have any control over what URLs are contained in the Government Blocking List. Websites on this list will ALWAYS be blocked. You will receive a message on your handset stating that 'You are being blocked from viewing www.xxx.com as it is contained on the Government Restricted List' The Government Blocking List is also referred to as the Government Black List and the Government Restricted List. Prohibited content is internet content that falls within the classifications RC ('refused classification'). The RC classification includes content that contains: child pornography, bestiality, excessive violence or sexual violence; and/or, detailed instruction in crime, violence or drug use.
GPRS	General Packet Radio Service
GSM	Global System for Mobile communication
IMEI	International Mobile Equipment Identity. This is the unique number that identifies your mobile phone handset. You will need this number in order to successfully complete the Registration process.
IP address	Internet Protocol address used to access a server on the internet.
MMS	Multi-Media Messaging Service - sometimes called Multimedia Messaging System - is a communications technology that allows users to exchange multimedia communications between capable mobile phones and other devices. An extension to the Short Message Service (SMS) protocol, MMS defines a way to send and receive, almost instantaneously, wireless messages that include images, audio, and video clips in addition to text. A common application of MMS messaging is picture messaging, using camera phones to take photos that can be sent to another mobile phone.
Mobile device	The terms mobile device and handset are used interchangeably. This refers to any mobile communication device.
PDF	PDF (Portable Document Format) is a file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else. PDF files are created using Adobe Acrobat, Acrobat Capture, or similar products. To view and use the files, you need the free Acrobat Reader, which you can easily download. Once you've downloaded the Reader, it will start automatically whenever you want to look at a PDF file. If you haven't got Adobe Acrobat on your computer, Download Adobe PDF Reader. Get the Latest 2007 Adobe Reader from www.adobe.com
Pop-ups	Primarily used as a form of internet advertising that interrupts the viewer's progress through a website by popping up a window with a message.
PSMS/PMMS	Premium Short Messaging Service /Premium Multi-Media Messaging Service You usually use or subscribe to a Premium SMS service by sending an SMS message to a '19' number (in Australia). Sometimes you can subscribe to a PSMS/PMMS by entering your mobile number into a form on a website. Examples of Premium SMS are when you send a message to vote on TV shows like Australian Idol, join SMS chat rooms, bid in auctions, enter competitions and when you download ring tones and games. These services are provided by third parties, not your CSP, so charges for these services can vary greatly. Charges can be incurred when you send and/or receive the SMS.
RTSP	Real Time Streaming Protocol is a protocol for use in streaming media systems, which allows a client to remotely control a streaming media server, issuing VCR-like commands

	such as "play" and "pause", and allowing time-based access to files on a server.
Server-side application or Server Application	This refers to the <i>mozone</i> server application located in the network infrastructure.
SMS	Short Messaging Service s a service for sending text messages from one digital phone to another. SMS messages do not require the mobile phone to be active and within range and will be held for a number of days until the phone is active and within range. They can also be sent to digital phones from a Website equipped with PC Link.
SMTP	Simple Mail Transfer Protocol) is a TCP/IP protocol used in sending and receiving e-mail.
TCP/IP	Transmission Control Protocol/Internet Protocol is the basic communication language or protocol of the Internet.
URL	A URL (Uniform Resource Locator, previously Universal Resource Locator) is the unique address for a file that is accessible on the Internet. On the Web (which uses the Hypertext Transfer Protocol, or HTTP), an example of a URL is: http://www.ietf.org/rfc/rfc2396.txt
WAP	Wireless Application Protocol. This is the protocol stack used to transport wireless browsing, typically via a gateway, which connects to the internet.
WCDMA	Wideband Code Division Multiple Access.
WiFi	Wireless Fidelity is a term for certain types of wireless local area network. The term Wi-Fi was created by an organization called the Wi-Fi Alliance, which oversees tests that certify product interoperability. A product that passes the alliance tests is given the label "Wi-Fi certified" (a registered trademark).
WiMax	Worldwide Interoperability for Microwave Access