

**BROADCASTING ACT
(CHAPTER 28)**

It is hereby notified for general information that, in exercise of the powers conferred by section 6 of the Broadcasting Act, the Info-communications Media Development Authority has issued, with effect from 1st June 2004, the Audiotext Code of Practice as set out in the Schedule.

THE SCHEDULE

AUDIOTEXT CODE OF PRACTICE

Foreword

1. All providers of audiotext services licensed under the Broadcasting (Class Licence) Notification (N 1) shall comply with this Code of Practice. Under the Broadcasting Act, the Authority is empowered to impose sanctions, including fines, on licensees who contravene this Code of Practice.

Obligations under this Code

2. An audiotext service provider who provides chat line services on its service shall –
 - (a) use its best efforts to screen all messages on its service which are made available to members of the public and ensure that such messages do not contain contents which are sexually explicit or otherwise offensive to good taste or decency;
 - (b) use its best efforts to ensure that no person below the age of 18 may access its service without parental consent;
 - (c) provide free-of-charge to all members of the public the option to deny access to its service from their telephone lines and publicise such option on its advertisements to members of the public;
 - (d) implement a complaints handling procedure consisting of at least one telephone hotline and publicise the telephone number on its advertisements to members of the public;

- (e) not place advertisements for its service in publications which are primarily targeted at persons below the age of 18 years;
- (f) include precautionary messages on its advertisements and service warning all users about the potential dangers and risks of meeting persons through its service;
- (g) deny access to its service any telephone line, the number of which had been used by any person to include offensive messages on its service, for a period of not less than 12 months;
- (h) compile and maintain a blacklist of such telephone numbers under sub-paragraph (g) in such format as the Authority may from time to time direct;
- (i) obtain such blacklist referred to in sub-paragraph (h) from other audiotext service providers in Singapore and deny the telephone numbers appearing in such blacklist from being used to access its service, for a period of not less than 12 months; and
- (j) make available its blacklist as and when requested by the Authority or any audiotext service provider in Singapore.