

Frequently Asked Question KidSafe



Items	FAQs
SMS FAQ (Others)	<ol style="list-style-type: none"> 1. What is the KidSafe app for? KidSafe app (currently available on Android) is given as a complementary app upon successful subscription to KidSafe services. Parents who need extensive features such as web filtering, web monitoring, daily reporting, content management, remote control and location tracking can download the KidSafe app 2. Can I activate KidSafe services via SMS without downloading the KidSafe app from Playstore? Yes, you can. Just send ON KS or ON KS 6 or ON KS 12 to 25005 3. What will I get when I send ON KS or ON KS 6 or ON KS 12 to 25005? You will be charged RM9.99 or RM54.99 or RM95.99 for BASIC internet filtering services (depending on your selected subscription) 4. Can I choose not to use the KidSafe app? Yes, you can. You will only be able to utilize the BASIC internet filtering services by KidSafe. 5. What is BASIC internet filtering service? It's a website filtering service that's done on the network level to filter the access from a user who is trying to visit malicious websites 6. Can the BASIC internet filtering service filter access from non-Android smartphones? Yes, it can. It is not device dependent as the filtering is done at the network level 7. As a parent, when I try to add my child's number into the tracked list, will I receive any notifications should my child reject my request? Yes, you will be notified if your child rejects the request 8. What would happen to KidSafe services if my phone line gets barred? If your phone line gets barred, your KidSafe subscription will be terminated. If you have made your payment, but your line is still barred - only the basic filtering service (via the network) will work until your line gets unbarred. 9. What happens to my annual or half-yearly KidSafe service subscription if my account gets barred or temporarily disconnected? Your KidSafe subscription would still be active provided that the payment for the annual or half-yearly subscription (whichever you chose) has been made before your account was barred, or temporarily disconnected. 10. IF a parent account gets temporarily disconnected, will KidSafe services renew automatically upon reconnection? There will be no auto renewal when the account gets temporary disconnected. Hence, KidSafe services will not work if the account is not active. However, if the parent has paid for an annual, or half-yearly subscription of KidSafe; and the main line has been temporary disconnected, KidSafe services will work as usual. 11. Does KidSafe work while roaming? You need to be on Celcom's network for the basic filtering feature to work. For the child, the basic filtering service via the network will not work unless parents use the KidSafe app while roaming. 12. Can other customers outside Celcom opt-in for KidSafe?

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No, only Celcom subscribers may opt-in for KidSafe via SMS or by downloading the app on Playstore

13. Should the app be reinstalled if the parent or child get new devices?
Yes, the app needs to be re-installed on the new devices to fully utilize KidSafe's services.
14. If the parent forgets to install the app on the new device, will the service still work?
Only the basic filtering service will work if the app isn't installed (provided that the mobile numbers are still the same)
15. What happens if the parents or the child changed their mobile numbers?
A new subscription will be required if either party changed their mobile number.
16. Can I unsubscribe to KidSafe while my subscription is active? Will I get refunded?
Yes, you may unsubscribe, but refunds will not be honored
17. If I've set the usage limit time on my child's device, will it still be in effect if my child swaps the SIM card into another device?
The usage limit time function is only available via the KidSafe app. If the child swaps the SIM card into another device, the usage limit time will not take effect.
18. How many devices can be registered per account?
You may register up to 3 devices per account via SMS or KidSafe app
19. Can I monitor my child's browsing history?
Yes, via the KidSafe app
20. Can I use other extensive features such as web monitoring, daily reporting, content management, and location tracking if I didn't download the KidSafe app?
No, you can't. You are only activating the BASIC website filtering functions when you send ON KS or ON KS 6 or ON KS 12 to 25005
21. Can I add my child via SMS who's not a Celcom subscriber?
No, you can't. But you can add your child who is not a Celcom subscriber via KidSafe app. You are allowed to add another 3 numbers into the tracked list via the KidSafe app