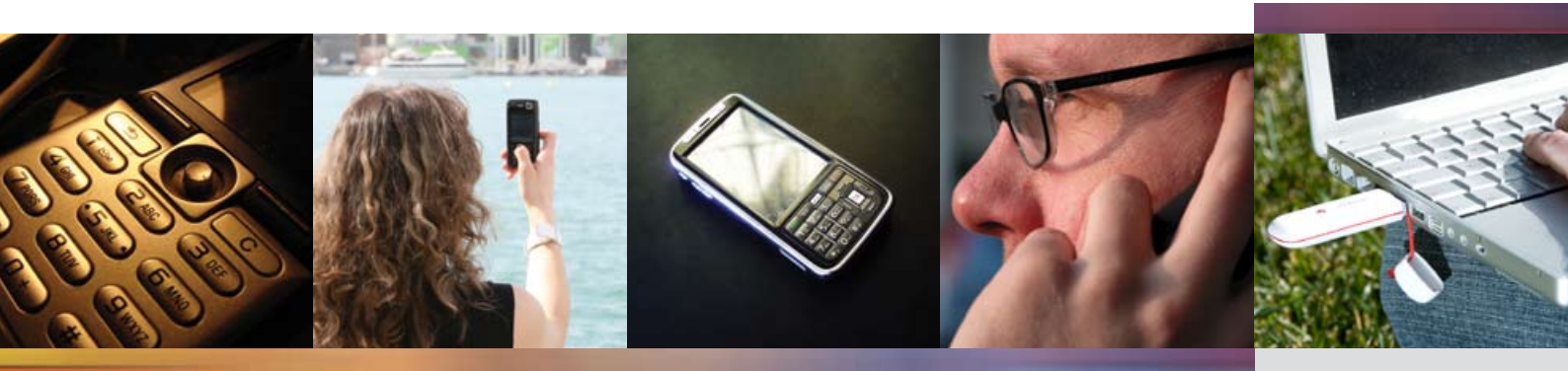




**Mobile Manufacturers  
Forum**

# **Mobile phones and health issues: Information for consumers**



**Consumer charter**





## Introduction

Consumers around the world rely on mobile phones to remain connected to their friends, families and workplaces. Consumers can and should be able to have confidence in the safety of mobile phone products.

Members of the Mobile Manufacturers Forum (MMF), who account for more than 80 per cent of worldwide mobile phone sales, recognise that we have an important responsibility to provide products that meet our customers' needs and expectations, including those relating to safety. To meet this responsibility, we work as an industry to promote the worldwide application of science-based safety standards and contribute to independent research to expand scientific knowledge and public understanding of mobile phone safety.

This Statement of Principles summarises the approach that MMF members have already taken, and will continue to take, to address consumer questions about our products.

## Statement of Principles

Manufacturers within the MMF are committed to the following principles:

- Consumers will be provided with accurate health information
- Consumers will be directed to government and health agencies for additional information
- Consumers who want to further limit their radio frequency exposure will have access to advice from the World Health Organization or other health agencies
- Consumers will be provided with information about a product's adherence to radio frequency exposure guidelines
- MMF members will support independent scientific research through the MMF
- All independent scientific findings will be published in peer-reviewed scientific journals
- Consumers will have access to published peer-reviewed research findings
- Manufacturers will assist network operators in responding to consumer questions
- The MMF will continue to discuss concerns, questions and information needs with consumers, governments and health agencies
- Individually and collectively through the MMF, manufacturers will communicate the principles outlined in this Statement of Principles



## Explanatory note

### Consumers will be provided with accurate health information

Manufacturers already provide health and safety information in many forms, including user guides, brochures and company websites. We remain committed to:

- 1 Periodically reviewing health and safety information in user guides
- 2 Making information as easy to understand as possible
- 3 Providing information in a variety of languages
- 4 Promoting consistency in the explanation of health and safety issues by all manufacturers within the MMF

### Consumers will be directed to government and health agencies for additional information

We recognise that consumers want access to other sources of information on health issues. Manufacturers will:

- 1 Inform consumers of ways to obtain the views of health agencies and government bodies on mobile phones and health issues
- 2 Encourage relevant trade associations to provide information on how to access the views of health agencies and government bodies on mobile phones and health issues

### Consumers who want to further limit their radio frequency exposure will have access to advice from the World Health Organization or other health agencies

While consumers are informed that mobile phones meet science-based standards designed to safeguard public health, some consumers have requested information about practical ways to further reduce their radio frequency exposure. Manufacturers will:

- 1 Direct consumers to advice issued by the World Health Organization or other health agencies





### **Consumers will be provided with information about a product's adherence to radio frequency exposure guidelines**

Manufacturers within the MMF are committed to providing information about a product's adherence to radio frequency exposure guidelines, including Specific Absorption Rate (SAR) information for mobile phones.

Since October 2001 manufacturers have provided SAR information with new mobile phone product models. In addition, SAR information has been made available through company websites and the MMF's website [www.mmfai.org](http://www.mmfai.org).

Manufacturers will:

- 1 Provide SAR information in a manner that uniformly defines SAR and that reports the maximum SAR value of the particular mobile phone model when tested in laboratory conditions

### **MMF members will support independent scientific research through the MMF**

While the effects of radiowaves have been extensively researched over many years, and international experts have concluded that the existing scientific evidence does not demonstrate that radiowaves have any adverse health effects for exposures at or below international recommended guidelines, the mobile phone industry is committed to supporting ongoing research into this subject. Ongoing research helps scientific experts and health authorities provide even more definitive public health assessments related to the safety of mobile phones.

Manufacturers will:

- 1 Support research consistent with the agenda set by the World Health Organization
- 2 Support cooperative research efforts with national governments or health agencies

## **All independent scientific findings will be published in peer-reviewed scientific journals**

The MMF supports the publication of independent research findings in peer-reviewed scientific journals so that all research results become part of the overall scientific database used by public health agencies and scientific expert panels around the world.

Manufacturers will:

- 1 Encourage the publication of all independent scientific research results in peer-reviewed scientific literature
- 2 Work to ensure that all research findings arising from MMF projects are published in peer-reviewed scientific journals

## **Consumers will have access to published peer-reviewed research findings**

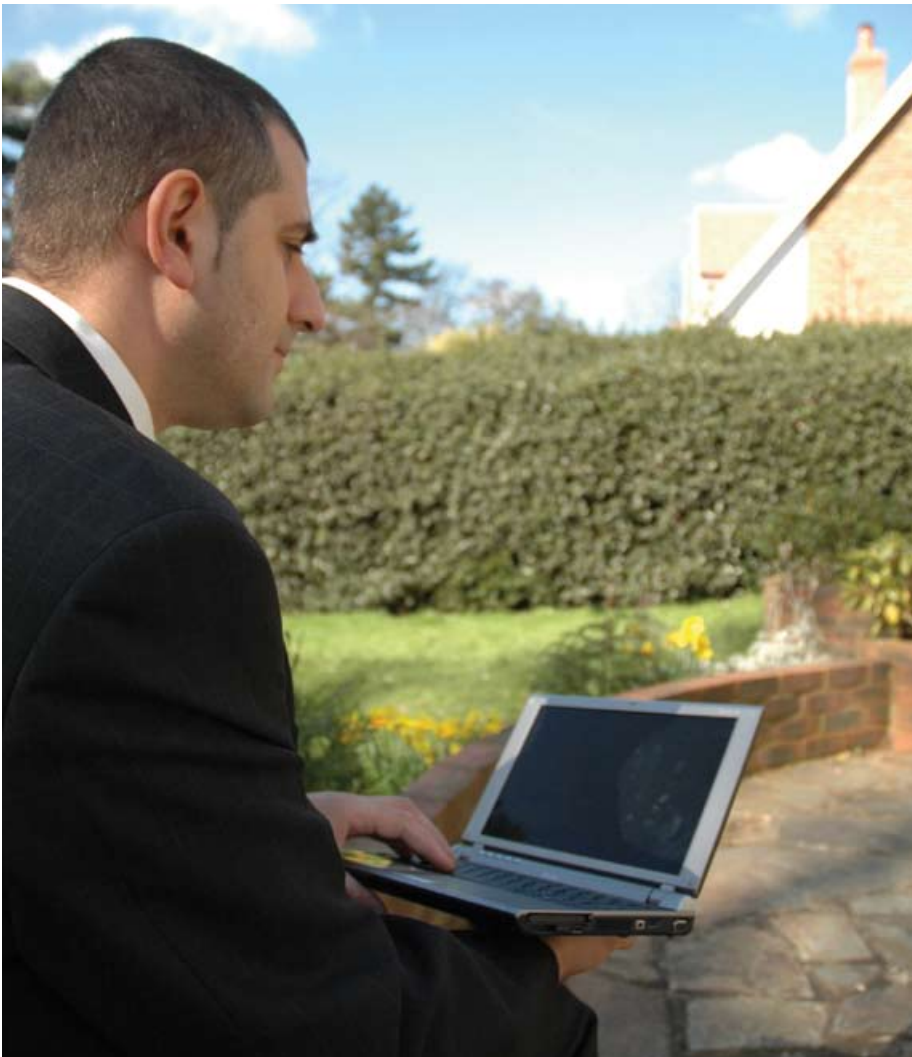
As important as conducting research is giving consumers access to the research results so that they may find answers to their questions about mobile phones and health issues. To ensure consumer access to information, manufacturers will:

- 1 Work to ensure that all research findings produced as part of MMF projects are published in peer-reviewed scientific journals
- 2 Work with independent third parties to promote the availability of published scientific findings in a manner that is accessible to consumers

## **Manufacturers will assist network operators in responding to consumer questions**

Manufacturers within the MMF also provide base station equipment to network operators. Consumers have often asked for information about base station equipment and as a result, manufacturers will:

- 1 Work with network operators to support their responses to consumer questions about both base station equipment and handsets
- 2 Work to promote the relevant principles outlined in this Statement of Principles in relationships with network operators and other industry partners



## **The MMF will continue to discuss concerns, questions and information needs with consumers, governments and health agencies**

To maintain the appropriateness of this Statement of Principles, manufacturers seek regular discussions with consumers and other stakeholders about concerns, questions and information needs.

Manufacturers will:

- 1 Undertake regular consultations with consumers, governments and health agencies, to discuss relevant issues
- 2 Seek to re-evaluate and improve information products in a coordinated manner in response to consumer and stakeholder feedback

## **Individually and collectively through the MMF, manufacturers will communicate the principles outlined in this Statement of Principles**

Manufacturers are committed to promoting the existence of this Statement of Principles to ensure that consumers, governments and health agencies are aware of how the industry is responding to their questions.

Manufacturers will:

- 1 Work with national governments to discuss appropriate ways to communicate these principles to relevant parties
- 2 Work with relevant trade associations to promote the existence of these principles

For more information about any of the principles outlined in this Statement of Principles, contact:

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## **Mobile Manufacturers Forum**

The Mobile Manufacturers Forum is an international association of radio communications equipment manufacturers. For more information, please visit the MMF's website at [www.mmfai.org](http://www.mmfai.org).



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