The program opens with teasers from the stories of some of the teens who are interviewed in the program. Twin sisters Jaclyn and Nicole describe how the Internet contributed to and escalated a dispute with friends; Gina says a girl she knew was tormented by other teens online; Newman describes being flamed by someone while playing a video game; Catrina tells how desperate she was when no one believed she hadn’t emailed a dirty video to others; Adebukola recalls being threatened online with being stabbed; and Michael describes meeting an adult stranger in a park when he had been expecting to meet another teen.

Two teen narrators introduce the program, saying that they will explore a variety of Internet issues that teens need to consider—including how to avoid fights with friends, how to handle bullying and how to stay safe online. Twelve simple rules for safety will be presented, and viewers will hear from Special Agent Tim Wittman who works at the Federal Bureau of Investigation investigating and preventing crimes against children and teens on the Internet.

The narrators introduce the first story told by Nicole and Jaclyn, twins who had some problems with friends that escalated online. Jaclyn and Nicole and some friends were planning an end-of-the-year school party. They would invite their entire class, hire a DJ and celebrate a few birthdays as well as the end of the school year. Suddenly they learned that two of their friends went ahead and made arrangements for the party without including them. When they became angry, they left messages online. Soon the Internet became the venue for an escalating battle involving all kinds of other people who should never have been involved. Nasty messages were sent on both sides. Friendships were destroyed. The twins acknowledge that if the Internet had not been used as a means of communicating, they probably would have worked out their differences with their friends. But now the girls no longer speak to one another.

The narrators tell viewers that it’s harder to communicate effectively online because you can’t see the other person and can’t always tell when someone is angry, upset or just kidding around. It’s best to solve problems in person, face-to-face. It’s also best not to involve others who have nothing to do with the problem. The first two rules are presented:

**Rule 1:** Always solve problems face-to-face with the specific person you’re having the problem with.

**Rule 2:** Assume that any Internet message you send can be read by anyone and everyone.

The narrators introduce cyber-bullying now, saying that sometimes friends bully friends, and sometimes they pick on someone they hardly know, someone weaker who can’t defend herself. Gina tells the story of a girl she knew who was unpopular and who others tormented online. They teased her mercilessly and eventually the girl committed suicide. It was never discovered who had bullied her and no one got in trouble.
The narrators call this suicide a tragedy that should never have happened. Most teens know bullying is wrong and won’t participate in it. They advise teens who are bullied that they need to realize it isn’t their fault. They need to talk to a trusted adult at home or at school. Teens who witness bullying are advised to speak out against it.

**Rule 3:** If you’re ever bullied online, talk to an adult. Speak up against bullying when you see it.

Catrina appears next, recalling how her profile page was hacked and the hacker sent a dirty video to all her friends. A good friend confronted her about it and didn’t believe that Catrina hadn’t sent it. Catrina told her mom about it and her mom contacted the site. Special Agent Tim Wittman of the FBI advises teens that whenever they have a problem like Catrina’s, they need to talk to a trusted adult at home or at school. The site needs to be contacted but often won’t take a complaint from a teen.

Catrina believed the hacker was a total stranger who happened to see her page, which she had not made private. At school Catrina was subjected to ridicule from classmates and was sent to explain the situation to the principal because the school had received complaints from some parents whose teens had received the video. Catrina was able to explain what happened and the site put out a bulletin warning about hackers’ activities. Eventually those who received the dirty video understood what had happened. The narrators further warn viewers to be skeptical if they receive a weird message from a friend because a hacker could be involved. Viewers are advised to file a complaint with the site.

The narrators introduce the next segment on playing video games online. Newman tells how a flamer taunted him while playing a game. The flamer started out by being friendly and asked Newman for personal information. Newman told him his ethnicity (Afghani) and where he lives. The flamer then totally changed and started insulting and threatening him. Newman had to leave the game. Newman also had bad experiences on his social networking site when others taunted him about being a terrorist. His brother showed him how to use the settings to make his page private.

The narrators advise the viewers to keep their page private and not share their passwords. If someone tries to make you feel bad for not sharing your password, the narrators advise the viewers not to fall for it.

**Rule 4:** Keep your webpage private and don’t share your password.

**Rule 5:** Don’t give out your ASL (age, sex, location) or any other personal information to someone you met online.
In the next segment, the narrators explain to viewers that posting photos online can cause problems because you have no control over who views them, copies them or uses them. Special Agent Wittman says there are cases where sexual predators have used photos posted by unknowing teens to pose as a teen and chat with others. He points out that young people are finding they’re being denied internships, jobs and even scholarships or college admission because of inappropriate photos they or friends posted online. The narrators advise teens to think about how photos can be doctored, and how, if they post an inappropriate photo of themselves online, someone could show it around in the future to people (like a boyfriend’s or girlfriend’s parents). When you post something online, you lose control over it.

**Rule 6:** Never post anything online that you don’t want the whole world to have access to forever!

The narrators introduce the next segment: online threats. There can be very serious consequences to physically threatening another person online. It’s illegal, and it’s wrong. Adebukola appears onscreen, describing how she was threatened by a group of girls who didn’t like her. A friend told Adie that her name was on the page or one of these girls. When she went to check it out, she saw her name with a threat: “Adie, you will regret you ever F’d with me.” Soon the message became even more explicit—a threat that Adie would be stabbed when she went back to school. She and her mother reported the incident to the school and to the police. They filed criminal charges and as a result, the girls were placed on probation and must stay away from Adie. As this segment ends, the narrators emphasize how serious it is to make a threat online: the police could be called or the teen could be prosecuted or suspended from school.

**Rule 7:** Never make a threat over the Internet, even as a joke.

**Rule 8:** Print out any threats you receive and show them to a trusted adult.

The narrators introduce the segment on sexual predators by saying that talking to unknown people online can be risky because predators use the Internet to find teens they can abuse. Predators start out saying they want to be friends with a teen. The narrators advise teens not to confide personal problems to strangers online because they could be chatting with a predator. Special Agent Wittman describes how predators operate. They usually do not pretend to be someone else. They present themselves as an older person who wants to be a friend. They seek teens who are lonely and vulnerable, or teens who have problems getting along with their parents. They compliment the teen on his/her taste in music or movies. They criticize the teen’s parents and other friends in order to isolate the teen and break down the teen’s natural support group. Special Agent Wittman tells viewers that the biggest single red flag that someone is a predator is a big age difference between the predator and the teen. Friendships between people with a big age difference are rare, and teens should be careful when communicating with an older person.
Michael tells how he met someone online who said he was the brother of one of Michael’s online friends. They agreed to meet in a park and go to the brother’s house to play video games. When Michael arrived in the park, he was confronted by an adult male who said he was the brother. But Michael knew this adult was too old to be the friend’s brother. He worried about how to extricate himself from the situation. Fortunately, another friend came along and Michael was able to leave the park safely.

Eight red flags are presented as warning signs that someone could be an online predator including a large age difference, excessive compliments (trying hard to be friends) and criticizing parents or friends. Predators will also commonly offer modeling or acting jobs, gifts or money.

**Rule 9:** If someone says something that makes you uncomfortable, sign off. Block them. File a complaint with the site.

In the next segment, the narrators explain that chat rooms can be very dangerous places to hang out. Predators go there to learn about you from what you say there and use it to develop a relationship. An example shows a boy chatting with a predator about baseball. The predator compliments the boy, and then suggests they “go private.” Special Agent Wittman suggests that online chatting creates a false sense of being friends with the other participants. Boundaries get broken down and teens are often more vulnerable than they realize. He thinks chat rooms are the most dangerous area of the Internet. The narrator recommends that teens stick to social networking sites where they can chat with friends and family they already know. The narrators add that you should meet someone in a public place only with friends or a parent nearby; never leave this public place with someone you met online.

**Rule 10:** Never meet anyone in the real world that you met online without having a safety plan approved by your parents.

**Rule 11:** Avoid chat rooms and never go private with someone you met in a chat room.

The narrators remind viewers that relationships change. People we trust today may not be the same people we’ll trust tomorrow. Gina talks about how her boyfriend began stalking her online, demanding to know who she was talking with and where she was going. The narrators tell teens that using technology to control someone else is a type of relationship abuse, and it should not be tolerated.

Next, the narrators explain that while webcams can be fun, they can also be risky. Special Agent Wittman tells viewers that there is some evidence that hackers can take control of your webcam if it is left on. He advises teens to always keep their webcams unplugged when they’re not using them.
Rule 12: Keep your webcam unplugged when not in use. Never use a webcam with someone you don’t know.

The final segment offers words of advice to sum up what viewers have learned. Catrina tells viewers she always keeps her profile page private now so strangers can’t see it or hack into it. She is more cautious now and doesn’t talk to people she doesn’t know. Christian advises teens to make sure they know who it is that they’re talking to because there are lots of predators out there. Newman advises teens to avoid chatting with strangers when playing online video games. He says “just play the game and ignore all chat invites… just have fun.” Special Agent Wittman tells viewers that the best way to stay safe online is to use the Internet for chatting with friends and family and limit contact with unknown individuals. If a teen is contacted by a suspicious person, “trust your instincts” and tell an adult you trust.