



# QUIZ

## time for teens

*10 question cards for teenage consumers about mobile games*



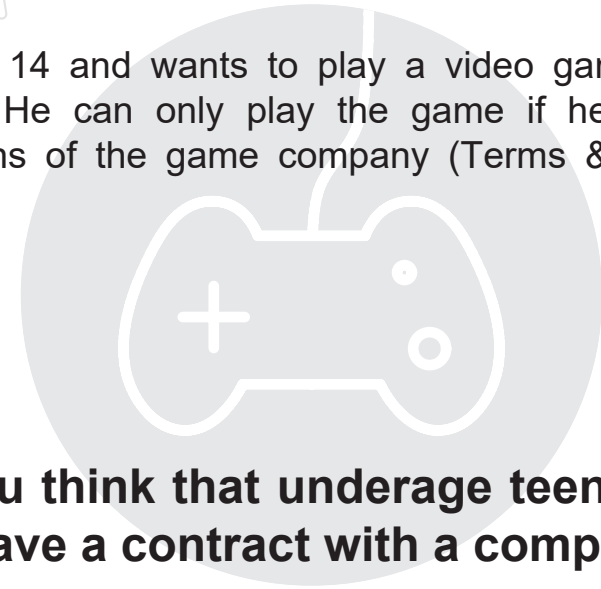
Co-funded by  
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#1



Theo is 14 and wants to play a video game that costs money. He can only play the game if he accepts the conditions of the game company (Terms & Conditions / T&C).



**Do you think that underage teenagers can have a contract with a company?**

#2



All of Theo's friends are playing a new free game on their mobile phones. When Theo starts the game for the first time, many pop-up messages appear. Because he is excited about the game, Theo clicks them away and doesn't read them. The next day, he gets a bill for buying upgrades.

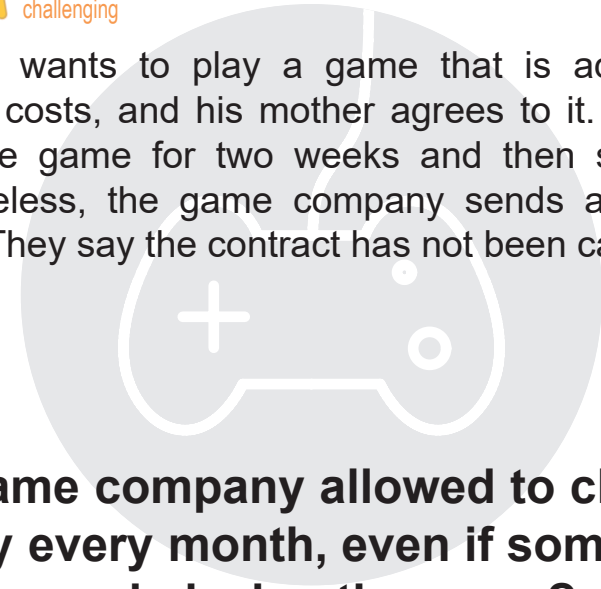
**Do you think companies are allowed to make money from a game they call a “free game”?**

#3



challenging

Andreas wants to play a game that is advertised with monthly costs, and his mother agrees to it. Andreas only plays the game for two weeks and then stops playing. Nevertheless, the game company sends a bill the next month. They say the contract has not been cancelled.



**Is a game company allowed to charge money every month, even if somebody has stopped playing the game?**

#1



- No, teenagers under 18 cannot sign contract.
- Yes, anyone can. Age is not important.
- Yes, they can. But only if their parents agree.

You can also take the interactive version of this quiz:

[www.eccnet.eu/quiz4teens](https://www.eccnet.eu/quiz4teens)



When printing these cards set your printer to:



- + print in **LANDSCAPE** orientation
- + print on **BOTH SIDES** of page
- + flip pages on **SHORT EDGE**



#3



challenging

- Yes, they may charge you until you stop the open-ended contract.
- No, the contract ends automatically when you stop playing.
- No, they have to ask you first if you want to continue to play.

#2

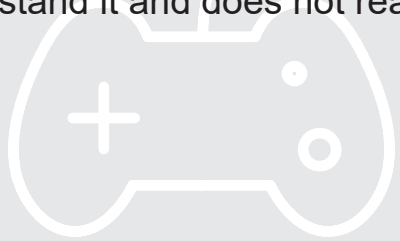


- Yes, but only if they tell players that upgrades cost money.
- Clearly yes, it doesn't matter if they call it "free" in advertising.
- No, in that case they are not allowed to say the game is "free".

**#4**

challenging

When Theo wanted to start playing a game on his mobile phone, he was shown a link to a new page with a very long and confusing text about "terms and conditions". Theo does not understand it and does not read it.

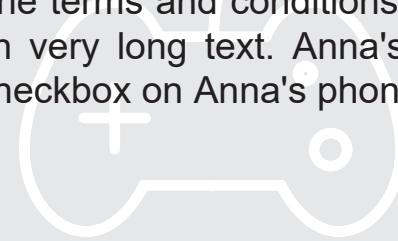


**Why is the text about "terms and conditions" so hard to understand?**

**#5**

challenging

Anna is 16 years old and plays a game on her mobile phone together with her 20-year-old sister. On the home screen, there is a checkbox that says "Yes, I have read and agree to the terms and conditions". The box links to a new page with very long text. Anna's older sister simply confirms the checkbox on Anna's phone and starts playing.

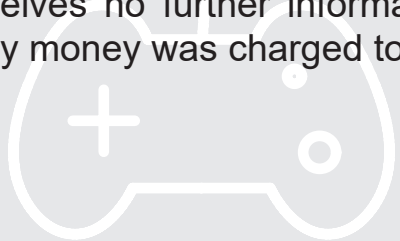


**Do you think Anna has a contract with the game company now?**

**#6**

challenging

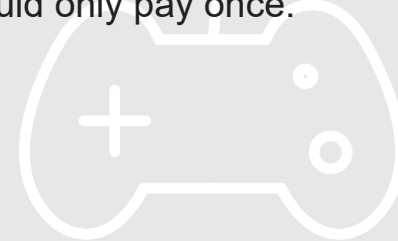
Anna is playing her favourite free game about pirate ships. While she is playing, she is suddenly offered 1000 additional game coins. She simply presses the "Continue" button, but receives no further information. Later, Anna's parents ask why money was charged to their credit card.



**Do you think that a game company can charge you money, if it wasn't clear that there were extra costs?**

**#7**

Anna wants to play a game about farm animals, and her father agrees to pay for it. After a few months, he notices that his credit card has been charged every month. He thought he would only pay once.



**Does the company have to make clear in the offer that playing will cost money on a regular basis?**

#5



challenging

- Yes, by ticking the box the contract is concluded, regardless of whether it has been read.
- No, because it was Anna's sister who ticked the box on Anna's mobile phone.
- No, because Anna's sister did not read the text with the terms and conditions.

#4



challenging

- Nobody reads it anyway, so companies do not care if it can be understood easily.
- It is difficult because it lists all possibilities of what players or the company must or must not do.
- It does not matter. Terms are only valid, if the reader can understand them.

#7



- Yes, the company must clearly display repeating costs next to the order button.
- No, players should read the terms and conditions to find out.

#6



challenging

- Yes, they can, but only if the costs are mentioned somewhere else, like on their homepage.
- No, they cannot if the additional costs are not mentioned directly in the offer.
- Yes, they can send Anna information about the costs later, for example by email.

**#8**

challenging

Anna's parents prepaid her game for three months. Anna played in June. Then she didn't play at all in July when she was on vacation with her grandparents. Then she played again in August. Now she wants to continue playing in September.



**Do you think the prepaid three-month period will have ended, even if Anna didn't play the game at all in July?**

**#9**

challenging

There is a game that Anna would like to play, but her parents do not allow her to buy it. They say it is too expensive. Anna tries to download the game anyway and the game works without her having to provide payment details.



**Can Anna play the game for free before the company asks for payment details?**

**#10**

Anna downloaded a game that was advertised as "free" and the company took money from her parents anyway.



**What can parents do if their children have been tricked and this has led to an unjustified payment?**

## Final open question

What is your view on the topic or what personal experience would you like to share with your class mates? Please answer freely to the following question.



**Have you had negative experiences with costs in video games on your phone?**

#9



challenging

- If you don't give payment details, there is no valid contract. Anna can play without paying.
- The company will either issue a bill or deduct the money from the mobile phone bill.
- Anna can keep playing for free until the company asks for payment details and can choose to stop playing then.

#8



challenging

- No, Anna can play in September because she did not play in July.
- Yes, the three months expire at the end of August.

## Final open question

**My experience with costs for games or my opinion about mobile gaming is ....**

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#10



- The paid money is lost. They must cancel the contract and pay nothing from now on.
- They should complain to the company, ask what happened and ask for the money back.
- Parents can simply block the payment. They are not responsible for what their child did online.