



CCS 4204: PROFESSIONAL ISSUES AND ETHICS IN ICT

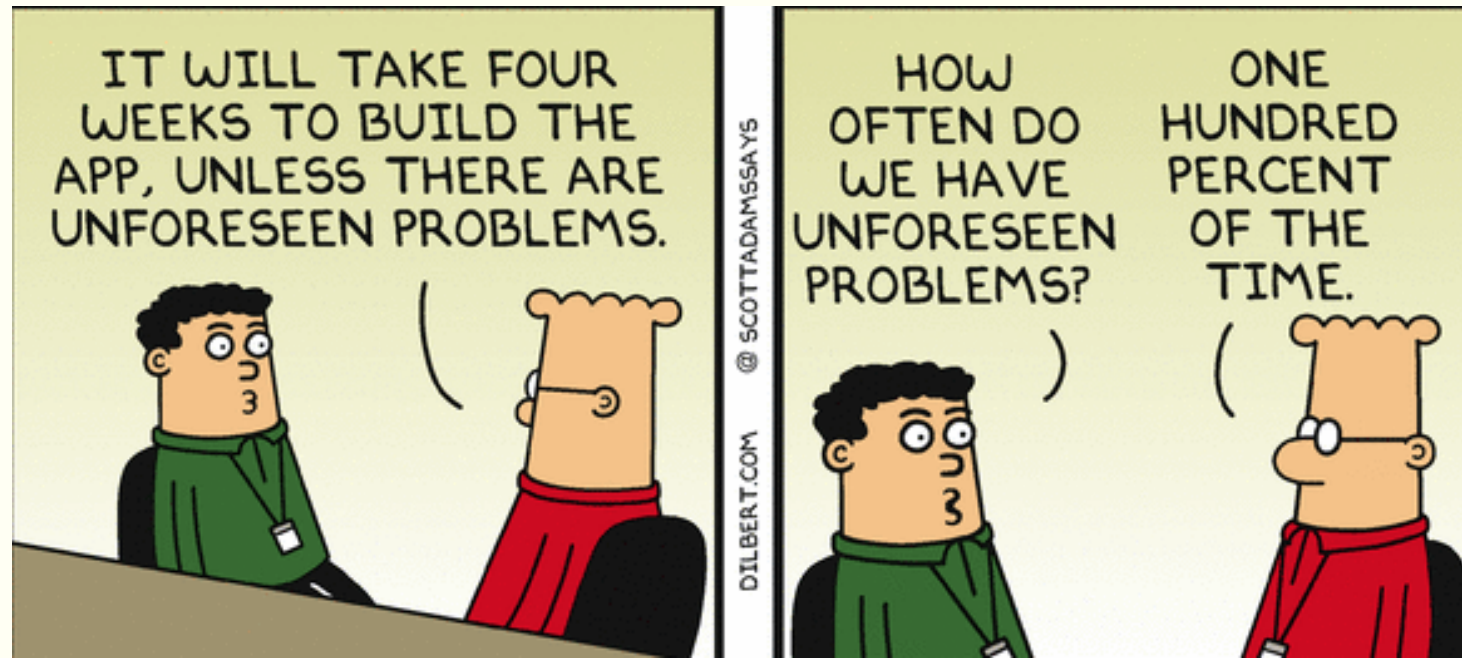
Lecturer: Michael Kagiri

Mode: Virtual



Outline

- Course Outline
- Expectations
- Delivery Mode
- Lecture 1
- Assignment



Ethics-Organizations bad behavior

- Telkom gets Sued for “*The firm was aggressively marketing its Internet package as unlimited package to users instead of telling consumers that they were actually buying a 20GB bundle at Sh2,999 to be used in 30 days.*” Was this ETHICAL?



- <https://www.standardmedia.co.ke/business/article/2000072977/telkom-defends-its-unlimited-internet-package>

Ethics -Organizations bad behavior

- Mobile operators sued for Data bundle expiry-” *Telecoms operators Safaricom, Airtel and Telkom Kenya have been sued over the expiry of data and loss of unused Internet bundles.*”
- Was this ETHICAL?

NEWS

Safaricom, Airtel sued over data expiry losses

TUESDAY OCTOBER 22 2019

- <https://www.businessdailyafrica.com/news/Airtel-sued-over-data-expiry-losses/539546-5320318-y4m2k1/index.html#:~:text=Telecoms%20operators%20Safaricom%2C%20Airtel%20and,Communications%20and%20Multimedia%20Appeals%20Tribunal.>



Ethics-Organizations bad behavior

➤ Third party premium rates services

Home / Business / Business News

How to deactivate promotional messages on your safaricom line

By **SPONSORED CONTENT** | September 9th 2019 at 16:53:33 GMT +0300

“I am receiving as messages from various numbers on my phone and some do not have an opt-out option, is there a way to block or stop them?” this is arguably the most asked question nowadays.

➤ Dial *456#, Reply with 9: STOP,

Ethics-Organizations bad behavior

- Mobile operator sued for Third party charges on ringtones and text messages with love tips and horoscopes

AT&T Mobility to Pay \$105 Million to Settle Unlawful Billing Claims



Ethics-Organizations bad behavior

- AT&T fined over unlimited mobile data capping- “*It sold consumers data plans advertised as unlimited, then capped data speeds for those subscribers after they used five gigabytes*”.

TECH

FCC to Fine AT&T \$100 Million Over Capping Unlimited Data Plans

Regulator says wireless giant misled customers by throttling their Internet connections

Ethics

- Samsung sued for misleading advert it published on its website as ethical commitments that guarantee workers' rights.
- *“Everything we do is guided by a moral compass that ensures fairness, respect for all stakeholders and complete transparency,*

TECH

Samsung hit with lawsuit over misleading advertising related to alleged human rights violations

PUBLISHED THU, JAN 11 2018•7:28 AM EST | UPDATED THU, JAN 11 2018•8:16 AM EST



Arjun Kharpal

Ethics-Organizations bad behavior

- Whatsapp sued for data breach- “*clauses that allow the messaging service to collect and transfer user data between the platforms.*”

Tech & Telecom Law News

WhatsApp Sued by German Consumer Group Over Data Policy

Jan. 31, 2017, 8:00 AM



Ethics-Organizations bad behavior

- Telco Company sued for “Cramming”- “*T-Mobile charged unwitting customers fees for "premium" SMS-based services that offered junk content like flirting tips, horoscope information, or celebrity gossip*”.

MOBILE / US & WORLD / TECH

T-Mobile will pay at least \$90 million to settle FTC cellphone 'cramming' lawsuit

By [Nathan Ingraham](#) | Dec 19, 2014, 12:24pm EST

Source [FTC](#) | Via [Recode](#)

Title

- Telco Company sued for “Cramming”- “*T-Mobile charged unwitting customers fees for "premium" SMS-based services that offered junk content like flirting tips, horoscope information, or celebrity gossip*”.

POLICY / MOBILE / US & WORLD

Verizon and Sprint to pay \$158 million for cramming charges on customers' bills

By Jacob Kastrenakes | @jake_k | May 12, 2015, 1:24pm EDT

Source *FCC (1) and (2)*

Question

- Imagine the people who developed, implemented, and supported the practice of cramming customer phone bills. Do you think they found this Ethical?
- What could have made them support such a move?



What is Ethics?

What is Ethics?

- **Ethics** is a set of beliefs about right and wrong behavior within a society
- **Ethics** is a code of behavior that is defined by the group to which an individual belongs
- The global rate of **software piracy** stands at around **42 percent**.
- The piracy rate is nearly **80 percent** across the continent of Africa.

Is this ethical?

The Difference Between Morals, Ethics, and Laws

- **Morals** are one's personal beliefs about right and wrong.
- **Ethics** describes standards or codes of behavior expected of an individual by a group (nation, organization, profession) to which an individual belongs.
 - Ethics in Law demands defending the accused to your level best.
- **Law** is a system of rules that tells us what we can and cannot do

Legal vs Ethics

➤ Give an **example** of an action that fits in each of the four quadrants of the legal versus ethical chart shown in Figure 1-2

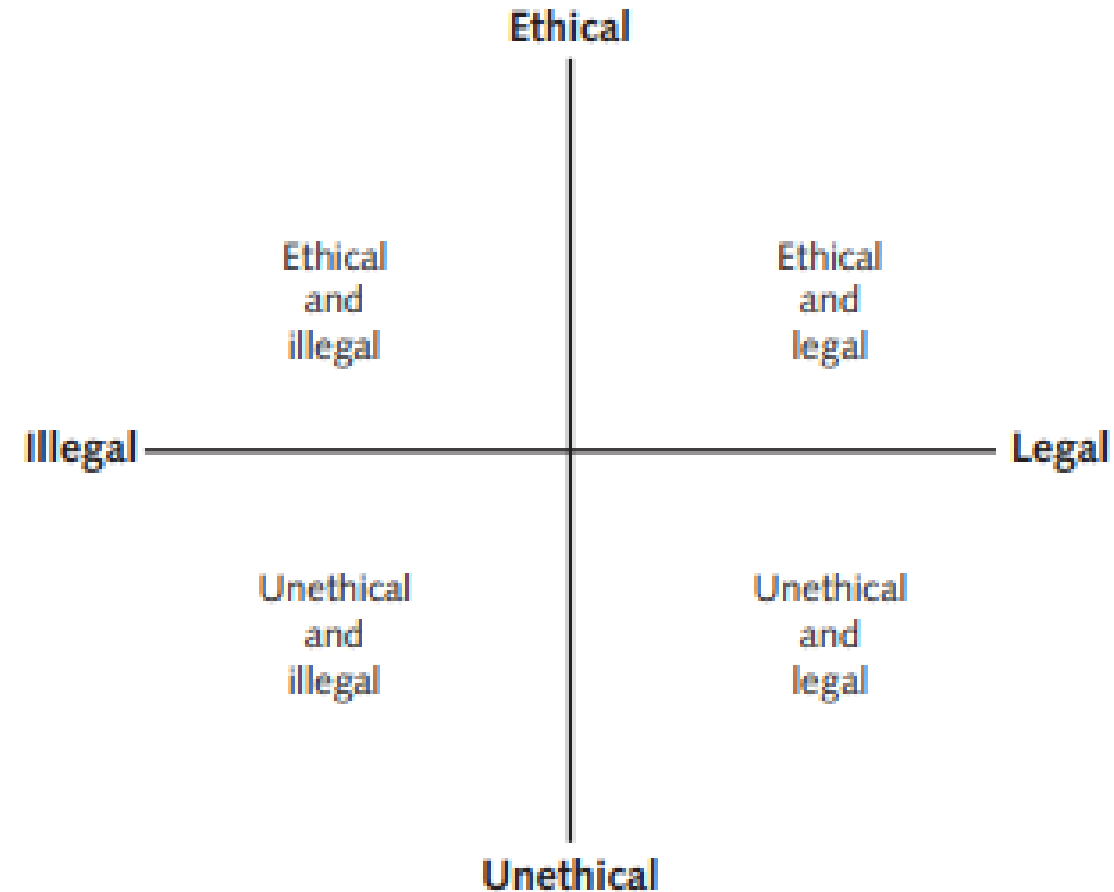


FIGURE 1-2 Legal versus ethical

Discussion

➤ You are a new hire at a large software firm and have been working overtime for the last two months trying to complete the final testing of a new software release for the firm's flagship product, which is used by thousands of organizations worldwide. **Unfortunately**, the software has many bugs and testing has taken weeks longer than expected. This afternoon your boss stopped by and asked you to "sign off" on the completion of your portion of the testing. He explains that the project has gone over budget and is in danger of missing the committed release date for customers. When you object because you feel the software is still buggy, he says not to worry, whatever bugs remain will be fixed in the next release of the software. **What do you do?**

ASSIGNMENT

➤ Discuss the Importance of Ethics in IT?