



Parental control on your child's phone.

We're committed to protecting under-18s from adult content, so we've made sure that all phones on our network can restrict access to websites and phone services that contain content that is inappropriate for people under the age of 18. You might want to consider this if you're concerned about your child accessing age inappropriate content on their phone. The restrictions are applied by us so your child won't be able to remove them.

If your child has a Pay As You Go phone, adult content will automatically be filtered on their phone.

If your child has a Pay Monthly phone, they'll automatically be able to view adult content unless you choose to block it by setting up an adult filter on their phone. Once it's been set up, the filter can only be removed by someone aged 18 or over.

How to change your filter settings.

You can block and unblock adult content on your phone by giving us a call or adjusting your settings yourself.

1. Go to **mobile.three.co.uk** on your phone.
2. Select **My3 account**.
3. Select **Account security**.
4. Select **Update adult filter settings**.
5. Enter your PIN. If you haven't got one, you'll need to [set up a PIN in your My3 account](#).
6. Switch your adult filter settings to **on**. You can turn it off again whenever you want.
7. Select **Save**.

Problems after changing your settings.

If you still can't access adult content after changing your settings, try switching your phone off and back on again, or unplugging your dongle. This will refresh your connection to the network and should let you access adult content. If you're still having trouble, give us a call on 333 free from a Three phone or 0843 373 3333 from any other phone (5.1p per minute from a BT landline, other networks may vary) and we'll look into it for you.

Verifying your age.

If you're over 18, on a Pay Monthly contract and you want to access adult content, you don't have to verify your age because you did this when you joined us.

If you're on Pay As You Go, there are three ways to verify your age:

- On your Three phone: just pay a one-off charge of 99p using your credit card and we'll credit it back to your Three account.
- By calling us: you'll need a credit card, but give us a call.
- In a 3Store: bring some ID in to show us.

If a site is being wrongly filtered.

Sometimes a website can be blocked in error. If you think there's been a mistake, or you come across a website that's not blocked when it should be, then email us at content@three.co.uk and we'll acknowledge it within 24 hours.