

Has the filter on the mobile internet browser been incorrectly set?

How to raise a query with your mobile operator

A large proportion of children now use their mobiles to go onto the Internet. Mobile operators, as well as parents, want to make sure that children using a mobile network are protected from age inappropriate content when they go on-line.

When a customer signs up with a mobile network, therefore, the Internet access service can be filtered (for all pay as you go and most pay monthly phones, the filter is on by default. The filter can be removed by an adult customer, once he or she has gone through a process of age verification.

The mobile industry works with the BBFC (British Board of Film Classification) to help us determine how to set the filter to block content that is not appropriate for children (i.e. for customers under the age of 18). The standard applied is comparable to existing standards in other media and is based on the BBFC's Classification Guidelines.

Filtering is done to a very high technical standard but it is not perfect. If you believe a website or content has been misclassified please send an email to your mobile operator (contact points set out below) and the matter will be reviewed for you. Moreover, some content, such as App stores and encrypted secure sites, lies outside the filter's control and so it remains important for parent so to be aware of their child's Internet use.

The BBFC framework, which sets out the scope of content filtered and the standards which we apply can be found here: <http://www.bbfc.co.uk/what-classification/mobile-content>



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