

02 mobile guide

O2 mobile guide

Parental Controls information

Type of guide

Broadband & mobile networks

Features and Benefits

O2 Parental Controls allow the account holder to block adult content when the device is using the mobile and network out of the home (the default is 18+). Additionally, you can also allow access to sites classified as suitable for under 12's.

What specific content can I restrict?



Inappropriate content

What do I need?

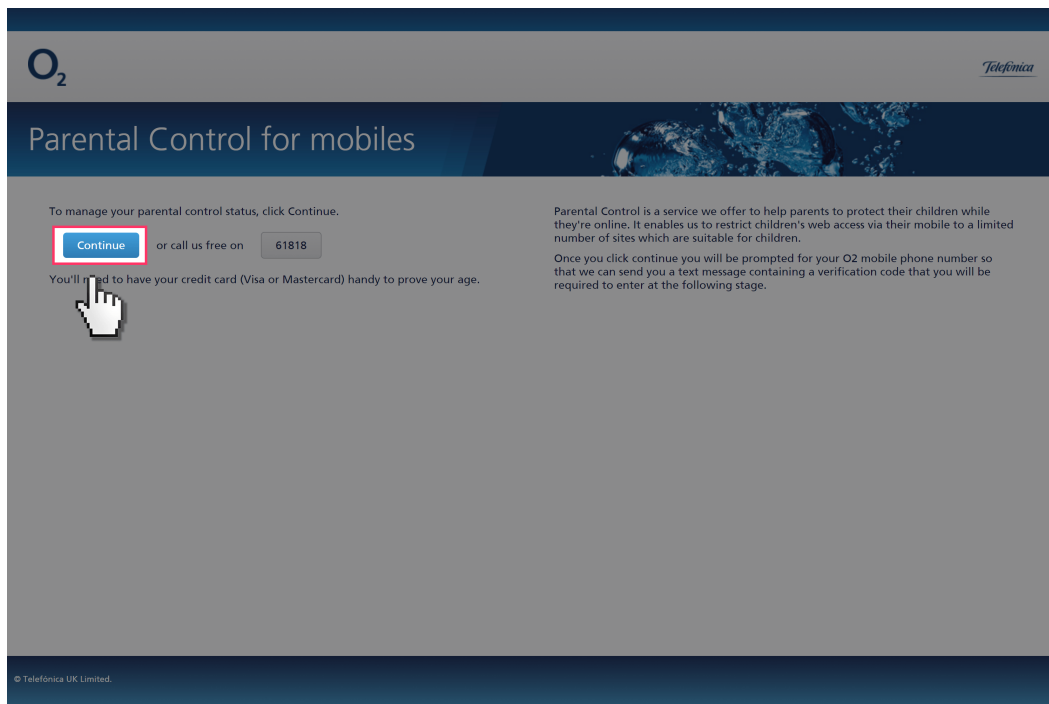
The mobile number of the handset you want to set up the service on, your credit card to prove your age.

O2 mobile guide

Step by step guide

1

Call 61818 from your child's mobile phone or visit parentalcontrol.o2.co.uk and click the "Continue" button.



O2 mobile guide

Step by step guide

2

Enter the mobile phone number of the handset that you want to start the service on.

Personal Business Store locator Sign in or Register Search

O2 Shop Phones, tariffs, tablets, accessories More for you More perks, services, connected, flexibility Apps Our latest apps, news, reviews Connectivity 4G, O2 WiFi, our network and more Help Bill and phone help, O2 Gurus and more My O2 Your bill, account, top up, upgrade Telefonica

Security Code SMS

Step 1 of 2
Mobile phone number

Tell us your mobile number and we will send you a text message with a code in it.

Your mobile number (this must be a UK mobile number)

Enter a mobile number

Text me a code

Cancel

We need to make sure you are allowed to access this account

- We can check your number, if you are on a smart phone or tablet device with mobile data. Please turn off your WiFi, turn on your mobile data and click here
- To protect your personal information we need to check that you have access to this phone.
- We will send a code to your mobile phone and ask you to enter it on the next page.

Most popular
Upgrade my device
Live Chat
Recycle my old device
Top up my device
O2 Refresh

About O2
About us
Think Big
Careers
News & PR
Sponsorship

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Step by step guide

3

You will be sent a text message to the mobile number you entered with a 6 digit code. Enter the 6 digit code on this screen.

Personal | Business

O₂ Shop More for you Help My O₂ Search

Security Code SMS

Step 2 of 2

We've sent a code to mobile number 07971622368

If this isn't your mobile number please try another number.

Your six digit code

Continue

Cancel

If you've not received a code after 10 minutes we can send you another code

Live Chat
Not found your answer? Live chat is the quickest way to get in touch with a real person from O₂.
Start live chat

Contact us
For further assistance contact customer services.

Most popular
Upgrade my device
Live Chat
Recycle my old device
Top up my device
O₂ Track

About O₂
About us
Think Big
Careers
News & PR
Sponsorship

Help and support
Help home
My O₂
Track my order
Contact us
Collection and delivery

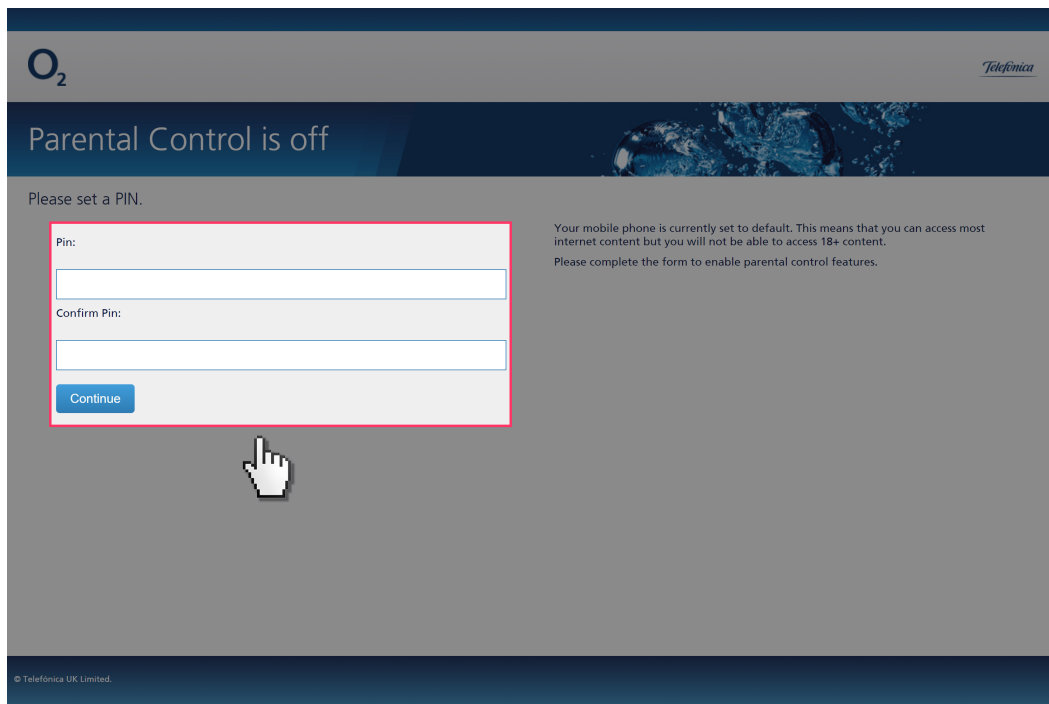
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O2 mobile guide

Step by step guide

4

You will now be asked to set a PIN that will be used to activate the service. Click the “Continue” button to activate the service.



The screenshot shows the O2 mobile service activation interface. At the top left is the O2 logo, and at the top right is the Telefonica logo. Below the logos, the text "Parental Control is off" is displayed. The main heading is "Please set a PIN." Below this, there is a form with two input fields: "Pin:" and "Confirm Pin:". A blue "Continue" button is located below the second input field. A mouse cursor is pointing at the "Continue" button. To the right of the form, there is a warning message: "Your mobile phone is currently set to default. This means that you can access most internet content but you will not be able to access 18+ content. Please complete the form to enable parental control features." At the bottom left of the screen, there is a small copyright notice: "© Telefonica UK Limited."