BT Mobile: turn off the filter

How to switch off BT Mobile's filter, so your apps and channels can load.

Open the steps for BT Mobile ↗

This opens getpa.st in a new tab. It's a free site that keeps each provider's steps up to date. We're not connected to it. Come back here when you're done.

After you switch it off

1. Wait about **10 minutes**. Some providers take a little while to switch the filter off.
2. Turn your **router** off at the plug, wait 30 seconds, then turn it back on.
3. Restart your **TV, box or phone**, then open the app again.

> **Still blocked?** Some sites are blocked by a court order, and switching off the filter doesn't change that. Read more about court-ordered blocks ↗

Using home Wi-Fi instead of mobile data? Pick your broadband provider.

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