Mobile Carrier Device Unlock Policies

Factory Unlocked Phones

- Devices purchased **directly** from a retailer that do **not** include a **SIM** or **call plan** are **Factory Unlocked**

- There is **no need** to check the **Lock status** of a **Factory Unlocked phone**

Unlocked Devices: Customer Responsibility

Any compatible unlocked phone can be ported to Astound Mobile

- **Customers** are responsible for **confirming** their Mobile device is **unlocked for use with other carriers**

- **Having a PIN** does ***not*** mean the device is unlocked

- **Initiating a Port** on a Mobile number does ***not*** mean the device is unlocked

If the customer is *unsure*, they must **contact** their **current carrier** to ensure the device is **unlocked**

Reasons Why a Device is Locked

Current Device Unlocking Policies by Carrier

- **Active Number Lock on the Line**: a phone number **can't be Ported** to another carrier **until it is removed**
    - Customer contacts current provider to remove the lock
- **Phone Reported Lost or Stolen**: a phone **can't be Ported** to another carrier if it's reported **lost** or **stolen**
- **Money Owed to Current Carrier:** device must

be **paid off in full**, and account in **good standing** before a carrier unlocks a device

- **Not Active on Current Carrier Long Enough**: device must be active on their Network for a specific length of time
  - Varies by provider; usually 6 months to 1 year

iPhone: Check Locked Status

1. From the **Home** screen, go to **Settings**
1. Tap **General**
1. Tap **About**
1. Look next to **Carrier Lock** for device status
   - **Network Locked / SIM Locked**: device is locked; customer must contact current Carrier to unlock the device
   - **No SIM Restrictions**: device is unlocked and can be

Ported

Android: Check Locked Status *

*The following steps *may* work, but the **best way to find out locking status** on any phone is to **contact the previous carrier** and ask if the device is **unlocked**

- ***For newer*** Samsung devices:
    1. Go to **Settings**
    1. Tap **Connections**
    1. Tap **More Connections**
    1. Tap **Network Unlock**
- For **older models**:
    1. From the **Home** screen, go to **Settings**
    1. Tap **About Phone**

1. Tap **Status Information**

1. Tap **SIM Card Status**

    - **SIM Lock, Carrier Lock, Network Lock**: device is locked; customer must contact current Carrier to unlock the device
    - **No Mention of a Lock**: device is unlocked and can be Ported

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