HOW TO UNLOCK YOUR DEVICE



MAKE SURE YOUR DEVICE IS ELIGIBLE AND UNLOCKED

1. iPhone (iOS 14 or later)

- Go to Settings > General > About.
- Scroll to the bottom. If you see “No SIM Restrictions”, you’re good to go!
- If your device says “SIM Restrictions” or you still aren’t sure if it’s unlocked, check out the How to Unlock Your Device guide.

2. iPhone (iOS 13 or earlier): Update to the newest iOS and follow the steps above.

3. Android:

- Check out the How to Unlock Your Device guide to ensure your device is unlocked.

TABLE OF CONTENTS

CARRIER	PAGE
AT&T	3
T-Mobile	4
Verizon	5
Tracfone	5
Boost-Mobile	6
Simple Mobile	6
Spectrum Mobile	7



HOW TO UNLOCK YOUR **AT&T** DEVICE

Get your device ready for service with FLASH MOBILE.

Personal Device Requirements Checklist

Make sure your device...

- Is associated with your AT&T wireless account.
- Is an AT&T phone or device and isn't active on another AT&T account.
- Doesn't have an installment plan balance.
- Isn't associated with an account with a past-due balance.
- Hasn't been reported lost, stolen, or involved with fraud.
- Has had paid service for at least 6 consecutive months if it's Is an AT&T PREPAID phone.

If your device meets the requirements, request your unlock here: https://www.att.com/deviceunlock/

FYI: *iPads® and wearables are already unlocked.*

Is Your Device...

PAID THROUGH YOUR MONTHLY BILL?

Submit your unlock request at the start of your next bill cycle.

PAID OFF EARLY?

The wireless number assigned to the device must be active for at least 60 days. Wait 48 hours after you make your final payment to submit your unlock request.

Activating a Business Device?

Make sure...

- The company has given permission for the device to be unlocked.
- There's not an active contract or term agreement.
- The device meets the 30-day waiting period requirement if it was on a 2-year contract that was upgraded early.

Information obtained from AT&T on 11/20/2020.

Request an Unlock: *AT&T reserves the right to deny any unlock request that it concludes would result in an abuse of the policy or is part of an effort to defraud AT&T or its customers. AT&T further reserves the right to alter this unlocking policy at its discretion without advance notice. If, during one month, more than 100 requests are made from a single source, and if more than 10% of those requests are duplicate IMEI numbers, AT&T will no longer process unlock requests from that source.*

HOW TO UNLOCK YOUR **T-MOBILE** DEVICE

Get your device ready for service with FLASH MOBILE.

Device & Account Checklist

Make sure...

- The device was purchased from T-Mobile. T-Mobile can only unlock devices sold by T-Mobile.
- The device is paid in full.
- Equipment Installation Plan balances are paid in full.
- The device IMEI isn't blocked. The IMEI can be blocked if the device was reported lost or stolen.
- The account the device is associated with isn't past due or delinquent.
- The device has sufficient usage on a T-Mobile account.

Postpaid Account Requirements

- The device was purchased from T-Mobile. T-Mobile can only unlock devices sold by T-Mobile.
- Individual, business, and government accounts must be in good standing.
- If the T-Mobile account associated with the device is cancelled, the balance of the account must be zero.

Prepaid Account Requirements

- The device must have been active on the account for at least 1 year.

  Exception: T-Mobile prepaid devices are eligible to be unlocked after $100 in refills have been applied to each active line on the account after the device was purchased. Refills made before the device purchase do not apply.
- All active lines on the account must have at least $100 in refills.

Call T-Mobile to request an unlock code: 877-746-0909

Other Things to Know

- JUMP! On Demand and active Equipment Installment Program (EIP) devices can't be unlocked. JUMP! On Demand customers may be eligible to buy out the lease and own the device.
- Certain equipment types are sold unlocked by T-Mobile, including Apple iPads, Apple watches, and Samsung watches but may not be eligible for activation with Kynect Wireless.

Information obtained from T-Mobile on 11/20/20.

Request an Unlock: *Unlock policy is subject to T-Mobile's Terms and Conditions of service and may change without notice. T-Mobile may deny any request for a mobile device unlock code at their sole discretion if the request is an effort to defraud the company.*

HOW TO UNLOCK YOUR **VERIZON** DEVICE

Get your device ready for service with FLASH MOBILE.

Postpay Device Unlocking Policy

- Devices purchased from Verizon are locked for 60 days after purchase.
- Devices purchased from a Verizon retail partner are locked for 60 days after activation.
- After the 60-day waiting period, devices are automatically unlocked.

Prepaid Device Unlocking Policy

- Devices purchased from Verizon are locked for 60 days after purchase.
- Certain devices purchased from a Verizon retail partner are locked for 60 days after activation.
- After the 60-day waiting period, devices are automatically unlocked.

Information obtained from Verizon on 11/20/20.

HOW TO UNLOCK YOUR **TRACFONE** DEVICE

Get your device ready for service with FLASH MOBILE

Device & Account Checklist

- Locked device must have been activated on Tracfone service for at least 12 months
- Customers must have redeemed air time cards in no fewer than 12 months
- Customer hasn't recycled or ported their phone number.
- Must request unlock while service is active or within 60 days after active service expires (this includes recycled/ported phone numbers).

Visit tfwunlockpolicy.com and enter your phone number or device serial number to see if you're eligible and submit your unlock request.

Information obtained from Tracfone on 11/20/2020.

HOW TO UNLOCK YOUR **BOOST MOBILE** DEVICE

Get your device ready for service with FLASH MOBILE.

Device & Account Checklist

Make sure...

- The device is SIM unlock capable.
- The device isn't reported lost, stolen or flagged to be ineligible for an unlock.
- The device has been active on the associated account for at least 12 months.
- The account is active and in good standing.

Call 888-BOOST-4U to request an unlock.

Information obtained from Boost Mobile on 11/20/20.

HOW TO UNLOCK YOUR **SIMPLE MOBILE** DEVICE

Get your device ready for service with FLASH MOBILE.

Device Unlocking Policy

- Current and former Simple Mobile customers can have their eligible device unlocked for free. customers can request an unlock for a reasonable fee.
- The Simple Mobile Handset must have been activated on Simple Mobile Service for no fewer than 12 months with Service Plans redeemed in no fewer than 12 months.
- Simple Mobile Handset cannot be reported stolen, lost, or associated with fraudulent activity.
- If a customer in good standing requesting phone unlocking is deployed as military personnel, upon provision of deployment papers, Simple Mobile will honor that customer's unlocking request.

To request an unlock or check your eligibility, visit simplemobile.com or call 888-442-5102.

Information obtained from Simple Mobile on 11/20/20.

HOW TO UNLOCK YOUR **SPECTRUM MOBILE** DEVICE

Get your device ready for service with FLASH MOBILE.

Device & Account Checklist

Make sure...

- The device was purchased from Spectrum Mobile and activated on a Spectrum Mobile line.
- The device is paid in full.
- Your Spectrum Mobile account has been active for at least 60 days and is in good standing (no outstanding payments).
- The device hasn't been reported lost, stolen or involved in fraudulent activity.

Call 833-224-6603 to request an unlock. You'll receive an email confirmation with an unlock code.

IF YOU HAVE A SAMSUNG DEVICE...

- Insert a non-Spectrum Mobile SIM card into your device.
- Enter the unlock code you received in your email.

This should unlock the device. If it doesn't work, enter the unfreeze code sent to your email.

IF YOU HAVE AN LG DEVICE...

- Dial *#7465625# on the device keypad.
- Select ***Network Carrier Unlock*** and chooose ***OK***.
- Enter the unlock code sent to your email. This should unlock your device.

Information obtained from Spectrum Mobile on 11/20/20.