SIMS 4 HOME

Unlocking Your Device

Home Free!

Unlocking your Device

When a phone or tablet is locked, it will only work with the network that it was bought from. To take advantage of the Sims4Home plans, you may need to unlock your device.

How can I tell if a device is locked?
Just insert a SIM from a network that is different from your current and see if it works. If it does, your device is unlocked. If it doesn't, then your device needs unlocking.

Also, if your device is locked, you may also see a prompt on screen asking you to enter SIM Network Unlock PIN.

How do I unlock my device?
You have two options.

1) You could take your device to an independent phone shop on the high street or check online.
2) ***Recommended*.** You can contact your previous mobile provider and asking them to help. Every network has the ability to unlock a device, but some networks do charge a fee for this.

How long does it take to unlock a device?
The time needed to unlock a device depends on the network processing the change. Some networks will unlock a device straight away, while others may take a bit longer. In some cases, the unlocking process could take up to 30 days.

Is it illegal to unlock a phone or tablet?
No, you are perfectly entitled to unlock your device. Just be aware that you do risk invalidating your warranty when you do so.