



# Vodafone Network Unlock Codes

User Guide v1.00

## Introduction

The new Vodafone NUC request tool has been designed to improve efficiency.

This will provide you with a tool to manage batch and individual requests.

The following slides form the overview of how to use the new system.

Our UK based helpdesk are available to support as required.



**Improved  
Efficiency**



**Enhanced  
Security**



**Simple Upload  
& Download**



**Help Desk  
Support**



# Vodafone Network Unlock Codes

## Registration and Login

## User Registration

To create an account, please complete the online registration form here:

<https://mobicode.co.uk/vodafone-registration/>

Once you have completed the registration form you will be required to verify your email address by clicking the link in the email sent to the email address you registered.

Upon verification of your email address your account status will be pending whilst we undertake our account approval process.

When you are accepted for an account, you will receive a confirmation via email.

If your account application is declined, you will also be notified via email.

All account applications are subject to status checks and verifications.

## Login

To login to your account you will require the following credentials which you entered during registration

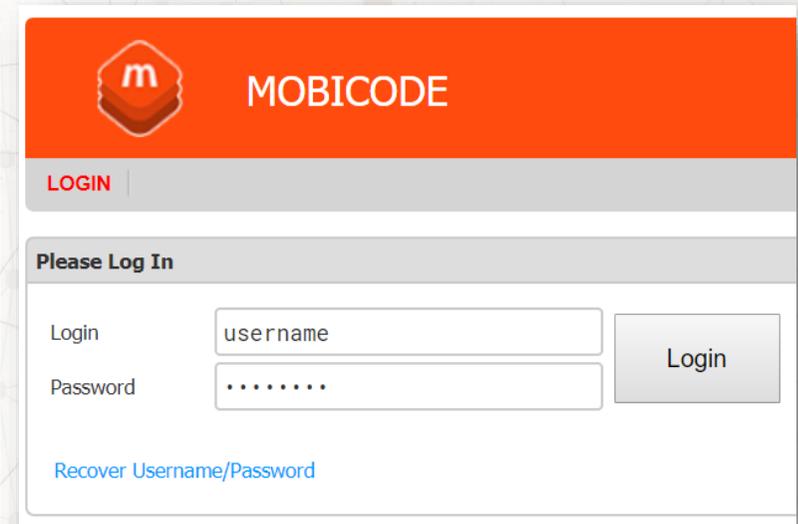
- Login: Username
- Password: as set

To login, please go to:

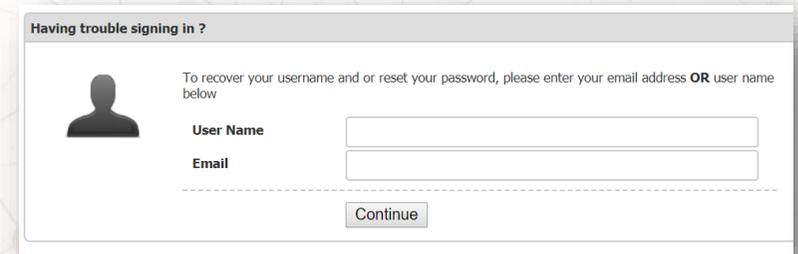
- <https://www.mobi-server.com>

Please note, Usernames and Passwords are case sensitive

If you have forgotten or need to reset your password you can do so from the login page by clicking the Recover Username/Password Link



The image shows the login interface for the MobiCode system. At the top, there is an orange header with the MobiCode logo (a stylized 'm' in a hexagon) and the text 'MOBICODE'. Below the header is a grey bar with the word 'LOGIN' in red. The main content area is white and contains the text 'Please Log In'. There are two input fields: 'Login' with the placeholder text 'username' and 'Password' with placeholder dots. To the right of these fields is a grey 'Login' button. Below the input fields is a blue link that says 'Recover Username/Password'.



The image shows a form titled 'Having trouble signing in?'. It contains a silhouette of a person and the text: 'To recover your username and or reset your password, please enter your email address OR user name below'. There are two input fields: 'User Name' and 'Email'. Below these fields is a grey 'Continue' button.

## Home Menu Navigation Bar



1. Home – The home screen provides instant access to request and view NUC activity
2. IMEI Services – Various IMEI lookup services provided by Mobicode
3. Waiting – This contains all outstanding (Open) requests
4. Archive – This contains all requests to date (Open and Solved)
5. Downloads – This provides access to other Mobicode solutions
6. Purchase – This is where you can top up your account via PayPal instantly
7. Help – Access to our knowledge base and help desk team (requires additional signup)
8. User – This is where you can setup Users and view account pricing + Statements



# Vodafone Network Unlock Codes

## Adding Credits

## Adding Credits

To request network unlocks you will need to have enough available credit on your user / group account. You can see your current credit balance at the top of the page

To add credit via invoice email: [accounts@mobicode.co.uk](mailto:accounts@mobicode.co.uk)

Within the portal you will be able to

- View your existing balance
- Top Up your Balance Live via PayPal



MOBICODE

Logged In: user\_1  
Account Type: User (VF)  
Account ID: 1012  
Balance: 69.74

HOME | IMEI SERVICES | WAITING | ARCHIVE | DOWNLOADS | PURCHASE | HELP | USER

To top up your balance via PayPal, please follow the steps below

1. Select 'Top Up Credits' from the Purchase Menu
2. Enter the amount you wish to top up
3. Select PayPal Option
4. Click Top Up Button



Top Up Your Account

Credits (top up amount)

Price Per Credit £1.00 (GBP)  
Sub Total  
Vat @ 20.00 %  
Order Total

Top UP

PayPal  
Pay with PayPal  
5 JAN



# Vodafone

## Network Unlock Codes

### Service Overview

# Home Screen

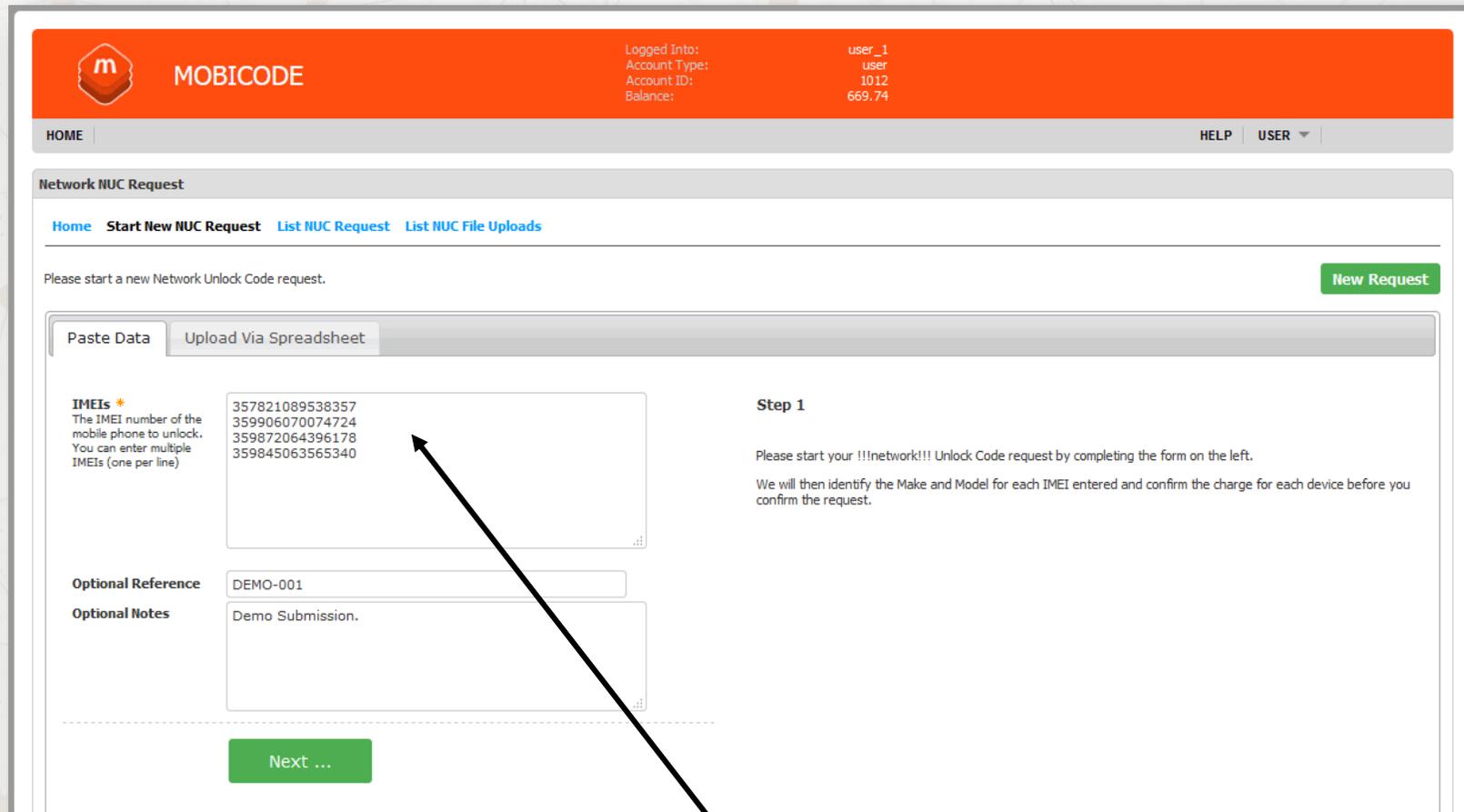
4 Account Details and Balance

1 Click here to start a new request

2 View and Search submitted NUC requests

3 View and search Request files Uploaded

# Starting a new request by IMEI Only (See other slides for file upload)



After selecting 'Start New NUC Request' you will navigate to the screen above. This is where you can simply Enter / Paste IMEI numbers directly into the on-screen box. You can also add an optional reference with notes. Once entered click Next...

# IMEI Only contd..

You will now be presented with an overview with fees and a confirm button

**MOBICODE** | Logged Into: user\_1 | Account Type: User (VF) | Account ID: 1012 | Balance: 69.74

HOME | IMEI SERVICES | WAITING | ARCHIVE | DOWNLOADS | PURCHASE | HELP | USER

### Network NUC Request - Stage 2

Home | Start New NUC Request | List NUC Request | List NUC File Uploads | NUC Fees

Review Submitted Data Stage 2

**Action: Review And Confirm Request**

**Service:** Vodafone Network Unlock Code  
**Your Ref:** Test 01112018 Newco Ltd  
**Request Qty:** 20  
**Administration Fee:** 200.00

**Terms:**  I agree to the terms and conditions

**Confirm** **Cancel Request**

**Download Imported data**

**Select Status Type:**  All Items  Ticket Created

**Download**

**Request Charge**

**For Prepay Accounts:** This request will be deducted from your balance, in the event the request is rejected or fails (device already blacklisted etc), the charge will be automatically refunded to your account.  
**For Post Pay Accounts:** You will be invoiced based on your agreed payment terms at the end of the month.

£ 200.00

Date	Ref	IMEI	Make	Model	Apple	State Changed	State ID	State	Tier	Fee	SUBMIT
2018-11-19 17:47:11	Test 01112018 Newco Ltd	355001070208110	Samsung	Galaxy S5 Neo	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	☑
2018-11-19 17:47:11	Test 01112018 Newco Ltd	353300061349145	Samsung	Galaxy S5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	☑
2018-11-19 17:47:11	Test 01112018 Newco Ltd	353748060844062	Samsung	Galaxy S5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	☑
2018-11-19 17:47:11	Test 01112018 Newco Ltd	352803051285329	HTC	One SV	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	☑
2018-11-19 17:47:11	Test 01112018 Newco Ltd	359660064384249	Samsung	Galaxy S5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	☑
2018-11-19 17:47:11	Test 01112018 Newco Ltd	354200071183410	Samsung	Galaxy A3	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	☑
2018-11-19 17:47:11	Test 01112018 Newco Ltd	358022066665003	Samsung	Galaxy A5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	☑

3 Terms

2 Fees

Accept terms 4

Confirm 5

Check IMEI 1

Follow points 1 to 5 to confirm the order

This confirmation is presented for both File upload and IMEI only submissions

# New Network Unlock Request (IMEI only) Continued...

Once you have confirmed a request you will be presented with the summary details for that request.

The screenshot shows the 'List Network NUC Requests' page. At the top, there is a navigation bar with 'MOBICODE' and user information. Below the navigation bar, there are search filters for IMEI, Search Data Type, Filter by Status, Start Date, and End Date. A 'Request Confirmed - 4' badge is visible in the top right. Below the filters, there is a table of requests with columns for Date, Order ID, Client Ref, IMEI, Model, Apple, Service, Status, Fee, and CHARGED. The IMEI numbers in the table are highlighted in blue text. A 'Search' button is located below the filters, and an 'Export' button is located below the table. A 'Clear Search' button is also present.

Date ▲	Order ID ▲	Client Ref ▲	IMEI ▲	Model ▲	Apple ▲	Service ▲	Status ▲	Fee ▲	CHARGED
2018-11-20 06:10:38	C56950FB44122E25	Test	<a href="#">353801069442626</a>	Samsung Galaxy S5	NO	Test Code Request	Request Confirmed	10.00	YES
2018-11-20 06:10:38	C56950FB44122E25	Test	<a href="#">353555082777356</a>	Samsung SM-G930F	NO	Test Code Request	Request Confirmed	10.00	YES
2018-11-20 06:10:38	C56950FB44122E25	Test	<a href="#">353556083442008</a>	Samsung SM-G935F	NO	Test Code Request	Request Confirmed	10.00	YES
2018-11-20 06:10:38	C56950FB44122E25	Test	<a href="#">356421075196277</a>	Samsung Galaxy S6 Edge	NO	Test Code Request	Request Confirmed	10.00	YES

1. You can drill down into any order by clicking an IMEI number listed (Blue text)
2. You can export as a file in excel
3. Status will auto update

# New Network Unlock Request bulk (by File Upload)

MOBICODE

 Logged Into: user\_1  
 Account Type: User (VF)  
 Account ID: 1012  
 Balance: 69.74

HOME | IMEI SERVICES ▾ | WAITING | ARCHIVE ▾ | DOWNLOADS | PURCHASE ▾ | HELP | USER ▾

**Network NUC Request**

[Home](#) | [Start New NUC Request](#) | [List NUC Request](#) | [List NUC File Uploads](#) | [NUC Fees](#)

Please start a new Network Unlock Code request. New Request

Paste Data | Upload Via Spreadsheet

**Vodafone UK Direct**

Select Spreadsheet Choose file No file chosen

Optional Reference

Optional Notes

---

Next ...

**Instructions:**

**Step 1:** Load data via Spreadsheet, accepted formats CSV, XLXS (excel), please be sure your spreadsheet follows the following format.

You may download an example spreadsheet template [here](#) that you may use to prepare your request.

Details of columns

- COL 1 - Client Ref./Job Number (optional)
- COL 2 - IMEI (required)

Up to 6 additional columns may be used to record your own data against each request, these will then be available when you export the results of the Bulk Upload

- COL 3 - Model (optional)
- COL 4 - Manufacturer (optional)
- COL 5 - Network (required)
- COL 6 - Bin Location (optional)
- COL 7 - User Data (optional)
- COL 8 - User Data (optional)

Once your spreadsheet is complete, please use the 'Browse' or 'Choose File' (depending on your browser type) and 'Upload' buttons to upload your data to the portal.

Once your data has been uploaded, on the next screen you will be able to preview the data contained in your submitted file, prior to import and then final submission.

**1** Select Upload tab

**3** Click here to select and upload file (add Reference and notes) and then click 'Next'

**2** Download template from here (Populate and save locally)

# New Network Unlock Request (File Upload- Pre Screen )

Once you have populated and uploaded your spreadsheet, you will be presented with the following screen.

1. On screen view of first 20 records
2. Any Custom data included
3. Tick Import data box
4. Click Import data

File Upload -Network NUC Request - Stage 2

[Home](#) [Start New NUC Request](#) [List NUC Request](#) [List NUC File Uploads](#) [NUC Fees](#)

File Upload - Review Submitted Data STAGE 2

File ID: 12 - bulk\_unlock\_upload\_template with data.xlsx

User Ref

User Notes

Client Ref

IMEI \*\*

Model

Manufacturer

Network

Bin Location

User Data 1

User Data 2

\*\* required data

Please complete ordering columns before importing data below !!

Instructions

**STEP 1:** Please preview your data below, if any column is in the wrong place, please use the drop down lists to your left to rearrange the data.

Details of columns

- COL 1 - Job Number (optional)
- COL 2 - IMEI (required)

Up to 6 additional columns may be used to record your own data against each request, these will then be available when you export the results of the Bulk Check

- COL 3 - Model (optional)
- COL 4 - Manufacturer (optional)
- COL 5 - Network (required)
- COL 6 - Bin Location (optional)
- COL 7 - User Data (optional)
- COL 8 - User Data (optional)

**STEP 2:** Once you are satisfied that your data is correct, please tick the box at the bottom of the page 'IMPORT DATA' and click the button labeled 'Import Data', you will then, on the next screen, see all of the data contained in your uploaded file and it will be ready to place the order. You will be able to see the total cost of the order, before you make the final confirmation to place the order.

Data Preview (showing first 20 lines, any non numerical characters will be removed from the IMEI column, to assist with issues with excel)

Job Number	IMEI	Model	Manufacturer	Network	Bin Location	User Data 1	User Data 2
	356010060089447			Vod UK	#234 A1	XYZ Ltd	
	357871056356135			Vod UK	#234 A2	XYZ Ltd	
	359405051020723			Vod UK	#234 A3	XYZ Ltd	
	351574065685157			Vod UK	#234 A4	XYZ Ltd	
	359077068146073			Vod UK	#234 A5	XYZ Ltd	
	351574064484164			Vod UK	#234 A6	XYZ Ltd	
	356768067849572			Vod UK	#234 A7	XYZ Ltd	
	351574062366652			Vod UK	#234 A8	XYZ Ltd	

IMPORT DATA



## New Network Unlock Request (File Upload)

You will then navigate to the summary screen below

1. Summary of the import
2. List of any duplicate IMEI's
3. List of any invalid IMEI's
4. Click 'Continue' to progress to the next stage

**File Upload - Network NUC Request - Stage 2**

[Home](#) [Start New NUC Request](#) [List NUC Request](#) [List NUC File Uploads](#)

<table border="0"> <tr><td><b>File ID</b></td><td>11</td></tr> <tr><td><b>File</b></td><td>bulk_unlock_upload_template_001.xlsx</td></tr> <tr><td><b>Staff Member</b></td><td>-</td></tr> <tr><td><b>User</b></td><td>1012 - user_1</td></tr> <tr><td><b>Group</b></td><td>-</td></tr> <tr><td><b>Qty Imported</b></td><td>10</td></tr> <tr><td><b>File Imported</b></td><td>YES</td></tr> <tr><td><b>File Submitted</b></td><td>NO</td></tr> <tr><td><b>Requests Status</b></td><td>Imported</td></tr> <tr><td><b>Order ID</b></td><td><a href="#">DAF3663EF8656024</a></td></tr> </table>	<b>File ID</b>	11	<b>File</b>	bulk_unlock_upload_template_001.xlsx	<b>Staff Member</b>	-	<b>User</b>	1012 - user_1	<b>Group</b>	-	<b>Qty Imported</b>	10	<b>File Imported</b>	YES	<b>File Submitted</b>	NO	<b>Requests Status</b>	Imported	<b>Order ID</b>	<a href="#">DAF3663EF8656024</a>	<p>Duplicate IMEIS</p> <div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div> <p>Invalid IMEIS</p> <div style="border: 1px solid #ccc; height: 80px; width: 100%;"></div>
<b>File ID</b>	11																				
<b>File</b>	bulk_unlock_upload_template_001.xlsx																				
<b>Staff Member</b>	-																				
<b>User</b>	1012 - user_1																				
<b>Group</b>	-																				
<b>Qty Imported</b>	10																				
<b>File Imported</b>	YES																				
<b>File Submitted</b>	NO																				
<b>Requests Status</b>	Imported																				
<b>Order ID</b>	<a href="#">DAF3663EF8656024</a>																				

**Your Data has been imported.**  
Please click continue to view details of your request and confirm the order.

[CONTINUE](#)

1

2

3

4

# Batch upload final confirmation

You are always presented with an overview with fees and a confirm button

**MOBICODE** | Logged Into: user\_1 | Account Type: User (VF) | Account ID: 1012 | Balance: 69.74

HOME | IMEI SERVICES | WAITING | ARCHIVE | DOWNLOADS | PURCHASE | HELP | USER

Network NUC Request - Stage 2

Home | Start New NUC Request | List NUC Request | List NUC File Uploads | NUC Fees

Review Submitted Data Stage 2

**Action: Review And Confirm Request**

**Service:** Vodafone Network Unlock Code  
**Your Ref:** Test 01112018 Newco Ltd  
**Request Qty:** 20  
**Administration Fee:** 200.00

**Terms:**  I agree to the terms and conditions

Confirm Cancel Request

**Download Imported data**

Select Status Type:  All Items  Ticket Created

Download

**NUC Terms & Conditions**  
 Terms & Conditions of NUC request

- Only non-blacklisted devices will be accepted for processing, a blacklist check will be carried out on all IMEIs submitted, blacklisted devices will be rejected.
- A further blacklist check will be carried out before returning any NUC code, if in the prevailing time the device has been blacklisted the NUC will not be returned.
- In the event of an Apple device a further blacklist will be carried out prior to notifying you that the device has had its network lock removed.
- In the event an Apple device has been blacklisted prior to notification of the network lock being removed, the network lock will be reapplied to the device and the request rejected.
- Credits will be deducted for your account for each IMEI submitted at the rate shown before you confirm your request and acceptance of these terms and conditions.

**Request Charge**  
**For Prepay Accounts:** This request will be deducted from your balance, in the event the request is rejected or fails (device already blacklisted etc), the charge will be automatically refunded to your account.  
**For Post Pay Accounts:** You will be invoiced based on your agreed payment terms at the end of the month.

£ 200.00

Date	Ref	IMEI	Make	Model	Apple	State Changed	State ID	State	Tier	Fee	SUBMIT
2018-11-19 17:47:11	Test 01112018 Newco Ltd	355001070208110	Samsung	Galaxy S5 Neo	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	✓
2018-11-19 17:47:11	Test 01112018 Newco Ltd	353300061349145	Samsung	Galaxy S5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	✓
2018-11-19 17:47:11	Test 01112018 Newco Ltd	353748060844062	Samsung	Galaxy S5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	✓
2018-11-19 17:47:11	Test 01112018 Newco Ltd	352803051285329	HTC	One SV	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	✓
2018-11-19 17:47:11	Test 01112018 Newco Ltd	359660064384249	Samsung	Galaxy S5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	✓
2018-11-19 17:47:11	Test 01112018 Newco Ltd	354200071183410	Samsung	Galaxy A3	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	✓
2018-11-19 17:47:11	Test 01112018 Newco Ltd	358022066665003	Samsung	Galaxy A5	NO	2018-11-19 17:47:11	1	Ticket Created	B	10.00	✓

Accept terms

4

Confirm

5

Check IMEI

1

3

Terms

2

Fees

Follow points 1 to 5 to confirm the order

This confirmation is presented for both File upload and IMEI only submissions

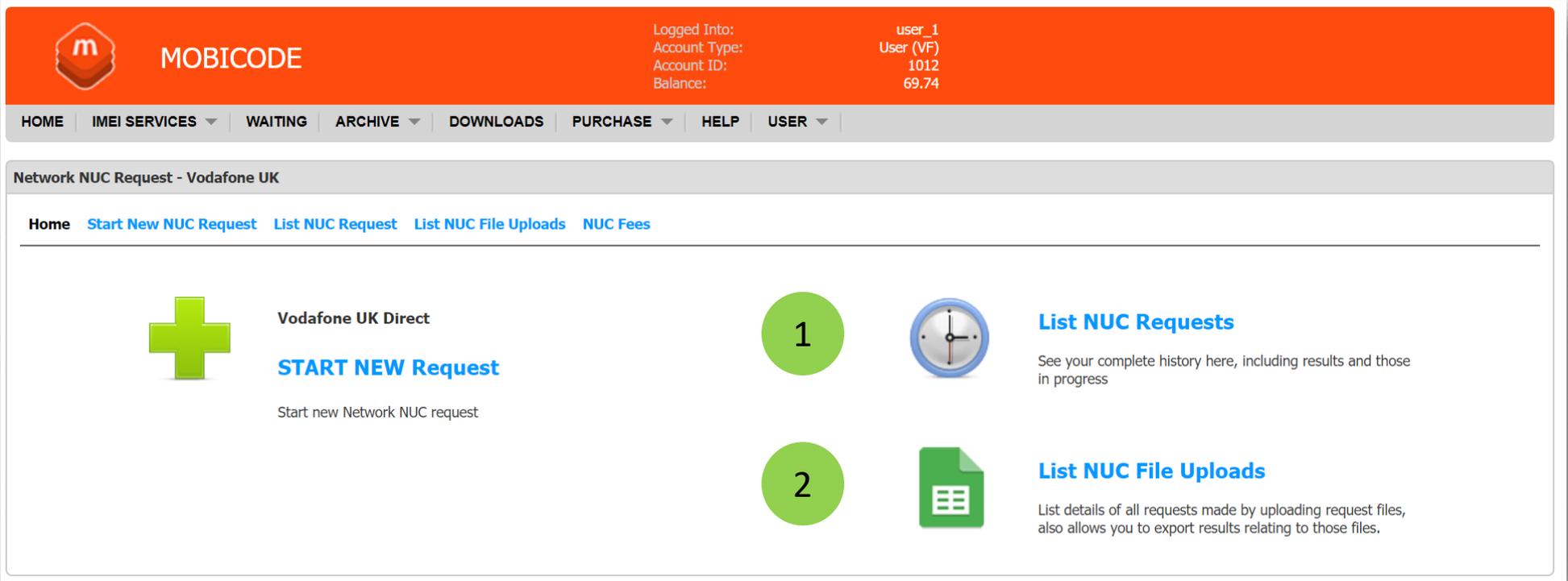


# Vodafone Network Unlock Codes

## Reporting



All Reporting and results are accessible from the home page



The screenshot shows the MobiCode web application interface. At the top, there is an orange header bar with the MobiCode logo on the left and user information on the right: "Logged Into: user\_1", "Account Type: User (VF)", "Account ID: 1012", and "Balance: 69.74". Below the header is a navigation menu with items: HOME, IMEI SERVICES, WAITING, ARCHIVE, DOWNLOADS, PURCHASE, HELP, and USER. The main content area is titled "Network NUC Request - Vodafone UK" and contains a sub-menu with "Home", "Start New NUC Request", "List NUC Request", "List NUC File Uploads", and "NUC Fees". The main content area features four cards: 1. "Vodafone UK Direct" with a green plus icon, "START NEW Request" link, and "Start new Network NUC request" text. 2. "List NUC Requests" with a clock icon, "List NUC Requests" link, and "See your complete history here, including results and those in progress" text. 3. "List NUC File Uploads" with a green document icon, "List NUC File Uploads" link, and "List details of all requests made by uploading request files, also allows you to export results relating to those files." text.

1. For reporting on IMEI numbers that were entered or pasted
2. For batch upload files (and to download NUC's in a batch)

# List NUC requests

This will then list all NUC requests (Date parameters can be set)

HOME | IMEI SERVICES ▾ | WAITING | ARCHIVE ▾ | DOWNLOADS | PURCHASE ▾ | HELP | USER ▾

**List Network NUC Requests**

[Home](#) | [Start New NUC Request](#) | [List NUC Request](#) | [List NUC File Uploads](#) | [NUC Fees](#)

**Bulk Search IMEI**

**Search**

**Search Data Type**

All ▾

**Filter by Status**

All ▾

**Start Date**

2018-09-21

**End Date**

2018-11-20

Search
Export
Clear Search

**Status Summary**

Ticket Created - 8

Dismissed at Confirmation - 1

Rejected (pending or available in your account) - 4

Pending Final Checks - 1

Solved (complete) - 38

Request Canceled (by user) - 52

Escalated (requested from manufacturer) - 4

Escalated (further code required) - 3

« Previous | 1 | 2 | 3 | Next »

Date ▲	Order ID ▲	Client Ref ▲	IMEI ▲	Model ▲	Apple ▲	Service ▲	Status ▲	Fee ▲	CHARGED
2018-11-20 09:29:51	<a href="#">E1935C0C643FE009</a>		358792080000078	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:29:51	<a href="#">E1935C0C643FE009</a>		358792080000060	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:29:51	<a href="#">E1935C0C643FE009</a>		358792080000052	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:29:51	<a href="#">E1935C0C643FE009</a>		358792080000045	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:29:51	<a href="#">E1935C0C643FE009</a>		358792080000037	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:29:51	<a href="#">E1935C0C643FE009</a>		358792080000029	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:29:51	<a href="#">E1935C0C643FE009</a>		358792080000011	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:12:59	<a href="#">FF7095799308F944</a>	Test Cancel	358792080000078	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:12:59	<a href="#">FF7095799308F944</a>	Test Cancel	358792080000060	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:12:59	<a href="#">FF7095799308F944</a>	Test Cancel	358792080000052	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO
2018-11-20 09:12:59	<a href="#">FF7095799308F944</a>	Test Cancel	358792080000045	Samsung Galaxy S8+	NO	Test Code Request	Request Canceled (by user)	10.00	NO

# View Network Unlock Requests (IMEI only)

By selecting any IMEI from the previous slide you will open a full audit of activity

Request Details | Escalate Request | Data Check Results | Request Logs | User Ledger | Status Explanations

**Request Details** **Request State** 11 - Solved (complete)

<b>Requested</b>	2018-11-20 06:10:38	<b>Request Status</b>	11 - Solved (complete)
<b>IMEI</b>	353801069442626	<b>Status Set</b>	2018-11-20 06:50:25
<b>Make</b>	Samsung	<b>Requested By</b>	1012 - user_1
<b>Model</b>	Galaxy S5	<b>Staff Member</b>	NA
<b>Is Apple</b>	NO	<b>Group</b>	NA
<b>Client Ref</b>	Test	<b>Order ID</b>	C56950FB44122E25
<b>Order ID</b>	C56950FB44122E25	<b>OrderID Count</b>	1 of 4
<b>Service</b>	1 - Test Code Request	<b>NUC/Result</b> (network unlock code)	
<b>Fee</b>	Fee Tier: B Fee: 10.00		CODE1: MC-11e4b58635b4, CODE2: MC-63b7879c27ba, CODE3: MC-b6ad56467292, CODE4: MC-718a53da582d
<b>Ledger ID</b>	13884084		
<b>Black List Check</b>	PASSED		
<b>Escalate Request</b>	<a href="#">ESCALATE REQUEST</a> (requires further code, or have provided codes verified)		
<b>Escalate Request</b>	<a href="#">ESCALATION IN PROGRESS</a>		

# View Network Unlock Requests (Status Explanations)

## List of Request Status and their explanation

Request Details
Data Check Results
Request Logs
User Ledger
Status Explanations

Request Status Explanations

Ticket Created

Initial status for all requests, your IMEI has passed verification and been identified along with any fee required for this request.

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Invalid IMEI (rejected)

The IMEI has failed verification, the IMEI may have failed the checksum verification, or we identified the TAC code as invalid.

---

Dismissed at Confirmation

An IMEI entered was deselected by the user at Confirmation stage, no further action will be taken..

---

Request Canceled (by user)

The User cancelled the request that contained this item, no further action will be taken.

---

Duplicate IMEI (rejected)

The IMEI was found to be a duplicate of an IMEI already recorded in this request, no further action will be taken.

---

Request Confirmed

The User has confirmed they wish to process this ticket, the IMEI will now be checked against our data sources and be black list checked, prior to the NUC request being processed.

---

Pending Blacklist Check

Data checks have been completed, the Blacklist check for this device is now being carried out.

---

Pending Processing

Your NUC request is now being processed

---

Escalated (requested from manufacture)

Your NUC code was not available from local sources, your request has been escalated, and the NUC request is being directed to the manufacturer.

Rejected (pending or available in your account)

There is already a request on your account (or in your group) for this IMEI that is being processed or has been delivered.

---

Rejected (device blacklisted st1)

The IMEI has been found to be blacklisted, the request can not continue.

---

Rejected (device blacklisted st2)

The IMEI has been found to be blacklisted, the request can not continue.

---

Rejected (locked to a different network)

Your device was found to be locked to a different Network, that the network you requested the NUC from.

---

Pending Final Checks

Final Checks are in progress, prior to your NUC/Unlock being returned.

---

Solved (complete)

Your NUC/Unlock request has been completed

---

Not Available

An NUC/Unlock was not available, you have been refunded.

---

Escalated (verification requested)

You have requested that the NUC/Unlock result to be verified.

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# Vodafone Network Unlock Codes

## Escalations

# Escalation Requests

If you have a query on a Network Unlock Request AFTER it has been completed you can escalate via the 'View NUC Requests Menu'

If an escalation is available on this IMEI then the escalate option will appear at the bottom of the window (Blue Text).

## 1. Escalate Request

Request ID: DAF3663EF8656024 - IMEI: 351823104082979

Request Details
Escalate Request
Data Check Results
Request Logs
User Ledger
Help/FAQ

Escalate Request

Escalation Reason

Please select ▼

Explanation

Request Escalation

Only applicable to Non-Apple and Non-Google Devices (Code Locked Devices)

If the device requires a further code to the ones provided to complete the unlock, please use this page to request them.

These have to be requested directly from the manufacturer and may take up to 10 days to return them to you.

1

## Escalation Requests

To complete the escalation please follow the process below:

1. Select reason for escalation from the drop down list
2. Enter explanation for the escalation
3. Click 'Request Escalation' Button

Request ID: DAF3663EF8656024 - IMEI: 351823104082979

Request Details | **Escalate Request** | Data Check Results | Request Logs | User Ledger | Help/FAQ

**Escalate Request**

Escalation Reason: Please select

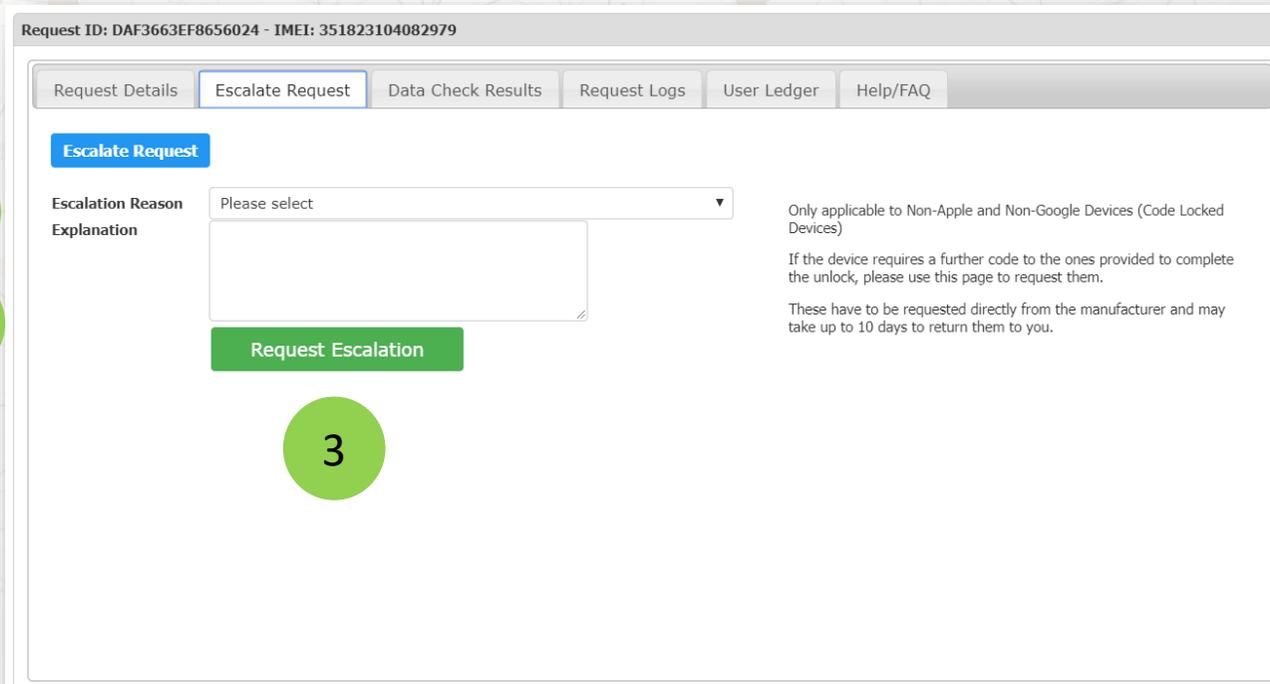
Explanation:

**Request Escalation**

Only applicable to Non-Apple and Non-Google Devices (Code Locked Devices)

If the device requires a further code to the ones provided to complete the unlock, please use this page to request them.

These have to be requested directly from the manufacturer and may take up to 10 days to return them to you.





# Vodafone Network Unlock Codes

Support



# Support

To access our support network, you will need to create an account on our online help desk.

(You will also find a contact number here that operates Mon-Fri 9am-5pm except Bank Holidays)

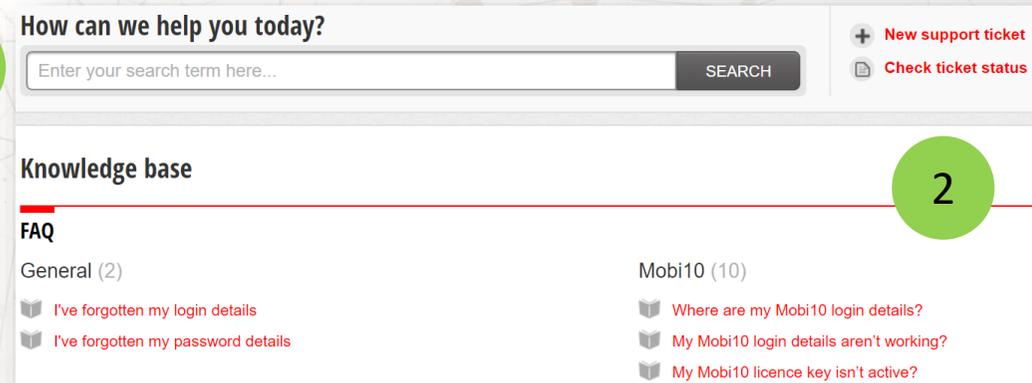
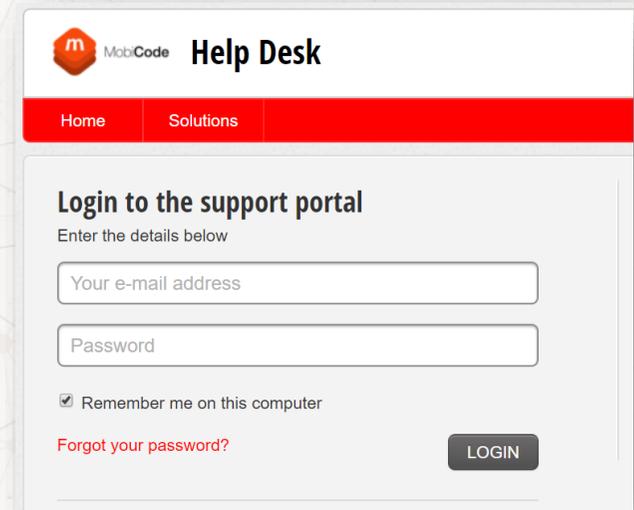
<https://mobicode.freshdesk.com>

Once you have created an account you will be able to

1. Search Knowledge Base
2. Submit & View Support Tickets

Ticket Support is available as follows:

- Mon-Sun 9am-5pm (GMT)
- 4 hr response time
- (Excluding UK Public Holidays)





# Vodafone Network Unlock Codes

Network Unlock  
Request Fees

# Network Unlock Request Fees

NUC Fees

[Home](#)
[Start New NUC Request](#)
[List NUC Request](#)
[List NUC File Uploads](#)
[NUC Fees](#)

## Vodafone UK NUC Fees

Devices are identified from the IMEI during the request process. You will then be presented with the total fee for all IMEIs and the individual fee for each IMEI submitted before you confirm the request.

Make	Model	Band	Fee	Tier
Apple	iPhone Xr	E	50.00	Unlock Tier 5 (Flagship models)
Apple	iPhone Xs	E	50.00	Unlock Tier 5 (Flagship models)
Apple	iPhone Xs Max	E	50.00	Unlock Tier 5 (Flagship models)
Apple	iPhone 8	E	50.00	Unlock Tier 5 (Flagship models)
Apple	iPhone 8 Plus	E	50.00	Unlock Tier 5 (Flagship models)
Apple	iPhone X	E	50.00	Unlock Tier 5 (Flagship models)
Apple	iPad Pro 9.7	D	30.00	Unlock Tier 4 (Premium device)
Apple	iPhone 7	D	30.00	Unlock Tier 4 (Premium device)

1. Click the NUC Fees Menu
2. You will be presented with the list of Fee Tiers and related models
3. All Fees will be identified during the request/order process



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HA4 9XG

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