



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

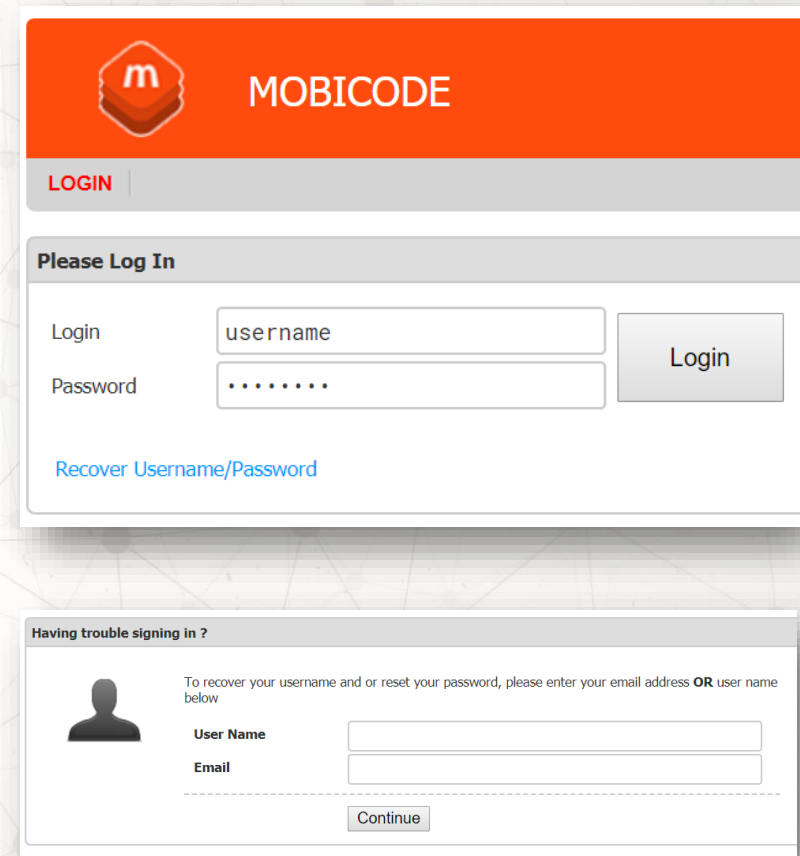
- Login: Username
- Password: as set

To login, please go to:

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

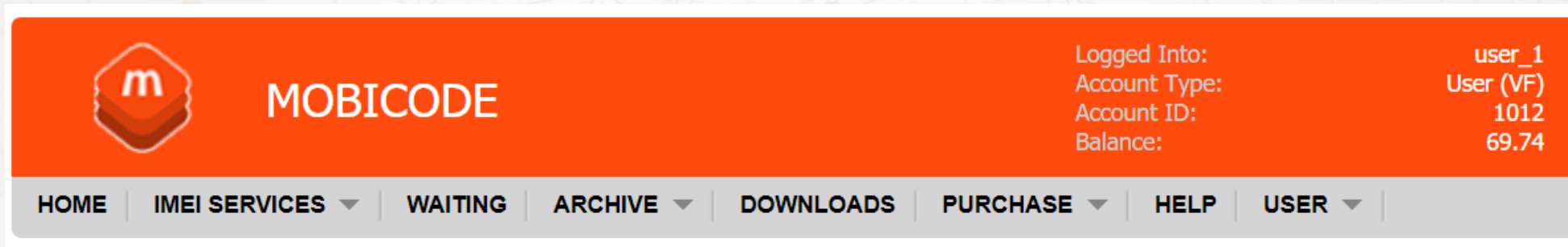
Please note, Usernames and Passwords are case sensitive

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 screenshot displays the MobiCode login interface. At the top, there is an orange header with the MobiCode logo and the text 'MOBICODE'. Below this is a grey bar with the word 'LOGIN' in red. The main section is titled 'Please Log In' and contains two input fields: 'Login' with the placeholder text 'username' and 'Password' with placeholder dots. A 'Login' button is positioned to the right of these fields. Below the input fields is a blue link that reads 'Recover Username/Password'. At the bottom of the page, there is a section titled 'Having trouble signing in ?' which includes a user icon and text instructing the user to enter their email address or user name to recover their account. This section contains two input fields labeled 'User Name' and 'Email', followed by a '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

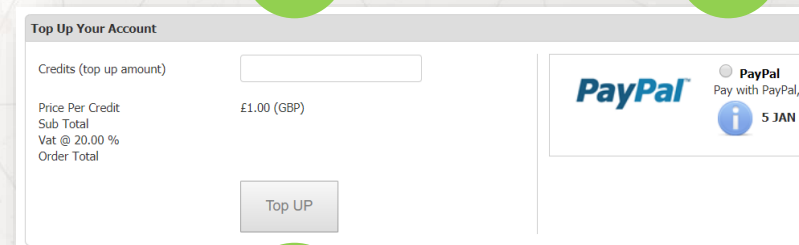
To add credit via invoice email: accounts@mobicode.co.uk

Within the portal you will be able to

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

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






Vodafone

Network Unlock Codes Service Overview

Home Screen

**MOBICODE**

Logged Into:
Account Type:
Account ID:
Balance:

user_1
User (VF)
1012
69.74

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

Network NUC Request - Vodafone UK


Home

Start New NUC Request

List NUC Request

List NUC File Uploads


NUC Fees



Vodafone UK Direct


START NEW Request

Start new Network NUC request



List NUC Requests

See your complete history here, including results and those in progress



List NUC File Uploads

List details of all requests made by uploading request files, also allows you to export results relating to those files.

1

Click here to start a new request

2

View and Search submitted NUC requests

3

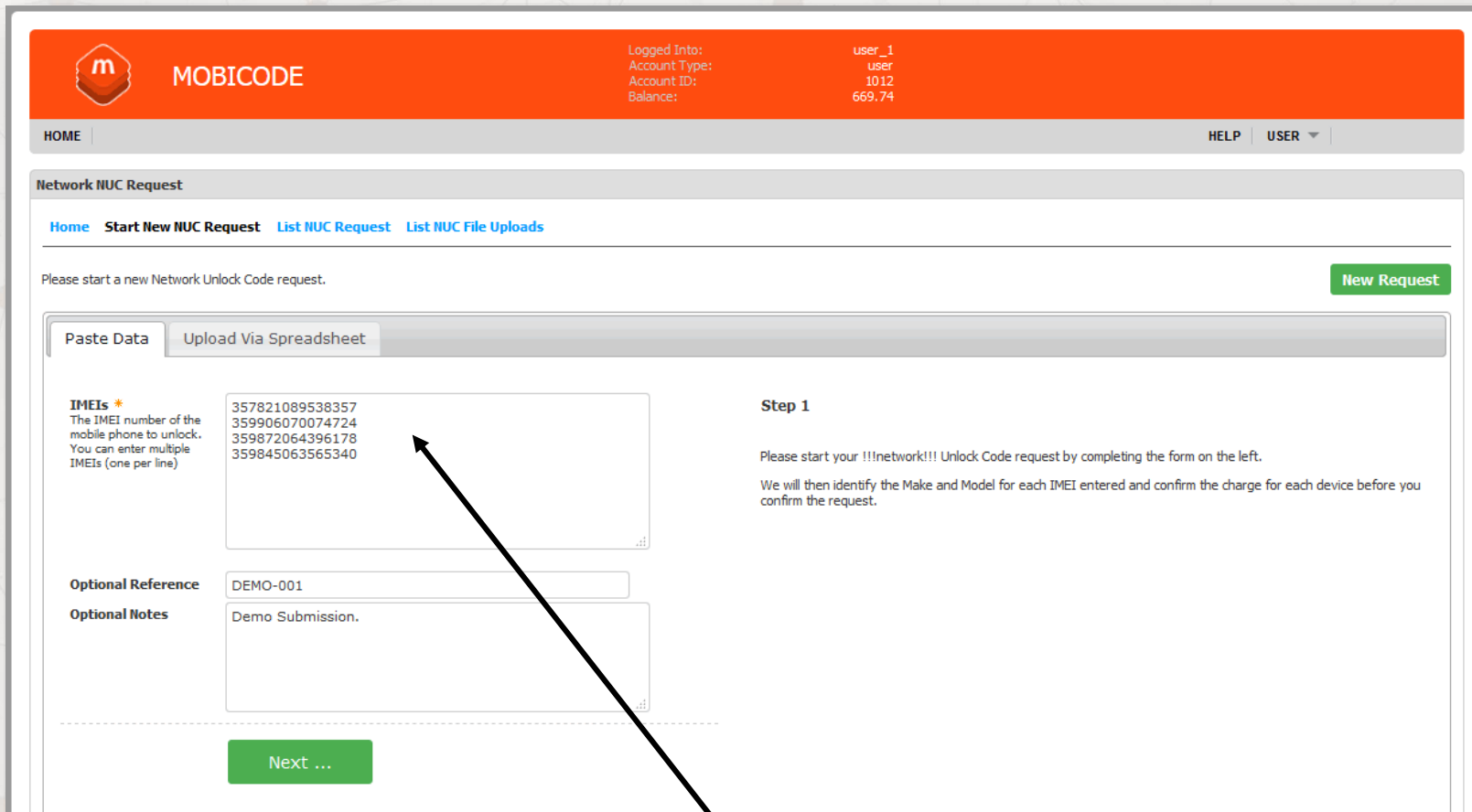
View and search Request files Uploaded

4

Account Details and Balance

10

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



MOBICODE

Logged Into: user_1
Account Type: user
Account ID: 1012
Balance: 669.74

HOME | HELP | USER ▾

Network NUC Request

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

Please start a new Network Unlock Code request. [New Request](#)

Paste Data | Upload Via Spreadsheet

IMEIs *
The IMEI number of the mobile phone to unlock. You can enter multiple IMEIs (one per line)

357821089538357
359906070074724
359872064396178
359845063565340

Optional Reference
DEMO-001

Optional Notes
Demo Submission.

[Next ...](#)

Step 1

Please start your !!!network!!! Unlock Code request by completing the form on the left.

We will then identify the Make and Model for each IMEI entered and confirm the charge for each device before you confirm the request.

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](#)

NUC Terms & Conditions

Terms & Conditions of NUC request

1. 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.
2. 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.
3. 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.
4. 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.
5. 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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>

3

Terms

2

Fees

Accept terms

4

Confirm

5

Check IMEI

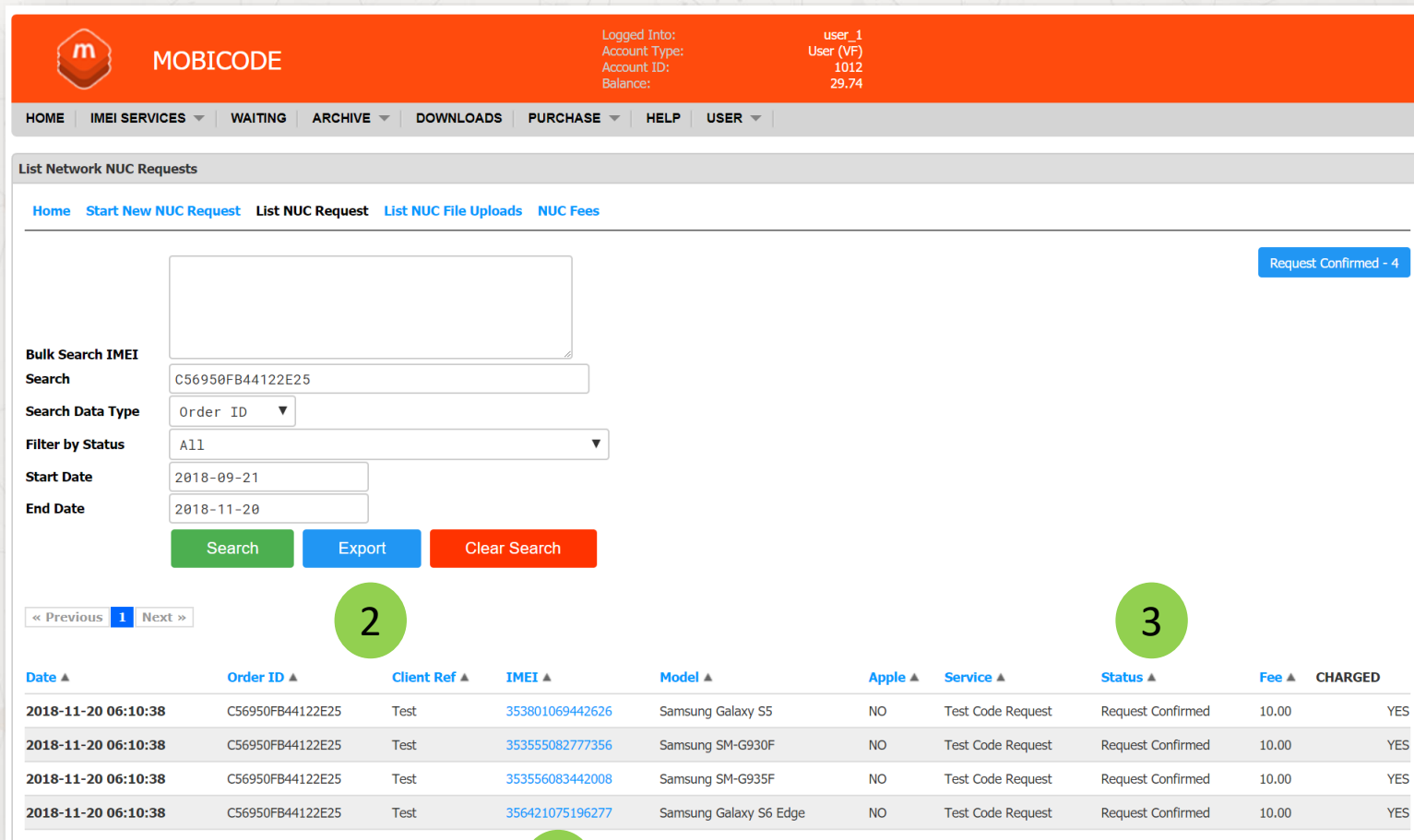
1

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.



MOBICODE

Logged Into: user_1
Account Type: User (VF)
Account ID: 1012
Balance: 29.74

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: C56950FB44122E25

Search Data Type: Order ID

Filter by Status: All

Start Date: 2018-09-21

End Date: 2018-11-20

Search | Export | Clear Search


Request Confirmed - 4

« Previous 1 Next »

Date	Order ID	Client Ref	IMEI	Model	Apple	Service	Status	Fee	CHARGED
2018-11-20 06:10:38	C56950FB44122E25	Test	353801069442626	Samsung Galaxy S5	NO	Test Code Request	Request Confirmed	10.00	YES
2018-11-20 06:10:38	C56950FB44122E25	Test	353555082777356	Samsung SM-G930F	NO	Test Code Request	Request Confirmed	10.00	YES
2018-11-20 06:10:38	C56950FB44122E25	Test	353556083442008	Samsung SM-G935F	NO	Test Code Request	Request Confirmed	10.00	YES
2018-11-20 06:10:38	C56950FB44122E25	Test	356421075196277	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

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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 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.

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

COL 0 - Job#

IMEI **

COL 1 - IMEI*

Model

COL 2 - Model

Manufacturer

COL 3 - Manufacturer

Network

COL 4 - Network

Bin Location

COL 5 - Bin Location

User Data 1

COL 6 - Custom 1

User Data 2

COL 7 - Custom 2

** required data

Update Columns

Please complete ordering columns before importing data below !!

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	
	359877068146073			Vod UK	#234 A5	XYZ Ltd	
	351574064484164			Vod UK	#234 A6	XYZ Ltd	
	356760067849572			Vod UK	#234 A7	XYZ Ltd	
	351574062366652			Vod UK	#234 A8	XYZ Ltd	

IMPORT DATA

Import Data

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.

15

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](#)

File ID	11	Duplicate IMEIS	
File	bulk_unlock_upload_template_001.xlsx	Invalid IMEIS	
Staff Member	-		
User	1012 - user_1		
Group	-		
Qty Imported	10		
File Imported	YES		
File Submitted	NO		
Requests Status	Imported		
Order ID	DAF3663EF8656024		

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

CONTINUE

2

3

1

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

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[HELP](#)
[USER](#)

Network NUC Request - Stage 2

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[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

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2. 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.
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4. 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.
5. 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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>
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	<input checked="" type="checkbox"/>

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

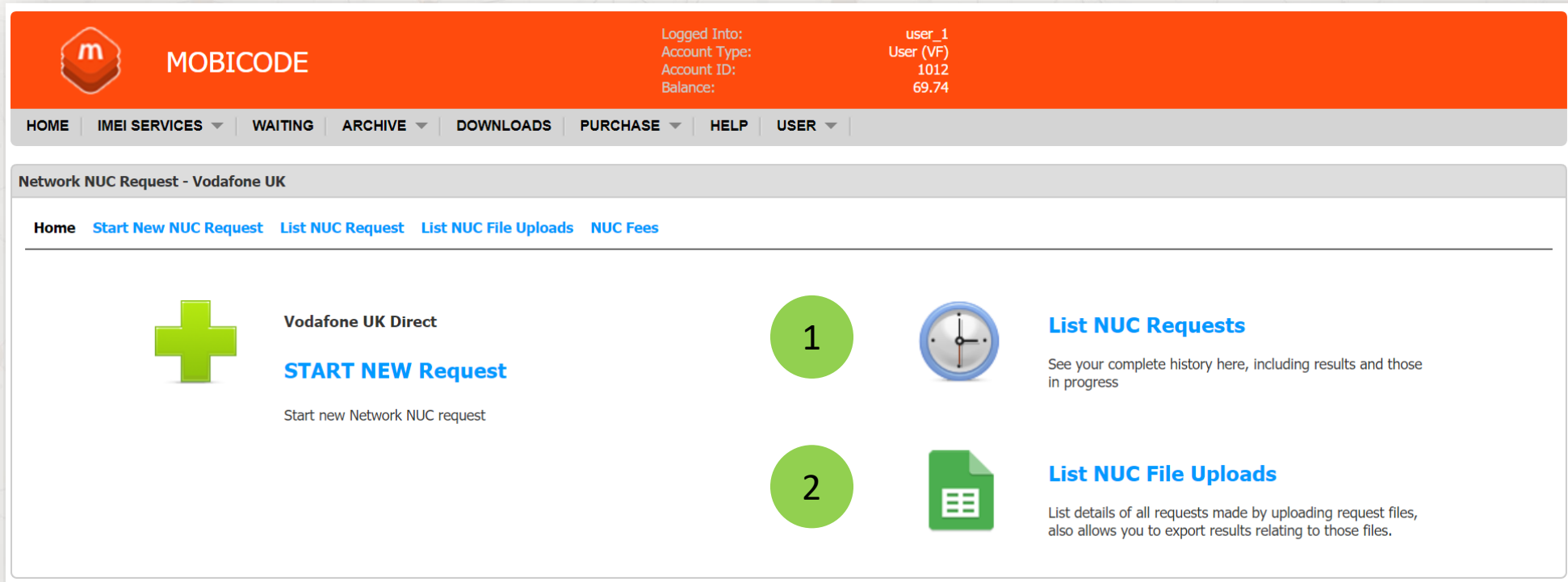


Vodafone

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 bar with links: 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-navigation bar with links: Home, Start New NUC Request, List NUC Request, List NUC File Uploads, and NUC Fees. The main content area features three large cards. The first card, labeled "1", is titled "Vodafone UK Direct" and "START NEW Request", with a subtext "Start new Network NUC request". The second card, labeled "2", is titled "List NUC Requests" and "List NUC File Uploads". The "List NUC Requests" card includes a clock icon and the text "See your complete history here, including results and those in progress". The "List NUC File Uploads" card includes a document icon and the text "List details of all requests made by uploading request files, also allows you to export results relating to those files."

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)

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[ARCHIVE ▾](#)
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List Network NUC Requests

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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

« Previous

1

2

3

Next »

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

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

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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)

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

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.

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.



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.

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.

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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)

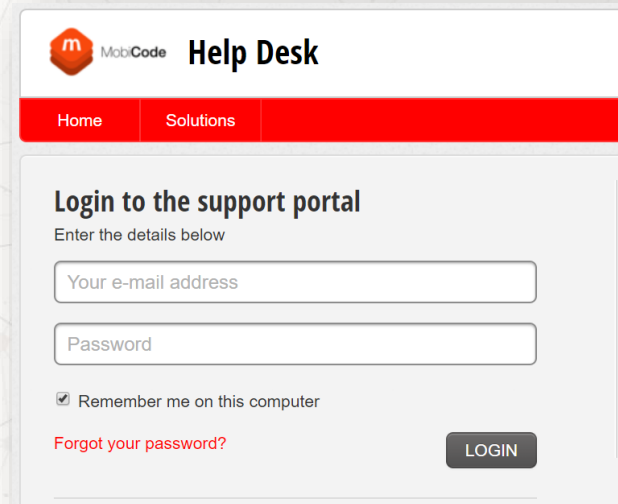
<https://mobicode.freshdesk.com>

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)



MobiCode Help Desk

Home Solutions

Login to the support portal
Enter the details below

Your e-mail address

Password

☒ Remember me on this computer

[Forgot your password?](#)

LOGIN

How can we help you today?

Enter your search term here...

SEARCH



[+ New support ticket](#)

[Check ticket status](#)




Knowledge base

FAQ

General (2)

-  [I've forgotten my login details](#)
-  [I've forgotten my password details](#)

Mobi10 (10)

-  [Where are my Mobi10 login details?](#)
-  [My Mobi10 login details aren't working?](#)
-  [My Mobi10 licence key isn't active?](#)

2



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					
<p>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.</p>					
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



MobiCode

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ESTATE,
FIELD END RD, RUISLIP
HA4 9XG

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