



TeleGo Spectrum House, Dunstable Road, Redbourn, Herts AL3 7PR
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Corporate and Trade Unlocking Services

UnlockData offers the complete service for Corporate and Trade unlocking. Our team can facilitate the unlocking of multiple handsets for any size of Corporate Mobile Migration project, or provide ongoing codes to companies within the Telecoms industry

Due to our recognised expertise and unique presence within the unlocking industry, many networks now directly outsource their unlocking needs to us. Typically, this involves unlocking handsets for their new customers wishing to keep their existing hardware.

We offer free end user support to all individual users unlocking their handsets using an unlock code.

Benefits of our Corporate / Trade Unlocking Services

- Remote Unlocking via Unlock Codes and On-Site Direct Unlocking
- Genuine Unlock Codes provided with 100% accuracy
- Fast turnaround on codes for most models
- UK Based Support Team offering support to end-users and IT departments
- We can obtain codes where the original network are unable or unwilling
- Capacity to unlock 1000s of handsets per day

Our Clients



Pricing and Delivery Times

As pricing and delivery times vary for each model, to receive a full quotation to unlock your devices, we request that you provide the following information to us for each handset you wish to unlock:

- 1) Manufacturer & Model
- 2) Network Locked to
- 3) IMEI number

Once we have this information we are able to advise on the process that we would recommend to efficiently unlock your handsets.

If you have any queries on our services or to place an order, please contact our team.
Tel: 0844 544 2222 Email: contact@unlockdata.co.uk.

Terms and Conditions

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UnlockData is a division of TeleGo Ltd

Our registered office address:

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AL3 7PR
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Company Number: 06713078

Contact Number:

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By placing an order to unlock any handsets, you agree terms of service stated on this page.

Service Information - Pricing, Delivery times and Compatibility:

In order to provide an unlock code, we require the following information for each handset you are unlocking:

- 1) Manufacturer
- 2) Model
- 3) IMEI number
- 4) Network locked to

Once we have this information you will be provided with a quotation to unlock each device. Prices vary depending on the amount of devices submitted in one order. Delivery times also vary depending on the manufacturer. We will always provide a price per handset and estimated delivery time for each handset.

If for any reason a device cannot be unlocked by code, we will advise you on any other options available to unlock the device. This may include sending the device to us, or arranging an on-site visit.

All unlocking services are charged in £ GBP. Payment in full is required by either credit / debit card or direct bank transfer, prior to orders being processed. Invoices are sent by email upon each order being placed.

UnlockData makes no express or implied warranties of any kind relating to the provision of information or service. UnlockData will not be liable for any damages of any kind arising from the use or misuse of this service or any of the information which is contained within it.

TECHNICAL SUPPORT

As part of our service, we provide free support by phone (within working hours) and email to anyone unlocking a device with a code supplied by UnlockData. We also offer an on-site support service if required – additional charges apply.

VAT: If you are based in the UK or EU, UK VAT is charged at the current rate.

PRIVACY: UnlockData are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998)

UNLOCKING THE SIM-LOCK: Our service removes the SIM lock or Network lock to allow you to use any SIM from any network. You should ensure your phone is indeed locked by inserting a SIM card another network than the phone is locked to. If you are able to make calls, your phone is unlocked. If you receive an error such as "INVALID SIM CARD", "ENTER NETWORK CODE", "SIM LOCKED" etc, your phone is locked. If your phone is already unlocked and you subsequently order an unlocking product from us, due to the costs we incur, we cannot refund or cancel your order. Please check before ordering.

NETWORK COMPATIBILITY: An Unlock code removes the SIM or Network lock on a handset. This means that the phone will accept any compatible SIM card. The SIM you intend to use must be compatible with the handset - it is your responsibility to check this with the network you intend to use. We recommend you check this especially if you intend to use the 3 network with a 3G SIM card, that the phone will accept this type of SIM card and work on their network. Refunds / credits will not be offered for a correct code where the network you wish to use is then not compatible with the handset.

Not all phones are compatible with all networks even after unlocking. 2G phones will not operate with a 3g USIM - this includes the popular BlackBerry Curve 83xx and 82xx and BlackBerry Pearl 81xx. Please make sure your phone will work in the way you want it to before you order an unlock code.

You should check that your phone is in working order before placing your order. You can test this by using an accepted sim card to make a phone call.

This service supports GSM phones only with a valid IMEI number. CMDA only handsets are NOT supported by our service unless they support a SIM card and have a valid IMEI number and therefore have a GSM element.

HANDSET BARRING: We do NOT and CANNOT unbar handsets that have been blacklisted by IMEI (serial number) by the networks - this is against the law in the UK and many other countries. It is your responsibility to check that the phone is not barred before ordering your unlock code.

DISCLAIMER: UnlockData takes no responsibility for any damage or data loss that may occur to your mobile phone by entering the unlock code or using any software provided. Unlocking is at your own risk.

WARNING: If you enter your unlock code incorrectly more times than stated by the handset or by our instructions, the handset will become "hardlocked" and will no longer be able to be unlocked by code.

If the available attempts have been previously exceeded, please do not order an unlock code. No credits or refunds are available in this circumstance.

For BlackBerry handsets, we may supply more than one possible unlock code per handset. This is due to varying security revisions per device model. The user would try each code (carefully and one time per code) until CODE ACCEPTED appears. To confirm a single code if a user is running out of attempts, we offer a free tool found at www.unlockdata.co.uk/mep where we can verify the single code.

INSTANT AND FAST SERVICES: When you place an order you may be given a choice of delivery times – e.g. 1 to 2 days (FAST) or 4 to 7 days (STANDARD). As we use different providers based on delivery times, additional fees may apply to have an instant or fast delivery on any service.

SENDING DEVICES TO US: When sending any devices to our offices, we strongly recommend that you use a track-able and insurable postal service such as Royal Mail Special Delivery. Please send the device and battery without any cables or boxes. If a device arrives in a box, we may not send the box back as this increases our return postage costs. UnlockData will not be held liable for any loss or damage whilst the

phone is in transit. UnlockData also accepts no responsibility for data on the device as unlocking or repairing may involve wiping the device. If you have any queries, please ask before sending the device.

CANCELLATIONS:

Once placed, orders cannot be cancelled under any circumstances. In the event the information you supply us is incorrect, which may result in us obtaining the wrong code for a handset, we will do our best to update your order before we incur any costs with suppliers, however once your order has been processed, a new order will need to be placed with the updated data.

REFUNDS / CREDITS:

Refunds or credits will be offered for if the unlock code failed to work and we have verified that you have supplied all the correct handset information. We will also issue a refund or credit if we fail to supply a code for any reason within 28 days, as long as you did not provide invalid or incorrect data (being MANUFACTURER, MODEL, IMEI, NETWORK, SOFTWARE VERSION) . If invalid data was supplied, we reserve the right to charge an admin fee of £10 per handset which will be deducted from any refund.

As we only have a small amount of time to dispute any failed codes with our suppliers, you must inform us by phone or email within 7 days of the code being supplied if the code failed to work. If you do not inform us within this time, we will not be able to verify the code.

If an unlock code fails to work, we offer free support by phone and email and we will do our best to identify and solve the problem.

If the code fails to work and there are no further attempts left, we may require interrogation of the handset by software that we will supply and the original USB cable supplied with the handset, a digital photo, the result of a hidden command or requesting that the phone is sent to us. This is to confirm that the data provided to us at the time of order was correct.

If you have an invalid code or code error message, you must first agree to give us an opportunity to try to obtain the correct code. You must not enter incorrect codes repeatedly into your handset as this may result in the phone being permanently locked and a refund will not be offered as we will be unable to verify the code.

To request a refund or credit, please email contact@unlockdata.co.uk.