



Impacted Channels: All (Rep+)

Impacted Markets: All

Effective: Ongoing

Bring Your Own Device (BYOD) Unlock Mobile Devices Reminder

We can improve the customer experience by addressing an issue that can lead to mobile disconnects—**locked, incompatible, or inactive devices**. This is especially important for **BYOD (Bring Your Own Device)** customers, who may not realize there's an issue until they attempt to port or activate their service. See below for more information [!\[\]\(d66ff64371a51729ac8c1cdaa685ba6f_img.jpg\)](#)



Why is it important that a customer's device is unlocked?

- Customers are required to have an **Unlocked Device** when signing up for Optimum Mobile
 - If the device is still locked, it will not work with Optimum Mobile service
- **Generally, devices are automatically unlocked if *all outstanding installment payments have been satisfied***
 - Customers can confirm whether they owe any installment payments

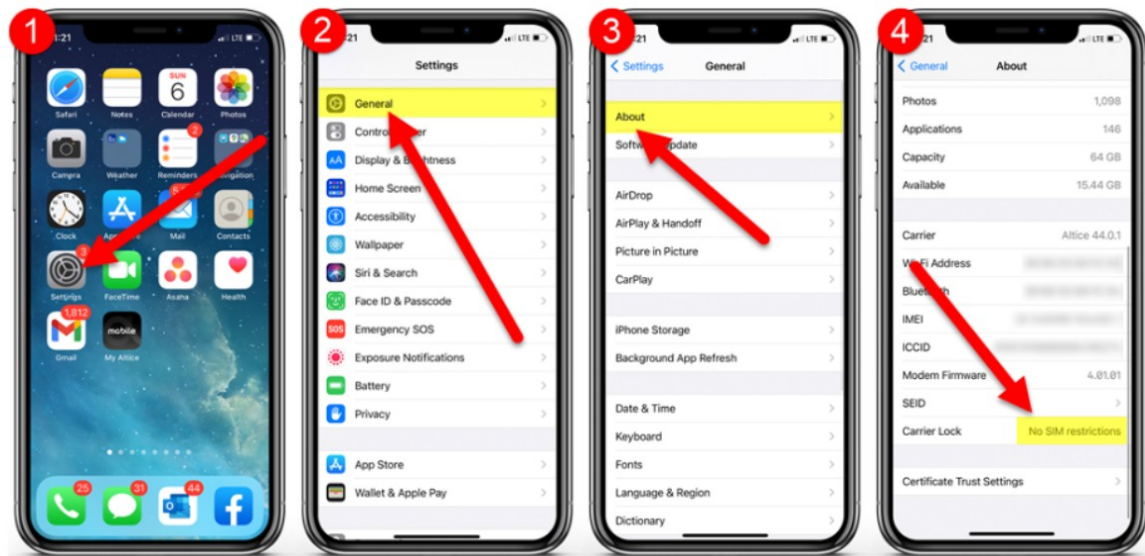
- with their current carrier
 - The current carrier will assist in unlocking the phone if no installment payments are owed
 - ***When installment payments are still owed*** for the device, customers are to be referred to their current carrier
 - Unlocking policies vary from carrier to carrier
 - For **iPhone users (iOS 14 and above)**, device lock status can be checked directly in Settings.
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To help reduce these avoidable mobile cancellations, please ensure the customer's phone is unlocked during the sales process.

Here's a reminder on how to unlock some of the carriers' phones:

Apple:

- Verify if iPhone is unlocked already:
 - Tap Settings > General > About > Scroll down to “Carrier Lock”
- **No SIM restriction:** iPhone is Unlocked
- **SIM locked:** iPhone is Locked
 - Customer will need to contact the other carrier to unlock the device.
 - Go to “Unlock Devices (Locked by Other Carriers)” section below and provide information to customer



Motorola:

- Motorola devices do not indicate in their settings if unlocked
- Customer will need to contact the previous carrier if unsure if unlocked
- Go to “Unlock Devices (Locked by Other Carriers)” section on the [KDB](#) and provide contact information to customer

Samsung:

- Recent Samsung phone models provide a way to instantly check SIM-lock status and request SIM-unlock without the need for a code.
 - Tap: Settings > Connections > More Connection Settings > Network Unlock > Network lock status
- Always check lock status before proceeding with the sale. If locked - attempt Permanent Unlock and only proceed if it's successful.
- Some Samsung devices do not indicate in their settings if unlocked
 - Customer will need to contact the previous carrier if unsure if unlocked
 - Go to “Unlock Devices (Locked by Other Carriers)” section below and provide contact information to customer

Taking a moment to verify device eligibility upfront will help prevent activation issues, improve the customer experience, and reduce unnecessary disconnects.

[Click here for more information on Unlocking Devices \(Locked by Different Carriers\), including other major phone carriers and their steps to unlock their phones](#)

Have questions or feedback? We'd love to hear from you. Share your thoughts [here](#).

Thank you!
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