

Unlocking Policy

The term “locked” means that your Device can only be used with Boost Mobile on the Boost Mobile Wireless network and cannot be activated on any other wireless carrier’s network. An “unlocked” Device isn’t restricted to our network, and you may be able to use it with another wireless service provider.

If you try to reprogram or activate your Device on another carrier's network or change the Device’s initial programming or settings, you may not be able to reactivate the Device for use with the Service or other services we offer.

We’ll only activate Devices certified to work with Services we offer. We’re not able to unlock Devices from other carriers.

If you believe that you meet the requirements of this Unlocking Policy, and would like to request that your Phone be unlocked, please contact us at 833-50-BOOST (833-502-6678).

Devices on Postpaid Plans (“Postpaid Devices”):

If you purchase a Postpaid Device from us, we’ll unlock it after you complete any financing plan. If you purchase a Postpaid Device from us and pay for it in full, your phone will be eligible to be unlocked right away. In either case, we’ll automatically unlock your Device remotely within two (2) business days after your Postpaid Device becomes eligible for unlocking, without additional fee. However, if you meet the requirements and it’s not technically possible to unlock your Postpaid Device remotely, we will instead immediately notify you that your Postpaid Device is eligible to be unlocked.

Devices on Prepaid Plans (“Prepaid Devices”):

For current and former customers in good standing and individual owners of eligible Prepaid Devices on prepaid Boost plans, we will unlock your Prepaid Device one (1) year after initial activation, after a reasonable time, and after you have met all payment or usage requirements. We will automatically unlock such Prepaid Devices remotely within two (2) business days of a Prepaid Device becoming eligible for unlocking. However, if you meet the requirements and it’s not technically possible to unlock your Prepaid Device remotely, we will instead immediately notify you that your Prepaid Device is eligible to be unlocked.

With respect to Prepaid Devices, “reasonable time” and “payment or usage requirements” means:

- No Prepaid Device balance: If you have financed your Prepaid Device, the Prepaid Device balance must be paid off in full before it is eligible for unlocking.
- Account must be active: If your account is in “suspended” status one-year post initial activation, your Prepaid Device will not be eligible for unlocking until it is out of “suspended” status.
- Not already unlocked: If your Prepaid Device is already unlocked because of a customer request (i.e. unlocked for international travel), it will not be automatically unlocked at the one-year mark.

Unlocking for Military Personnel

Boost Mobile greatly appreciates the service that our U.S. military men and women provide at home and abroad. If you're deployed overseas in the military, we'll unlock your Device if:

- We're technically able to perform an international SIM unlock for your Device;
- You or a family member on your account with us is an active member of a branch of the United States military;
- You or a family member on your account with us has been issued overseas deployment papers;
- You are a current, authenticated Boost Mobile customer;
- Your account is in good standing.

Military personnel deployed overseas can contact Boost Mobile to request to an international SIM unlock by calling 833-50-BOOST (833-502-6678).

Even if you satisfy the other conditions in this Unlocking Policy, we may refuse a request to unlock your Device if we believe it would result in an abuse of these policies, the Terms & Conditions or that it is part of an effort to defraud us or our customers.