



How To Unlock Your Cell Phone (Canadian Guide)

Unlocking your cell phone just got a whole lot easier and cheaper!

With the new CRTC Wireless Code coming into effect on December 1st, 2017, Canadian cell phone carriers are now banned from charging a fee for unlocking any phone and **all new phones must be sold unlocked**.

What you need to unlock your phone

- ✓ **Your Phone IMEI** - this stands for “International Mobile Equipment Identity” and it's a unique number specific to your mobile device. You can get your IMEI by dialling ***#06#** on most phone's native dialer. The IMEI is made up of 15 digits with no spaces.
- ✓ **Foreign SIM card** - some phones require a SIM card from a different carrier's network than the one your phone is currently locked to for unlocking process to work. You can borrow a friend's SIM card if you don't have one handy or just pick one up cheaply from another provider for a few dollars.
- ✓ **Account information** - many providers are asking you to either be an existing or former customer to unlock a phone locked to their network. Have your account number and other ID handy just in case.

How to contact your carrier for free

7-Eleven SpeakOut Wireless

- ✓ **Call:** 1-866-310-1023
- ✓ **Online:** try [emailing them](#)
- ✓ **Store:** N/A
- ✓ [More information](#)

Bell

- ✓ **Call:** 1.800.667.0123
- ✓ **Online:** use their [unlock tool](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

BellMTS

- ✓ **Call:** 1.800.883.2054
- ✓ **Online:** use their [unlock tool](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Chatr

- ✓ **Call:** Text 'help' to 611
- ✓ **Online:** N/A
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Eastlink

- ✓ **Call:** 1.888.345.1111
- ✓ **Online:** try their [live chat](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Fido

- ✓ **Call:** 1.888.481.3436
- ✓ **Online:** try their [live chat](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Freedom Mobile

- ✓ **Call:** 1.877.946.3184
- ✓ **Online:** use their [unlock tool](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Koodo

- ✓ **Call:** 1.866.995.6636
- ✓ **Online:** log into Self Serve
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Petro Canada

- ✓ **Call:** 1.866.788.3475
- ✓ **Online:** N/A
- ✓ **Store:** N/A
- ✓ [More information](#)

Public Mobile

- ✓ **Call:** 1.855.478.2542 (phones activated before January 27, 2015)
- ✓ **Online:** contact a [community moderator](#) (phones activated after January 27, 2015)
- Store:** N/A
- ✓ [More information](#)

Rogers

- ✓ **Call:** 1.855.381.7835
- ✓ **Online:** try their [live chat](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

SaskTel

- ✓ **Call:** 1.800.727.5835
- ✓ **Online:** try their [live chat](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Tbaytel

- ✓ **Call:** 1.800.264.9501
- ✓ **Online:** try their [live chat](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

TELUS

- ✓ **Call:** 1.866.558.2273
- ✓ **Online:** try their [live chat](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

Videotron

- ✓ **Call:** 1.877.380.2611
- ✓ **Online:** Use their [unlock tool](#)
- ✓ **Store:** Use their [store locator](#)
- ✓ [More information](#)

Virgin Mobile

- ✓ **Call:** 1.888.999.2321
- ✓ **Online:** try their [live chat](#)
- ✓ **Store:** use their [store locator](#)
- ✓ [More information](#)

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