

doctorSIM Pro



RESELLERS USER GUIDE



PAYMENT METHODS AVAILABLE

Payment in euros or dollars (depending on the local currency selected)

- PayPal - PayPal account or credit card.



- Bank card - Credit or debit card.



To pay in a different currency, modify the local currency under "Settings".

Settings

Save Changes Cancel

Country U.S.A.

Local Currency USA - US Dollars (USD)

Language English

ACCESS TO THE PRICE LIST

You can find the price of each service under **“Pricing”**.

To find out the cost of the unlock code or phone check for you, look under **Your Discounted Price** column.

The current price for any phone check or unlocking service on doctorSIM.com can be found under the **Web Price** column.

The **Recommend Retail Price (RRP)** column is so you know the current market price for each service and therefore the price we recommend for your customers. However, you are free to choose whatever price you want!

Use the arrow keys in the column headers to reorder the price list according to your preferences.

You can also change the settings to view in credits or your local currency, as well as export the document to print or edit.

The screenshot shows the 'doctorSIM Resellers' website interface. At the top, there's a navigation bar with 'Pricing' highlighted. Below it, there's an 'Information' box with instructions. The main content area features a table of services with columns for Service, Country, Carrier / Network Provider, Web Price, Your Discounted Price, and Recommended Retail Price. The table is filtered for 'USA' and 'US Dollars (USD)'. A search bar is available above the table. The bottom right corner has an 'ONLINE HELP AVAILABLE' button.

Service	Country	Carrier / Network Provider	Web Price	Your Discounted Price	Recommended Retail Price
Alcatel	All	All Network Providers	9.95	4.38	20.95
Alcatel 768T 875T	All	All Networks	9.95	4.84	20.95
Alcatel Device Unlock	US	US Metro	36.95	29.46	47.95
Alcatel Device Unlock	US	US T-Mobile	39.95	32.16	49.95
Alcatel Modem1	All	All Network Providers	9.95	4.38	20.95
Alcatel Modem2	All	All Network Providers	9.95	4.38	20.95
Alcatel Modem3	All	All Network Providers	9.95	4.56	20.95
Alcatel MTK Android	All	All Network Providers	9.95	4.40	20.95
Alcatel New 2014	All	All Network Providers	9.95	4.90	20.95
Alcatel New 2014 2	All	All Network Providers	9.95	5.45	20.95
Alcatel New Provider 2013	All	All Network Providers	9.95	4.43	20.95
Alcatel Normal MTK	All	All Network Providers	9.95	4.34	20.95
Alcatel Old MTK	All	All Network Providers	9.95	4.34	20.95
Alcatel OT1063	All	All Network Providers	9.95	5.09	20.95
Alcatel OT2050	All	All Network Providers	9.95	5.09	20.95
Alcatel Special Request	All	All Network Providers	9.95	5.43	20.95
Alcatel S/RD	All	All Network Providers	9.95	4.63	20.95
Amazon	All	All Network Providers	17.95	11.73	28.95
Amazon	US	US ATT	17.95	11.73	28.95
Asus	US	US ATT	21.95	16.53	31.95
BGH	All	All Networks	24.95	18.83	34.95
BlackBerry	All	All Network Providers	3.95	1.47	13.95
BlackBerry 9360 Curve	UK	UK T-Mobile	13.95	13.71	34.95

6 REQUEST AN UNLOCK CODE

Click on **“Request Unlock Code”** to start the process

STEP 1: MODEL AND NETWORK OPERATOR

Request code by selecting:

- MAKE
- MODEL OR SERVICE

Then select:

- PHONE’S COUNTRY OF ORIGIN
- NETWORK PROVIDER

The network provider must be the network provider the phone is locked to.

Your Price is how much the unlocking code costs you.

Recommended Retail Price is the recommended price for your customers. doctorSIM is constantly reviewing the current market prices to ensure the recommended retail price is competitive.

The screenshot shows the 'doctorSIM Resellers' website interface. At the top, there's a navigation bar with 'Request Unlock Code' highlighted. Below it, a progress bar indicates three steps: 1. Model/Service and Network Provider (active), 2. Phone Details, and 3. Confirmation. The main form area is titled 'Unlock request form' and includes a 'Reset' button. A yellow banner recommends 'Standard Service' for first-time users. Under 'Select make and model...', 'Make' is set to 'iPhone' and 'Model or Service' is 'Standard Service - iPhone 6S'. Under '...and Country and Network Provider', 'Phone's country of origin' is 'United States' and 'Network Provider' is 'AT&T'. A summary box on the right shows 'iPhone Standard Service - iPhone 6S AT&T - United States' with a price of 6.86 USD, a recommended retail price of 23.23 USD, an average delivery time of 11 hours and 32 minutes, and a guaranteed delivery time of 1 to 5 working days. A 'Next' button is at the bottom right. The footer contains copyright information and a link to 'ONLINE HELP AVAILABLE'.

7 REQUEST AN UNLOCK CODE

STEP 2: OBTAINING THE PHONE'S IMEI NUMBER

The **IMEI** number is a 15-17 digit number unique to your phone which you can obtain by typing ***#06#** on the phone's keypad. Simply type the first 15 numbers, ignoring all other characters such as letters, dashes, hyphens etc. If your IMEI number is longer than 15 digits, just insert the first 15.

CLIENT INFORMATION

This service is optional. We offer the possibility of receiving a text message to inform of when the unlocking instructions are available.

When the unlocking instructions are ready the owner of the phone will receive the following message:

"Your unlocking code is ready. Please take your phone to the store where you requested the unlocking code to complete the process. Thank you!"

You can access the unlocking instructions under **"Your Requests"**.

The screenshot shows the 'doctorSIM Resellers' website interface. At the top, there's a navigation bar with 'Request Unlock Code', 'Request Phone Check', 'Your Requests', 'Activity', 'Pricing', and 'Purchase Credits'. A user credit balance of 1,822.70 credits is shown. The main content area is titled 'Unlock request form' and features a progress indicator with three steps: 1. Model/Service and Network Provider, 2. Phone Details (current step), and 3. Confirmation. A yellow banner recommends 'Standard Service' for first-time users. The 'Phone details' section has an IMEI code field with '123456789987654' and a 'Text message alert' dropdown set to the US flag. A summary box on the right displays 'iPhone Standard Service - iPhone 6S AT&T - United States' with a price of 6.86 US Dollars (USD), a recommended retail price of 23.23 US Dollars (USD), an average delivery time of 11 hours and 32 minutes, and a guaranteed delivery time of 1 to 5 working days. 'Previous' and 'Next' buttons are at the bottom of the form.

STEP 3: CONFIRMATION

Here you will be able to see all the details of the unlocking request.

- **MAKE AND MODEL - NETWORK PROVIDER - PRICE - IMEI - TEXT MESSAGE ALERT**

- **AVERAGE DELIVERY TIME**

The average time it took to process the last 20 requests.

- **GUARANTEED DELIVERY TIME**

The maximum time it could take to provide you with your unlocking instructions.

Before confirming your request

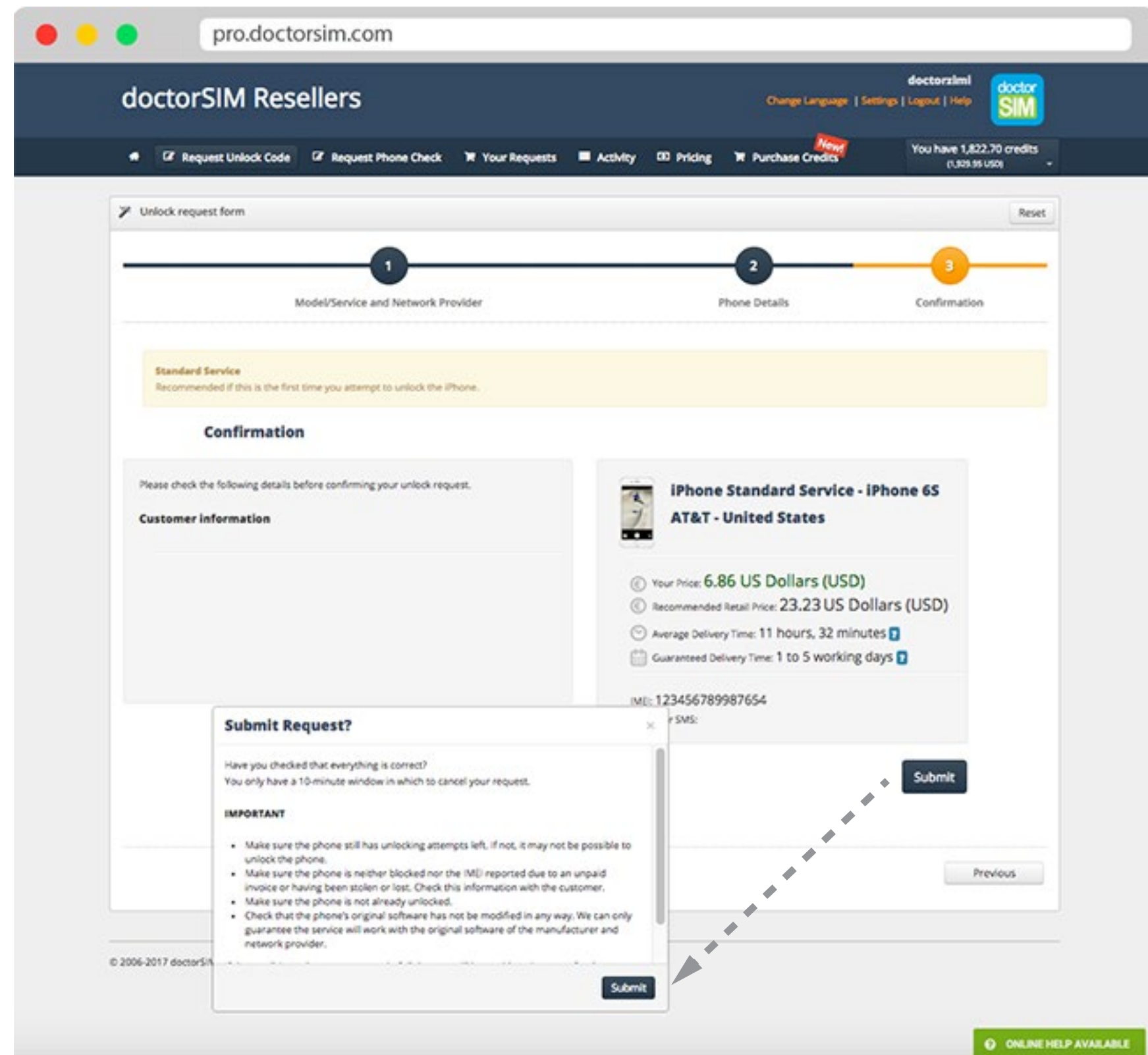
Check that all information is correct, especially the make and model of the phone, the current network provider and the IMEI.

If you have made a mistake or want to make changes, press the **“Previous”** button to return to Step 2.

Submit unlocking request

Once you have checked that all the information is correct, accept the Terms & Conditions and Privacy Policy, and press the **“Submit”** button. A confirmation pop-up window will appear. Read carefully before clicking the **“Submit”** button.

Your request is now being processed and you can view the status of the request under **“Your Requests”**.



Click on “Request Phone Check”.

STEP 1: CHECK TYPE

Select check service and press the “Next” button:

- Blacklist Report for loss, theft or unpaid bill
- iCloud Report (iPhone)
- Unlocked Status Check (iPhone)
- Original Operator Check (iPhone)

Your Price is how much the phone check costs you.

Recommended Retail Price is the recommended price for your customers. doctorSIM is constantly reviewing the current market price to ensure the recommended retail price is competitive.

pro.doctorsim.com

doctorSIM Resellers

Change Language | Settings | Logout | Help

Request Unlock Code | Request Phone Check | Your Requests | Activity | Pricing | Purchase Credits

You have 1,822.70 credits (1,822.70 USD)

Check Request Form

1 Check Service | 2 Phone Details | 3 Confirmation

Select Check Service

FIND OUT INSTANTLY TO WHICH NETWORK THE PHONE IS LOCKED AND WHETHER IT IS BLACKLISTED, BLOCKED, STILL UNDER WARRANTY OR ICLOUD LOCKED.

PRIOR TO REQUESTING A BLACKLIST REPORT FOR LOSS, THEFT OR UNPAID BILL, CHECK THAT YOUR NETWORK PROVIDER IS ON THE LIST OF ORGANISATIONS THAT COLLABORATE WITH THE GSM ASSOCIATION.

Checks: Blacklist Report for loss, theft or unpaid bill

Blacklist Report for loss, theft or unpaid bill

- Your Price: 1.45 US Dollars (USD)
- Recommended Retail Price: 13.72 US Dollars (USD)
- Average Delivery Time: 5 minutes
- Guaranteed Delivery Time: 15 working minutes

Why check the status of your phone with doctorSIM?

- ✓ Check instantly and anonymously to see if your phone has been reported stolen, lost or due to an unpaid bill.
- ✓ We guarantee you will know if your phone can make calls and connect to the internet.
- ✓ Essential if you are going to purchase a second-hand phone.
- ✓ Provide peace of mind to the buyer if you are trying to sell your phone.
- ✓ Remove any doubts you may have if your phone isn't working properly.
- ✓ You can unlock your phone without any problems if the check confirms your phone is not blacklisted.
- ✓ We scan worldwide databases containing consolidated data from international organisations and network providers.
- ✓ The availability of first-class customer support 24 hours a day by telephone, chat and e-mail to answer any questions you may have.

You'll receive a report based on:

- Access to 7 up-to-date databases located worldwide.
- Global data updated every 24 hours.
- Breakdown by country and network provider.
- Over 120 collaborating GSMA organisations.
- Valid guarantee prior to using unlocking service.
- Make, model, TAC and additional data provided.
- PDF download with seal of certification.
- Confidential and anonymous.

ONLINE HELP AVAILABLE

STEP 2: OBTAINING THE PHONE'S IMEI NUMBER

The IMEI number is a 15-17 digit number unique to your phone which you can obtain by typing ***#06#** on the phone's keypad.

CLIENT INFORMATION

This service is optional. We offer the possibility of receiving a text message with a link to download a PDF of the report.

The owner of the phone will receive the following message:

"Check your email or download your IMEI report here: [\(link to report\)](#). Thank you"

You can access the report under **"Your Requests"**.

The screenshot shows the 'doctorSIM Resellers' website interface. At the top, there's a navigation bar with 'Request Unlock Code', 'Request Phone Check', 'Your Requests', 'Activity', 'Pricing', and 'Purchase Credits'. A user credit balance of 1,822.70 credits is displayed. The main content area is titled 'Check Request Form' and features a progress bar with three steps: 1. Check Service, 2. Phone Details (current step), and 3. Confirmation. The 'Phone details' section contains the following information:

- IMEI code: 123456789987654
- Type: ***#06#**
- Text message alert:
- (Optional) Receive text message with link to download a PDF of the report.

To the right, a summary box titled 'Blacklist Report for loss, theft or unpaid bill' provides the following details:

- Your Price: 1.45 US Dollars (USD)
- Recommended Retail Price: 13.72 US Dollars (USD)
- Average Delivery Time: 5 minutes
- Guaranteed Delivery Time: 15 working minutes

At the bottom of the form, there are 'Previous' and 'Next' navigation buttons. The footer includes the copyright notice '© 2006-2017 doctorSIM - All Rights Reserved. - Help and Support' and a green button for 'ONLINE HELP AVAILABLE'.

STEP 3: CONFIRMATION

Here you will be able to see all the details of the phone check request.

- CHECK TYPE - PRICE - IMEI - TEXT MESSAGE ALERT

- AVERAGE DELIVERY TIME

The average time it took to process the last 20 phone checks.

- GUARANTEED DELIVERY TIME

The maximum time it could take to provide you with your phone check report.

Before confirming your request

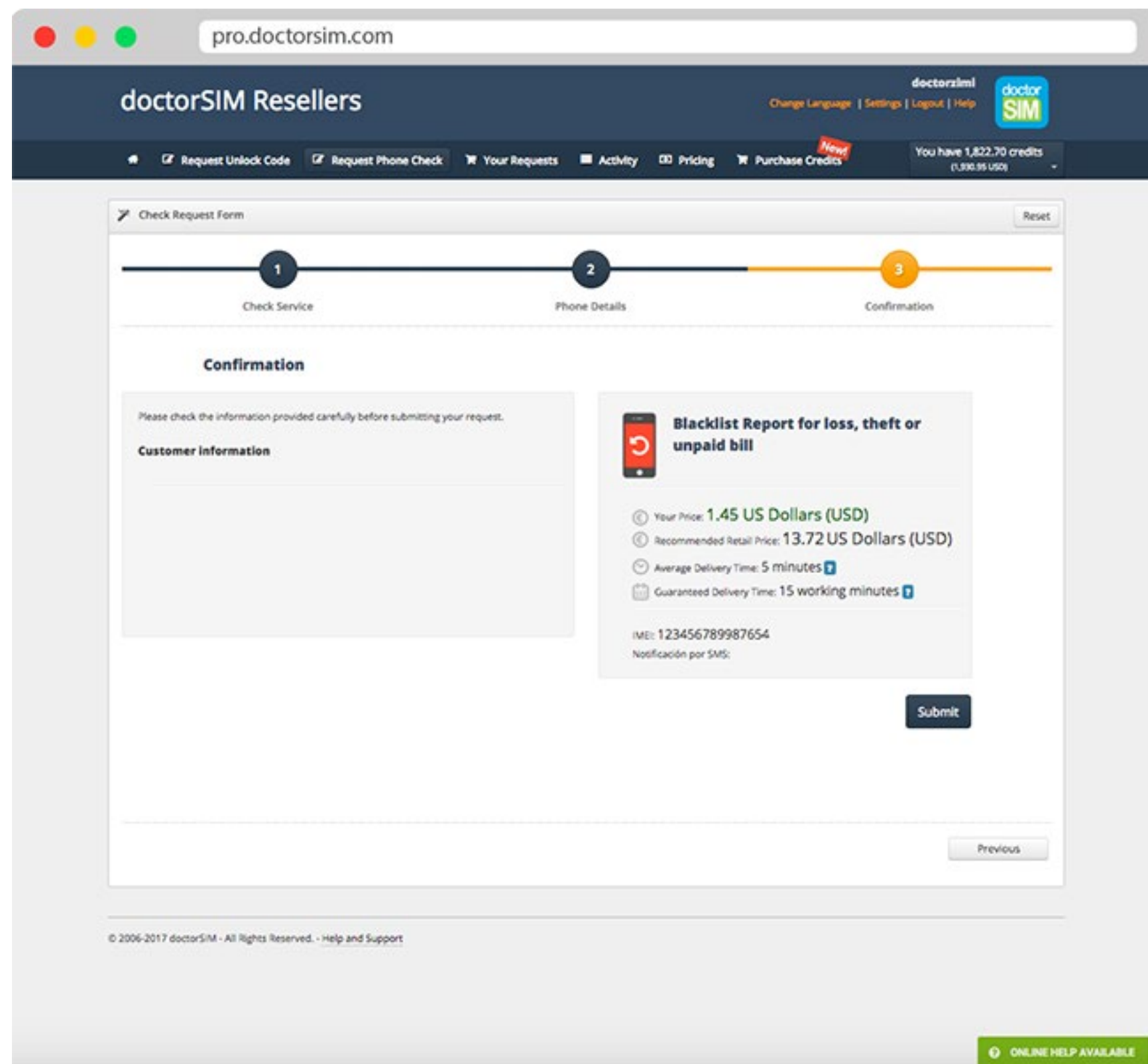
Check the information provided is correct, especially the IMEI.

If you have made a mistake or want to make changes, press the **“Previous”** button to return to Step 2.

Submit phone check report

Once you have checked that all the information is correct, press the **“Submit”** button. A confirmation pop-up window will appear. Click **“Submit”** again.

Your request has now been processed and you can view the current status under **“Your Requests”**.



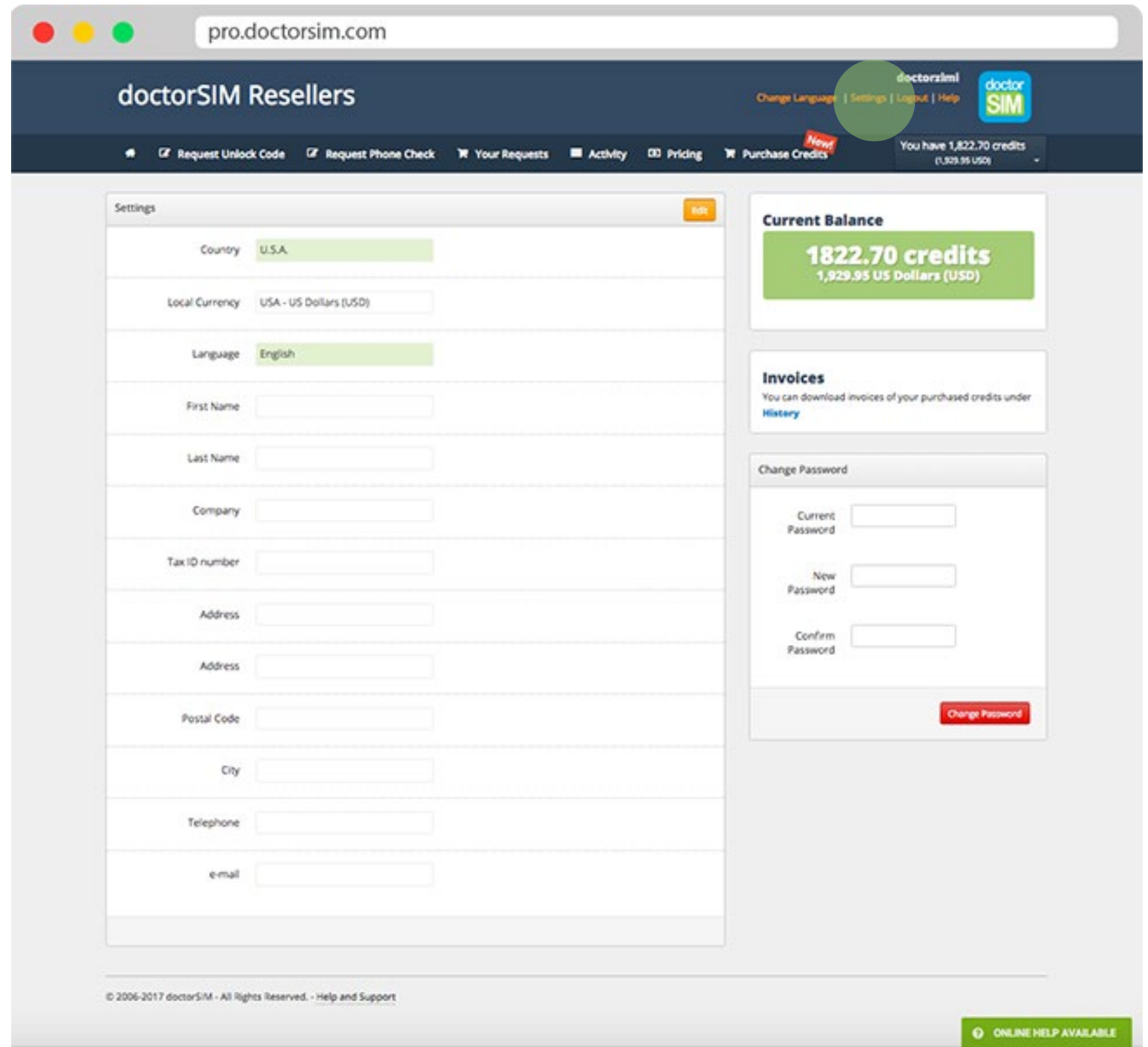
ACCESS TO SETTINGS

Under **“Settings”** you can modify the country, local currency or the language you wish to use, and the changes will be displayed automatically across doctorSIM Pro.

Changing the **“Country”** will display the different payment methods available in that country and the price of the services will be in the local currency.

Click on **“Edit”** to make the changes and once you’ve finished press **“Save Changes”**.

You can also change your password, telephone number and contact details in this section, as well as view your current payment plan and credit balance.

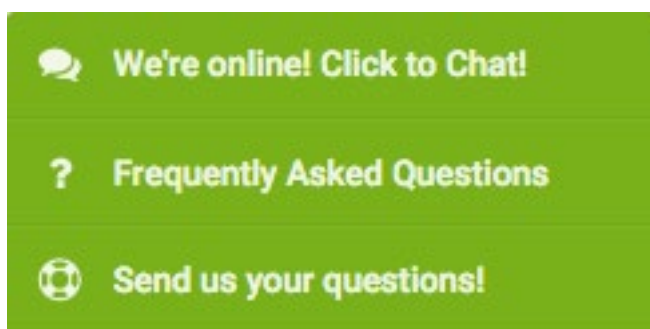


YOU MAY LIKE TO KNOW...



ONLINE HELP

Available at all times and located in the bottom right-hand corner of the screen. Click on the green button for FAQs and to chat live with a customer support agent.



PRIOR TO MAKING AN UNLOCKING REQUEST

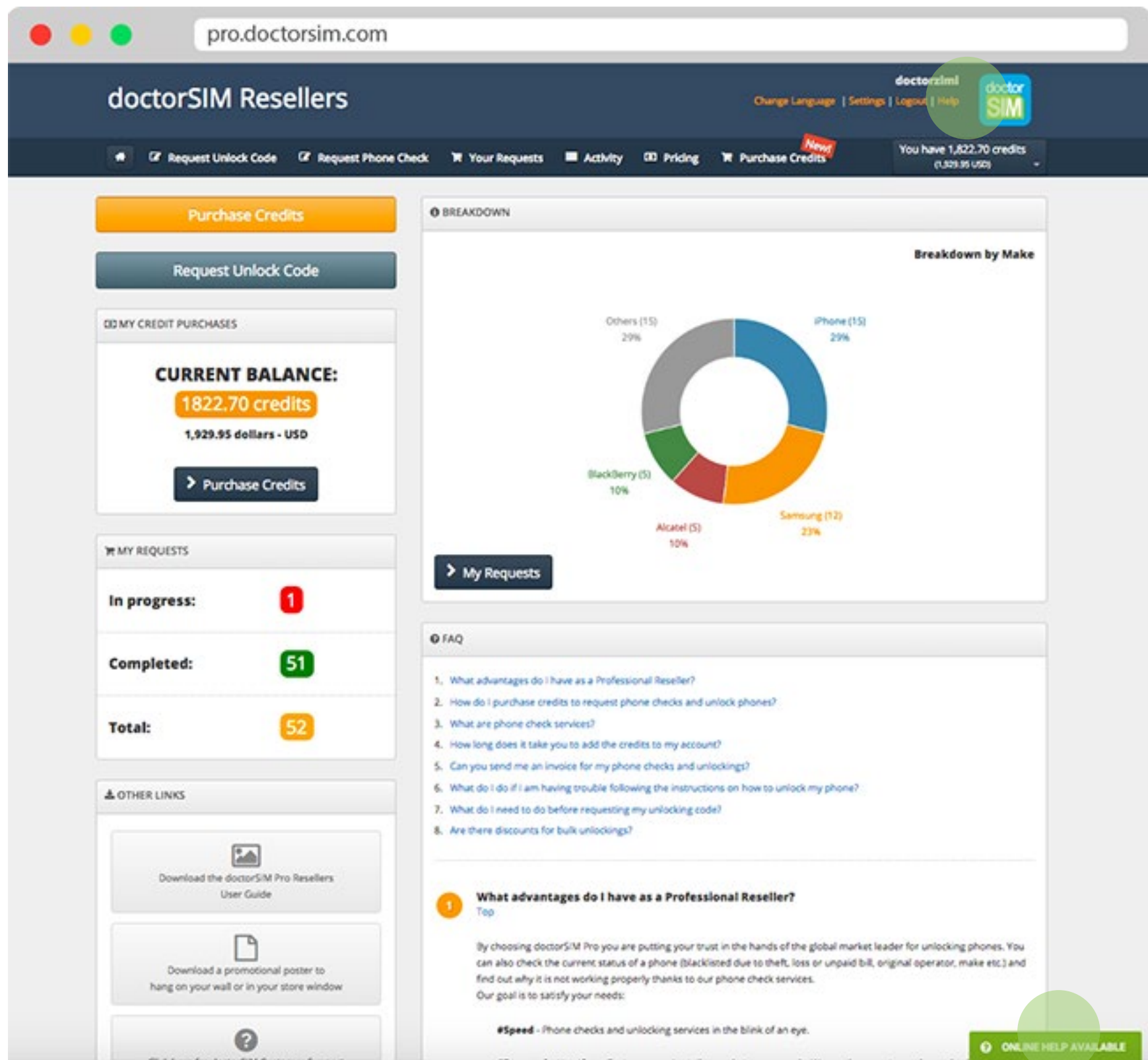
- Check the phone still has unlocking attempts left. If not, it may be possible to unlock the phone via cable in some cases.
- Use our Blacklist Report to check the phone has not been blacklisted by the network provider due to an unpaid phone bill or reported stolen or lost. Although we can unlock the phone, it will not work properly until the network provider that added it has removed it from the blacklist.
- Check that the phone is not already unlocked.



PROCESSING AND DELIVERY TIMES

Code delivery times vary depending on the phone selected. We will inform you of approximate delivery times while making your request.

doctorSIM will not be held responsible for delays in providing the code or delivering the phone due to external suppliers. However, we will endeavour to provide the code as quickly as possible.



DOCTORSIM WILL REFUND THE FULL AMOUNT OF THE SERVICE UNDER THE FOLLOWING CONDITIONS:

a) The code does not exist.

If there is no unlocking code for the request, doctorSIM will refund the full payment as long as it is not for one of the cases outlined in points 1, 2 and 3 further below.

b) The unlocking code or instructions are incorrect.

If during the unlocking process the phone indicates that the code is incorrect, the customer must send an unedited video displaying the IMEI (by dialing *#06#) on screen and showing how they enter the code into the phone. The image must be clear enough to distinguish the keys and typed texts, and the entire phone must be visible at all times. If a mistake entering the code is viewed on the video, doctorSIM will contact the customer via e-mail to inform them.

DOCTORSIM DOES NOT ISSUE REFUNDS UNDER THE FOLLOWING CIRCUMSTANCES:

1) IMEI blocked by network provider due to loss, theft or unpaid phone bill.

doctorSIM is able to unlock the phone, but unable to remove the *blocking* of the IMEI by the network provider due to loss, theft or unpaid bill. In these cases, an *IMEI-blocked* phone cannot connect to any network to make calls despite being unlocked correctly. Prior to requesting the unlocking of a phone, check that the IMEI has not been *blocked*. doctorSIM does not issue refunds for unlocking a phone that has problems related to the IMEI being *blocked*. doctorSIM would like to stress that we do not provide services to phones with modified IMEIs under any circumstances.

2) The phone cannot be unlock by IMEI because it has no unlocking attempts remaining.

Some phones have a counter limiting the number of unlocking attempts permitted.

3) Errors making a request.

If any of the following information provided by the customer when making the request was incorrect: IMEI number, serial number, make, model, network provider or e-mail address.