

Hi

I was delighted to read about plans to prevent providers locking mobile phones before Christmas. I am currently battling with unlocking my mobile phone from Vodafone and have tried more than 10 times to contact their technical support since my two year contract ended on 28 Nov.

The support staff contacted through chat, telephone and Facebook messenger are clueless and I have had to do my own research to ascertain the type of unlock code required. Each time a request is made, promises are made that this will definitely be sorted, there then is no reply or the wrong code is sent.

As a result the direct debit from my original contract rolls on and I am continuing to pay £28.99 per month until this is sorted instead of being able to benefit from a no contract/pay monthly SIM only deal such as this

https://eur01.safelinks.protection.outlook.com/?url=https:%2F%2Fwww.idmobile.co.uk%2Fshop%2Fplans%2Fsim-only-deals%3Faffiliate%3DAdwords~Brand%2520-%2520Generic%2520-%2520Sim%2520Only%2520-%2520Generic%2520-%2520Generic%2520-%2520Exact%26gclid%3DEAlaIQobChMlv6bMsuTp5gIVx7HtCh1XZgFYEAAYASAAEgIImPD_BwE&data=02%7C01%7CEECcenduserights%40ofcom.org.uk%7Cae37086b64e84a6c3b7f08d79106d3ce%7C0af648de310c40688ae4f9418bae24cc%7C0%7C1%7C637137330827412770&data=%2F8iRhaXPAOv%2Bmw6FABkYnz7GV4IYp9IpBdd%2BoKBz0%2BI%3D&reserved=0

In fact, I have already taken out an iD Mobile SIM only deal expecting the change to happen easily so I am paying for both.

I can't cancel the Vodafone payment as wish to retain my mobile number. Swapping to Vodafone SIM only takes 30 days and I was hoping to have this resolved in that time and it also seems pointless and highly inefficient to swap to a Vodafone Sim only to then swap again to a cheaper provider of my choice.

It feels to me that I am being actively prevented from moving from Vodafone and there is considerable evidence of other customer frustrations on community sites which I have also had to resort to :

<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fforum.vodafone.co.uk%2Ft5%2FUnlocking%2FSamsung-Master-Unlock-Code-required%2Fm-p%2F2649497%23M69154&data=02%7C01%7CEECcenduserights%40ofcom.org.uk%7Cae37086b64e84a6c3b7f08d79106d3ce%7C0af648de310c40688ae4f9418bae24cc%7C0%7C1%7C637137330827412770&data=FQXgCe%2Bm23l6VunmwvQdEi%2BSZZ6pQTCf6r5XO%2B4%2FTYE%3D∓reserved=0>

Finally, and ironically, I have remained a customer of Vodafone in one form or another since the mid 90's when we first hired 2 Motorola clam phones from Vodafone for work costing £200 per month, I then went on to purchase work phones when mobile phone ownership started to take off and have retained the same number throughout.

I would be interested to know if Ofcom would support providers refunding customers who have incurred additional costs from not being able to unlock their phone in a timely manner.

I continue to await responses from Vodafone as per the above community post.

With much thanks and best regards

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