

**FREEDOM MOBILE - PHONE PROTECTION PLAN PLUS  
FEATURING  
APPLECARE SERVICES**

**You agree to all the provisions of this Contract (as defined) when You order the Phone Protection Plus for Apple featuring AppleCare Services and/or pay for it.**

These terms and conditions together with the applicable portions of Your monthly bill (“**Bill**”) from Videotron Ltd dba Freedom Mobile (“**Freedom**”), welcome letter, applicable Bill inserts, and applicable written communications from Us to You govern the Phone Protection Plan and constitute Our contract with you (hereinafter the “**Phone Protection Plan Contract**” or “**Contract**”). You should keep a copy of this Contract for future reference. This Contract and Your other agreements with Freedom (including your applicable Freedom services agreement and the Freedom Terms of Service) are, and shall remain, separate agreements, but in order to maintain service under this Contract, You must also maintain Your wireless service with Freedom in good standing and be financially current on Your Freedom account. If any portion of this Contract is deemed invalid or unenforceable, it shall not invalidate the remaining portion of this Contract. Your Freedom wireless device number for the Protected Device is Your Contract number. This Contract is entered into and governed by the laws of the province identified in Your billing address in the records of Freedom and the federal laws of Canada applicable therein, and this Phone Protection Plan is only available in all provinces and territories except the Provinces of Manitoba, Saskatchewan and Québec. The Phone Protection Plan may be offered by Freedom to customers along with other device support programs that contain other support features and are subject to their own terms and conditions. Your enrollment in the Phone Protection Plus Plan Featuring AppleCare Services is voluntary and You may cancel Your enrollment at any time. Likewise Device Protection, Ltd. (“**Likewise**”) is the administrator of the Freedom Phone Protection Plan.

Tier	Retail Price of the Mobile Phone	Monthly Service Fee*	Screen Repair Processing Fee <sup>1</sup>	All Other Damage Repair/ Replacement Processing Fee <sup>2</sup>	Warranty Malfunction Processing Fee <sup>3</sup>	Lost/Theft Processing Fee
1	\$0 - \$399.99	\$18.00	\$39.00	\$129.00	\$0.00	\$99.00
2	\$400.00 - \$799.99					\$199.00
3	\$800.00 - \$1,699.99					\$349.00
4	\$1,700.00- \$3000.00					\$449.00

All fees are subject to applicable taxes. All prices are in Canadian Dollars.

\* This is the Monthly Service fee currently in market. Note that you may be subject to a different Monthly Service Fee, which is indicated on your FREEDOM bill.

<sup>1</sup>The Screen Repair Processing Fee for iPhone models 12 and newer (excluding iPhone SE) applies individually to front screen and back glass breakage. For illustrative purposes, if the claim is for both front screen and back glass breakage repair, the deductible is \$78 (\$39 per repair).

<sup>2</sup> The All-Other Damage Repair Processing Fee applies to any claim for direct physical loss or damage to the Protected Device.

<sup>3</sup>The Warranty Malfunction Deductible applies to any claim for mechanical or electrical breakdown of the Insured Device or operational or structural malfunction of the Insured Device’s ability to operate due to defects in parts or workmanship, including where the capacity of an integrated rechargeable battery to hold an electrical charge is less than 80% of its original specification.

### Additional Fees that May Apply

Tier	Retail Price of the Mobile Phone	Service Request Conversion Fee	Non-Returned Equipment Fee	Locked Device Fee
1	\$0.00 - \$399.99	\$90.00	\$50.00	\$50.00
2	\$400.00 - \$799.99		\$250.00	\$250.00
3	\$800.00 - \$1699.99		\$650.00	\$650.00
4	\$1700.00 - \$3000.00		\$1,500.00	\$1,500.00

**Definitions.** (1) **“Accidental Damage Failure”** means any single, unexpected, sudden and accidental damage, including damage or accidental destruction that is externally visible and prevents the correct operation of the **Protected Device**, while the **Protected Device** is used in accordance with the manufacturer’s user guide and otherwise in accordance with ordinary usage, but does not include accumulated damage from continual or multiple events. (2) **“Apple Damage Fulfillment”** means unlimited approved Service Requests for repair or replacement fulfilled by Apple for Accidental Damage Failure. (3) **“AppleCare Services”** means (i) Technical Support; (ii) Warranty Malfunction fulfillment by Apple; and (iii) Apple Damage Fulfillment. (4) **“AppleCare Services Eligibility Period”** means the full length of Your enrollment in the Phone Protection Plan, as measured from the Effective Date, during which You are eligible to receive AppleCare Services. (5) **“Eligible Device”** means the wireless device that We have designated as eligible for service under the Phone Protection Plan Contract as set forth in the list of Eligible Devices and their device tier available from Us, which can be found at <https://protect.likewize.com/freedommobile/> or by calling 1-855-975-7794. (6) **“Enrollment Date”** means the date Your request for enrollment is received by Us or our authorized representative. (7) **“Failure”** means during the time this Contract is in effect, the occurrence of (i) Accidental Damage Failure, (ii) Loss, (iii) Theft, or (iv) Warranty Malfunction. (8) **“Lost”** or **“Loss”** means the unintentional loss of the Protected Device. (9) **“Phone Protection Plan”** means the service warranty program described in this Contract. (10) **“Protected Accessory(-ies)”** means the following Accessories used with the Eligible Device: one standard battery, one standard charger, one SD memory card and one SIM card, each as standard for the Eligible Device. (11) **“Protected Device”** means the Eligible Device owned or financed by You and actively registered on the Freedom network and for which airtime has been logged after enrollment into the Phone Protection Plan. Protected Device is limited to one Eligible Device and applicable Protected Accessory(-ies) per replacement or repair. The International Manufacturer’s Equipment Identification (IMEI) associated with Your account in the record of Freedom at the time Your protection initially becomes effective and for which airtime has been logged determines the Eligible Device that is considered a Protected Device. Any Replacement Equipment issued by us hereunder will be considered a Protected Device. (12) **“Replacement Equipment”** means a wireless device of like kind and quality with comparable features and functionality to the Protected Device that We may provide to You

in the event of a Failure of the Protected Device. **(13) “Freedom”** means Videotron Ltd., dba Freedom Mobile and its successors and assigns, with addresses at RBC Waterpark Place, 88 Queens Quay West, Suite 200, Toronto, ON. M5J 0BD. **(14) “Technical Support”** means unlimited web and technical support provided by Apple, Inc. or one or more of its affiliates (“**Apple**”). **(15) “Theft”** means the theft of the Protected Device. **(16) “Warranty Malfunction”** means hardware defects caused by mechanical or electrical breakdown or malfunction occurring during the usual and customary course of use, including where the capacity of an integrated rechargeable battery to hold an electrical charge is less than 80% of its original specification. **(17) “We,” “Us” and “Our”** mean Freedom, the company obligated under this Contract. **(18) “You” and “Your”** refers to the Freedom account holder that purchased the Phone Protection Plan.

**What is Protected.** If the Protected Device suffers a Failure during the time this Contract is in effect, We will repair or replace the Protected Device, at Our option, as described below. **Theft and lost coverage for iPhone requires you to have Find My iPhone enabled on your iPhone at the time it is lost or stolen. Find My iPhone should remain enabled and your iPhone should remain associated with your Apple ID throughout the theft or lost claim process.** If a Failure affects a Protected Accessory in conjunction with the Failure of the Protected Device, or if the Protected Device is replaced with a different model, We will also replace the Protected Accessory(ies). In the case of a replacement, Protected Devices will be replaced with a wireless device of like kind and quality with comparable features and functionality to the Protected Device. **THERE IS NO ASSURANCE, REPRESENTATION, OR WARRANTY THAT ANY REPLACEMENT EQUIPMENT WILL BE IDENTICAL OR OFFER THE SAME FUNCTIONALITIES AS THE ITEM BEING REPLACED. REPLACEMENT EQUIPMENT WILL BE NEW, REMANUFACTURED OR REFURBISHED, IN OUR SOLE DISCRETION.**

The Replacement Equipment will immediately become the new Protected Device. If We replace Your device under this Phone Protection Plan Contract, We reserve the right to take possession and ownership of Your defective or damaged Protected Device. You hereby assign to Us all rights and benefits of any manufacturer’s warranty or other ancillary coverage related to any Protected Device that We replace. We will provide a twelve **(12)** month warranty on parts and workmanship for any repaired Protected Device or Replacement Equipment. In the event that the repaired Protected Device or Your Replacement Equipment fails to function due to any defects in parts or workmanship during this twelve **(12)** month warranty period, We will repair or replace the repaired Protected Device or Replacement Equipment, in Our sole discretion, at no cost to You.

**Changes to the Device Protection Plan and Contract.** If the Protected Device is changed to another Eligible Device at any time while covered by the Phone Protection Plan, Freedom will apply the correct monthly fee for the Phone Protection Plan applicable to that device being used under Your Freedom account. We may also change the monthly charge for the Device Protection Plan, the administration of the Contract, or the terms and conditions of this Contract from time to time upon at least thirty **(30)** days written notice to You. Such notice may be provided in a Bill insert; as a message printed on Your Bill; by email; in a separate mailing; or by any other reasonable method, at Our discretion, and will clearly and legibly set out its effective date and either the new clause only, or the amended

clause and the original clause. You may refuse the amendment and rescind or cancel the Contract without cost, penalty or cancellation by sending Us a notice to that effect no later than thirty (30) days after the amendment comes into force. Your continued use of the Phone Protection Plan and payment of the charges, after such notice, constitutes Your acceptance of the changes. The Phone Protection Plan is available only to wireless device service customers of Freedom. Your participation in the Phone Protection Plan is optional and You may terminate the Contract at any time. Please refer to the Cancellation section of this Contract.

**Contract Service Period.** This Contract and the Phone Protection Plan provided hereunder is effective on the Enrollment Date and continue from month to month until terminated by You or by Us in accordance with the Cancellation section of this Contract and subject to the Service Limits section of this Contract.

**Charges.** You agree to pay the amounts owed under this Contract shown on Your Freedom Bill for wireless service each month when invoiced by Freedom on the same terms and conditions as set forth under Your Freedom services agreement. Applicable Processing Fees, non-protected failure charges, Service Request Conversion Fees, Locked Device Fees, shipping and restocking charges, taxes, and regulatory surcharges and assessments, if any, may apply prior to fulfilling Your approved Service Request (defined below). FREEDOM reserves the right to charge applicable fees for the Phone Protection Plan in the event the Protected Device changes. Charges and/or additional fees may be found at <https://protect.likewise.com/FREEDOM/>.

**To Obtain Service.** In the event of a Failure of a Protected Device, You may file a service request by calling 1-855-975-7794 or online at <https://protect.likewise.com/freedommobile/> (“**Service Request**”). If Your Protected Equipment experiences a Warranty Malfunction, or Accidental Damage Failure, You may also file a Service Request via [getsupport.apple.com](https://getsupport.apple.com) or by calling 1-800-263-3394. You may file a Service Request pursuant to AppleCare Services for Accidental Damage Failure and/or Warranty Malfunction at any time during the AppleCare Services Eligibility Period. All Accidental Damage Failure Service Requests You file during the AppleCare Services Eligibility Period will be fulfilled pursuant to Apple Damage Fulfillment. If Your Service Request is approved, We will offer you Replacement Equipment or a repair of Your Protected Device (if available, as determined by Us). For repairs, You may mail-in Your Protected Device, or may choose to visit an authorized repair location (if available in Your area, as determined by Us), or an authorized repair technician may come to a location of Your selection (if available in Your area, as determined by Us). Additional information on repair is available at <https://protect.likewise.com/freedommobile/> . We are not responsible for any loss of data, personal or otherwise, on Your Protected Device that may occur during the repair process. In the event a Service Request for Screen Break Only is determined to require an All Other Damage repair, you will be required to pay a Service Request Conversion Fee. The Service Request Conversion Fee is the difference between the applicable Repair Processing Fee for Screen Break Only that You paid and the applicable Repair Processing Fee for All Other Damage. If You elect not to pay the Service Request Conversion Fee, the Protected Device will not be repaired and will be returned to You by mail if You originally mailed in Your Protected Device, or will be made available to You for collection at the location You originally dropped it off at, and the Processing Fee You paid will be refunded to You. If You do not collect Your Protected

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Device within thirty (30) days from the date You are first notified that Protected Device is available for collection, after that time, We will return the Protected Device to You by mail. If you have a Protected Device that is not repairable, a device that is ineligible for repair, there is not an authorized repair location or technician available, or We determine that a replacement is necessary, We will contact You informing You that a Replacement Device will be provided to You. For Replacement Devices, We will ship the Replacement Device the next business day, where and when available. We may provide You with the option to receive the Replacement Equipment the same day Your Service Request is completed for an additional fee, where and when available, in Our sole discretion. WE MAY REQUIRE, AS A CONDITION OF APPROVAL OF YOUR SERVICE REQUEST, THAT YOU PROVIDE PROOF OF PURCHASE OR FINANCING FOR THE PROTECTED DEVICE AND/OR YOUR GOVERNMENT ISSUED PHOTO I.D. OR OTHER DOCUMENTATION OR INFORMATION AS REASONABLY NECESSARY TO ESTABLISH YOUR RIGHT TO SERVICE WITHIN SIXTY (60) DAYS FROM THE DATE OF THE REQUEST. We also retain the right to inspect the Protected Device (except in cases of Loss or Theft) as a condition of approval of Your Service Request.

**Processing Fees.** A nonrefundable Processing Fee, plus applicable taxes, applies to each approved Service Request; except that You may file—at no cost to You—up to one (1) Service Request for repair of iPhone glass breakage only (with no other defects or evidence of Failure present) (iPad excluded). The Processing Fee will be collected from you prior to fulfilling Your approved Service Request. If the Protected Device has additional damage or Failure(s) beyond glass breakage, You will be charged the applicable Processing Fee. Prepaid credit cards may not be used to pay Your applicable Processing Fee. A complete list of Eligible Devices and their device tier are available at <https://protect.likewize.com/freedommobile/> or by calling 1-855-975-7794.

**Service Limits.** We will cover the cost to replace the Protected Device up to a maximum of **\$3,000.00**, inclusive of a \$500 per Service Request limit for Protected Accessories, per Service Request depending on the tier of Your Protected Device. Beginning on the Enrollment Date, this Phone Protection Plan Contract will cover unlimited replacements and/or repairs of the Protected Device caused by Accidental Damage Failure, and **one** (1) Loss or Theft claims within a 12 month period. Warranty Malfunction Service Requests filed during the AppleCare Services Eligibility Period are unlimited. For Service Requests that are fulfilled with Replacement Equipment or the Protected Device has been mailed for repair, the fulfillment date is the date on which the Replacement Equipment or repaired Protected Device is shipped to You. For Service Requests that are fulfilled at an authorized repair location or repaired by an authorized repair technician, the fulfillment date is the date which the Repaired Protected Device is made available to You for collection. If You meet the service limits set forth in this section during any rolling twelve (12) month period during the AppleCare Services Eligibility Period, Your enrollment in the Phone Protection Plan will continue and you will remain eligible for Technical Support until otherwise cancelled in accordance with the Cancellation section of this Contract.

**Return of Replaced Protected Devices/Non-Return Fee.** A Protected Device that is approved for replacement, other than a Protected Device replaced due to Loss or Theft, must be returned to Us at in the return mailer included with Your Replacement Equipment within thirty (30) days. We will cover the cost of shipping. The Protected Device We replace becomes property of Freedom and You hereby assign to Us all rights and

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benefits of any manufacturer's warranty or other ancillary coverage relating to any Protected Device that We replace. If We do not receive Your original equipment within thirty (30) days, You will be charged a Non-Returned Equipment Fee up to **\$1,500.00** plus applicable taxes. The Non-Returned Equipment Fee will be charged to the credit card We have on file for You, or may be included on Your monthly Bill, in Our sole discretion. If We provide Replacement Equipment to You as a result of the Loss or Theft of Your Protected Device and You later find or recover the Protected Device, You must return it to Us as directed in this Contract. Call 1-855-975-7794 to request a prepaid return mailer.

**Locked Device Fee.** If You file a Service Request for any Failure for any reason other than Loss or Theft, We will ask You at the time You file Your Service Request to disable any locking feature on Your Protected Device. We will not process Your Service Request until You provide affirmative verification that such locking feature has been disabled. If You return Your Protected Device with the locking feature enabled, We will charge a Locked Device Fee (as indicated above) to the credit card We have on file for You. **YOU MAY AVOID THIS FEE BY DISABLING THE LOCKING FEATURE ON YOUR PROTECTED DEVICE AT THE TIME YOU FILE YOUR SERVICE REQUEST.**

**What is not Protected.**

The Device Protection Plan does not protect the following:

(1) incidental or consequential damages, unforeseen and unforeseeable damages at the time of this Contract, or indirect damages where the failure to perform the obligation does not result from Our intentional or gross fault; (2) failures caused by war, revolution, acts of public enemy or terrorist, labour difficulties, including without limitation, strikes, slowdowns, picketing or boycotts, civil commotion, embargo, acts or government, or military authority; (3) abuse, misuse, or intentional acts; (4) pre-existing Failures of the Protected Device occurring before the time it was established as the Protected Device; (5) changes or enhancement in colour, texture, finish, expansion, contraction, or any cosmetic damage to Protected Device however caused, including, but not limited to, scratches and marring, that do not affect the mechanical or electrical function of the Protected Device; or (6) Failure of the Protected Device caused by computer viruses or similar unauthorized intrusive codes or programming. Further, the Protected Device does not include and the Phone Protection Plan does not protect: (1) Contraband or property in the course of illegal transportation or trade; (2) property in transit to You from anyone other than Us; (3) routine maintenance and consumable items, such as batteries (one standard battery will be provided with Replacement Equipment if the Replacement Equipment is a different model than the Protected Device or if the battery was part of the Failure to the Protected Device); (4) antennas, unless there is also a Failure of the Protected Device; or (5) any accessories (unless otherwise covered as a Protected Accessory when part of a Failure to the Protected Device), including but not limited to colour face plates, personalized data, or customized software, such as personal information managers (PIMs), ring tones, games, or screen savers.

**Cancellation.** You may terminate this Contract at any time for any reason by contacting Freedom at 1-877-946-3184. We may terminate this Contract immediately if You default on Your obligations. We may terminate this Contract for any other reason by notifying You in writing at least thirty (30) days prior to the effective date of cancellation. If You or We terminate this Contract within thirty (30) days from Your receipt of this Contract and You have not received a fulfilled Service Request, You will receive a full refund of the of the

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monthly service fee. If You or We terminate this Contract after thirty (30) days following the Enrollment Date, cancellation will be effective on your next billing date, unless otherwise indicated. We will discontinue all monthly charges for the Plan as of the effective date of cancellation. Any termination and cancellation of Your wireless service with Freedom for any reason constitutes cancellation of this Contract by You, subject to the terms and conditions of this Contract.

**Electronic Delivery.** You expressly and knowingly agree and consent to permit Us (including any third party vendor, or representative through which we provide services under this Contract) to make disclosures and provide notices to You by bill message, text message, letter or e-mail, or any other method in accordance with Your Freedom Terms of Service.

**Service Contract.** This Contract is a contract between You and Us that provides the specified services outlined herein. This contract is not an insurance policy and provides no insurance coverage or insurance benefits to You.

**Limits of Liability.** In the event of any error, omission or failure by Us or Our agents or service providers with respect to the Phone Protection Plan Contract or the services provided by Us or Our agents or service providers hereunder, Our RESPONSIBILITY AND LIABILITY AND THAT OF OUR AGENTS OR SERVICE PROVIDERS SHALL BE LIMITED TO THE CHARGES ACTUALLY PAID BY YOU FOR THE PHONE PROTECTION PLAN CONTRACT (BUT NO MORE THAN THE LAST TWELVE (12) MONTHLY CHARGES YOU PAID FOR THE PHONE PROTECTION PLAN CONTRACT). THIS IS YOUR SOLE REMEDY FOR ANY ERRORS, OMISSIONS OR FAILURE OF US OR OUR AGENTS' OR SERVICE PROVIDERS' PERFORMANCE. FURTHER, UNDER NO CIRCUMSTANCES SHALL WE OR OUR AGENTS OR SERVICE PROVIDERS BE LIABLE FOR ECONOMIC LOSSES, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES (EVEN IF WE OR OUR AGENTS OR SERVICE PROVIDERS HAVE BEEN ADVISED OF OR HAVE FORESEEN THE POSSIBILITY OF SUCH DAMAGES) ARISING FROM THE PHONE PROTECTION PLAN CONTRACT OR OUR AGENTS' OR SERVICE PROVIDERS' PERFORMANCE UNDER THE PHONE PROTECTION PLAN CONTRACT, OR UNDER ANY PROVISION OF THIS CONTRACT, SUCH AS, BUT NOT LIMITED TO, LOSS OF REVENUE OR ANTICIPATED PROFITS OR LOST BUSINESS. EXCEPT AS OTHERWISE EXPRESSLY STATED IN THIS CONTRACT, WE HEREBY SPECIFICALLY DISCLAIM ANY AND ALL CONDITIONS, REPRESENTATIONS OR WARRANTIES, STATUTORY, EXPRESS OR IMPLIED, REGARDING THE DEVICE PROTECTION PLAN CONTRACT AND SERVICES TO BE PROVIDED HEREUNDER BY US AND OUR AGENTS OR SERVICE PROVIDERS, INCLUDING ANY IMPLIED WARRANTY OF TITLE, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND IMPLIED WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE.

**Force Majeure.** We have no responsibility for delays or failures due to acts of God, fire, flood, explosion, war, revolution, acts of public enemy or terrorist, labour difficulties, including without limitation strikes, slowdowns, picketing or boycotts, civil commotion, embargo, acts of government in, military authority, or the elements, or other causes beyond our reasonable control, and in such event We may cancel this Contract and the Phone Protection Plan Contract immediately.

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**Prohibitions on Transfer and Abuse of the Phone Protection Plan Contract.**

This Phone Protection Plan is for Your use only. This Contract is only transferable by Freedom to any other person. Wireless devices owned or leased by anyone other than You will not be considered a Protected Device. Any abuse of the Phone Protection Plan by You, including but not limited to seeking replacement of a wireless device not belonging to You, may result in termination of this Contract upon notice.

**Concealment, Misrepresentation of Fraud.** The Phone Protection Plan provided by this Contract is void if You commit fraud or intentionally conceal or misrepresent a material fact concerning this Contract, the Protected Device, Your interest in the Protected Device, or a Service Request under this Contract.

**Data Privacy.** As part of the services offered to You pursuant to this Contract, Freedom may collect, use, and disclose personal information about You for the purposes of establishing, managing, and maintaining our relationship in accordance with Freedom's privacy policy, available at <https://www.freedommobile.ca/en-CA/privacy-policy> Your information may be shared with Our service providers and with other third parties that are located in countries outside of Canada, in accordance with Freedom's privacy policy.