

ACTIVATE YOUR DEVICE TODAY



INSTALL SIM CARD

Keeping Your Existing SIM Card:

Move your existing SIM card from your old phone into your new phone and turn it on.

New SIM Card:

Slide your new SIM card into your phone.

Note: Refer to your device's user manual to properly remove or install your SIM card.



For Additional Assistance with the activation process, please call your service provider.

PC Mobile (postpaid) – 1-855-660-3355

Telus – 1-866-771-9666

Koodo – 1-866-995-6636

Bell – 1-888-466-2453

Virgin – 1-888-999-2321

Bell MTS – 1-800-883-2054

Rogers – 1-855-381-7834

Fido – 1-888-481-3436

ChatR – 1-800-485-9745

PC mobile (prepaid) – 1-877-284-6361

likewise.

Formerly
known as



Brightstar

READY, SET, GO!

Return Your Old Device:

- Make sure to remove your SIM card and delete any personal data. Refer to your device's user manual to backup and delete data.
- **iPhone users:** Please disable the 'Find My iPhone' app on your nonfunctioning device or remove from your iTunes account before returning it to avoid a locked device fee. Failure to disable the 'Find My iPhone' lock on your device could result in up to \$275 in equipment and processing fees.
- Please place your broken device into the provided return envelope, attach the included shipping label and drop the sealed envelope in any Canada Post mailbox.
- Failure to return the device within 30 days may result in up to \$275 in equipment and processing fees.
- Please do NOT return any accessories.

Important Note: Device Protection will appear as the payee on the banking or credit statement by which you paid your replacement service fee. This will appear on your next statement.

About Your Replacement:

- Your replacement device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call 1-844-225-6333 to report the non-functioning device. Upon approval, you'll be shipped a new replacement.
- Please keep the original box, packaging materials and all paperwork in a safe place. In the event that you experience problems with your replacement device, you'll need these items for future exchanges.

QUESTIONS ABOUT YOUR CLAIM?

Call Customer Care
1-844-225-6333

THE **MOBILE** SHOP™
DEVICE PROTECTION PLAN