

## FAQs

### What determines if the repair option is available?

Location, device make/model, type of damage, and repair or replacement part availability can influence the choices of replacement vs. repair. For example, brand new models may not be available for repair right away, and certain types of damage such as liquid damage may not be eligible for repair.

### How soon will I receive my replacement?

If your replacement service request is approved, your replacement will be shipped to you within 2 to 10 business days in Canada. You can also get it sooner on the weekend for an additional fee.

### What if there's not a repair location near me, but I don't want to replace my device?

Don't worry, we have repair partners who accept devices via mail. We will send you a prepaid label, all you need to do is package your device and drop it in a Canada Post mail box. It will be repaired and returned to you within 3 to 5 business days after we've received it.

### What happens if I have an issue with my device after repair?

All repair work is guaranteed for 90-days. Simply call Brightstar at [1-855-562-1955](tel:1-855-562-1955) or go online to file your repair warranty service request.

### How will I be charged?

When you enroll in the program, you'll be charged a prorated amount on your credit card based on the date of purchase to the end of the month. The monthly program service fee will be charged directly to the same credit card on the first of each month.

### How many service requests can I submit per year?

Your program will cover up to a total of 2 fulfillments (replacement or repair) within a rolling 12-month period for any incident or failure covered under the terms and conditions. Replacements processed under the manufacturer's warranty do not count towards your service limit.

### What kind of replacement device will I receive?

Your replacement will be new or reconditioned. Reconditioned devices look and function like new, with a 90-day replacement warranty. If the exact make and model of your device is not available, your replacement will be of like kind and quality, or better.

### What's not covered?

While our plan covers an impressive range of incidents, there are a few exceptions. Any normal wear and tear or pre-existing damage is not covered. Other exclusions may apply. You can refer to your plan's terms and conditions for all the details. You can also call us at [1-855-562-1955](tel:1-855-562-1955) and we will gladly answer any questions you may have.

### Can I cancel my coverage?

Mobile Protection Plan covers your device for as long as you pay your monthly program service fee. Should you decide to cancel your plan, you may do so by calling us at [1-855-562-1955](tel:1-855-562-1955).

## DEVICE IDENTIFICATION NUMBERS

Write down your unique device identification numbers here for easy reference. These numbers will be handy if you need to submit a service request.

Mobile Phone Number \_\_\_\_\_

ESN / IMEI \_\_\_\_\_

# MOBILE PROTECTION PLAN



## HELP? QUESTIONS?

1-855-562-1955 or [Mobileprotection.brightstarprotect.com](http://Mobileprotection.brightstarprotect.com)

«WIRELESSWAVE»™

## WORRY-FREE REPAIRS AND REPLACEMENTS

We know it's especially tough when accidents happen. We want to change that! Mobile Protection Plan (MPP) gives you peace of mind, protecting you against a wide range of incidents. Your coverage includes: malfunctions (after the manufacturer's warranty expires), and physical and liquid damage.

## EASY ENROLLMENT

Sign up for Mobile Protection Plan when you purchase your new device and coverage starts immediately.

## SIMPLE SERVICE REQUESTS

Simply call 1-855-562-1955 or go online at [mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com) to report your non-functioning device within 60-days of incident. Once your service request is approved, pay the applicable service fee based on your fulfillment choice of repair or replacement. You'll be up and running in no time with the ability to repair or replace your device, dependent on the incident.

## PROGRAM FEES

Retail Price of Your Device	\$0-\$499.99	\$500-\$749.99	\$750-\$1,099.99	\$1,100-\$1,699.99	\$1,700 & Higher
Monthly Program Service Fee <sup>†</sup> *	<b>\$7.99</b>	<b>\$8.99</b>	<b>\$9.99</b>	<b>\$11.99</b>	<b>\$12.99</b>
Repair Service Fee	\$49	\$69	\$79	\$99	\$199
Replacement Service Fee	\$49	\$99	\$149	\$249	\$449
Non-Return Device Fee	\$100	\$400	\$400	\$500	\$500
Locked Device Fee	\$100	\$400	\$400	\$500	\$500

<sup>†</sup> Taxes not included.

\* For full terms and conditions visit [www.Mobileprotection.brightstarprotect.com](http://www.Mobileprotection.brightstarprotect.com)

## HOW DO I SUBMIT A SERVICE REQUEST?

- 1** Call **1-855-562-1955** or file online at **[mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com)**.
- 2** Provide the phone number associated with the account, model and unique serial number (called ESN or IMEI), as well as a detailed description of the incident or issue.
- 3** Pay the applicable service fee for either repair or replacement.
- 4** Once approved, if repair is an option, you can choose from multiple methods (based on device and location). If you choose to replace your device, then a replacement device will be sent to you.
- 5** If you had your device replaced, return your non-functioning device using the prepaid return package provided.