

# FAQs

## 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 failure covered under the terms and conditions. Replacements processed under the manufacturer's warranty do not count towards your service limit.

## What determines if the repair option is available?

Location, device make/model, and part availability can influence the choice of replacement vs. repair. For example, brand new models may not be available for repair right away.

## 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.

## 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 isn't 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'll send you a prepaid label and all you need to do is package your device and drop it in a Canada Post mailbox. 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 repaired or replaced device?

Repaired and replaced devices come with a 90-day warranty. Simply go online or call **1-855-562-1955** to file a warranty service request if your device malfunctions during this time.

## What's not covered?

Please refer to your plan's terms and conditions for all the details and give us a call at **1-855-562-1955** for any questions.

## 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**.

## DEVICE IDENTIFICATION NUMBERS

Write down your unique device identification numbers here for quick reference. You'll need these when submitting your service request.

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

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

# MOBILE PROTECTION PLAN



HELP? QUESTIONS?

1-855-562-1955 or [protect.likewise.com/mobileprotection](https://protect.likewise.com/mobileprotection).

## WORRY-FREE REPAIRS AND REPLACEMENTS

You always need a working device, and the Mobile Protection Plan (MPP) does just that by repairing or replacing it if there's a mechanical or electrical malfunction after the manufacturer's warranty expires.

## EASY ENROLLMENT

Simply sign up for Mobile Protection Plan when you purchase your new device.

## SIMPLE SERVICE REQUESTS

Just call **1-855-562-1955** or go online at **protect.likewise.com/mobileprotection** within 60-days of failure to report your non-functioning device. Once your service request is approved, pay the applicable service fee and we'll arrange for you to have your device repaired or replaced based on your fulfillment choice.

## PROGRAM FEES

Retail Price of Your Device	\$0 - \$499.99	\$500 - \$749.99	\$750 - \$1099.99	\$1100 - \$1699.99	\$1700 & Higher
<b>Monthly Program Service Fee<sup>†</sup>*</b>	<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	\$69	\$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 [protect.likewise.com/mobileprotection](https://protect.likewise.com/mobileprotection).

## HOW DO I SUBMIT A SERVICE REQUEST?

- 1** Call **1-855-562-1955** or file online at [protect.likewise.com/mobileprotection](https://protect.likewise.com/mobileprotection).
- 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 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.

