

All capitalized terms not defined in this document are defined in the Service Warranty Terms and Conditions and Insurance Policy (if applicable), which can be found at [mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com).

## SUMMARY

### Plan Protection

Mobile Protection Plan Plus featuring AppleCare Services (the "Plan") is offered by GLENTEL Inc. ("GLENTEL"). The Plan protects Lost, Stolen, Accidental Damage, and Warranty Malfunction during the time You are enrolled in the Plan, in accordance with the Plan.

Find my must be enabled on your device at the time it is lost or stolen.

### Plan Fees

The Monthly Subscriber Fee and Service Request Processing Fees are based on the retail value (at the time of enrollment into the Plan) of the model of Your Eligible Wireless Product. Visit [mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com) for a full list of Plan fees. The Monthly Subscriber Fee is due in advance each month and will be charged by the Plan Administrator to the payment method You have provided on a monthly basis. The Processing Fee is payable per Service Request and is non-refundable as are other fees defined in the Plan Contract.

### Term Period

Your protection begins immediately upon enrollment of a new Apple device in the Plan.

### Plan Protection Limitations

\$3,000 per Service Request (inclusive of Protected Accessories). You are eligible to receive a total of three (3) approved Service Requests of Protected Equipment, two (2) of which may be for Accidental Damage and one (1) of which may be for Lost or Stolen during any rolling 12-month period, beginning on the date You filed Your first approved Service Request with Us. Warranty Malfunction Service Requests filed do not count towards the Service Request limit. Repairs and Replacements will be Apple certified.

To submit a Service Request, visit [mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com) or call 1-855-562-1955.

### What's Not Protected

Normal wear and tear, pre-existing flaws, non-accidental or cosmetic damage are not protected. Other exclusions apply. Refer to the full Service Warranty Terms and Conditions of the Plan (and insurance policy if applicable) for a full list of what is and is not protected available at [Mobileprotection.brightstarprotect.com](http://Mobileprotection.brightstarprotect.com).

### Plan Provider

In all provinces other than Manitoba and Saskatchewan, the Plan is provided by GLENTEL pursuant to a service contract. In Manitoba and Saskatchewan, protection for Warranty Malfunction is provided by GLENTEL pursuant to a

service contract and protection for Lost, Stolen, and Accidental Damage is underwritten by AIG Insurance Company of Canada (120 Bremner Blvd., Suite 2200, Toronto, Ontario M5J 0A8 416-596-3000) pursuant to an insurance policy. The insurance portion of your protection is a contract between you and AIG Insurance Company of Canada and not Brightstar or GLENTEL. GLENTEL, Brightstar, and third parties who offer the Plan may receive compensation or other consideration for offering the Plan.

### Plan Administrator

The Plan is administered on behalf of GLENTEL by Brightstar Device Protection, Ltd. ("Brightstar").

### OTHER MATERIAL DISCLOSURES

This brochure contains a summary of information regarding the Plan and is not a full and complete set of terms and conditions. Some provisions may differ by province based upon applicable provincial law. PLEASE READ THE COMPLETE SERVICE WARRANTY TERMS AND CONDITIONS (AND INSURANCE POLICY IF APPLICABLE) CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT PROTECTED. For more information or to obtain a complete copy of the Plan Contract, including Service Warranty Terms and Conditions, (and insurance policy if applicable) visit [mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com) or call 1-855-562-1955.

You are not required to enroll in the Plan in order to purchase products or Services from GLENTEL. The protection provided under the Plan may duplicate other sources of protection.

You may cancel Your enrollment in the Plan at any time by calling 1-855-562-1955 during normal business hours. You may receive a refund upon cancellation in accordance with the Plan Contract and applicable law.

Digital communications: If You have or in the future provide Your email, phone number or other electronic address to GLENTEL or Brightstar, We may communicate Plan information and legal notices with you through electronic means.

By enrolling in the Plan, You authorize GLENTEL or Brightstar on behalf of GLENTEL to: (i) collect, use, and communicate Your personal information as necessary for the purposes of providing this Plan and maintaining Our business relationship with You, including to ensure that We have up-to-date contact information for You and to protect You and Us from errors and fraud; and (ii) charge the payment account that You have selected for the purposes of paying Your Monthly Subscriber Fees and any other charges that You may become responsible for under the Plan. Your authorization includes authorization for GLENTEL or Brightstar to charge any replacement card that Your financial institution may issue. The expiry of a payment card will not result in the cancellation of Your Plan Contract or relieve You of any payment obligation You may have under Your Plan Contract. You must notify Us of any change to Your selected payment method, otherwise We reserve the right to cancel Your Plan Contract.

# MOBILE PROTECTION PLAN + featuring AppleCare Services



iPhone 12

## WORRY-FREE PROTECTION FOR YOUR IPHONE AND IPAD

We know the inconvenience that comes with a lost or damaged device, not to mention the time and expense it takes to replace it. That's why we've partnered with Apple to bring you a protection plan designed for iPhone and iPad customers – **Mobile Protection Plan Plus featuring AppleCare Services**. It protects against Lost, Stolen, Accidental Damage (including liquid damage), and Warranty Malfunctions.

### HOW IT WORKS

Sign up for **Mobile Protection Plan Plus featuring AppleCare Services** when you purchase your new device and protection starts immediately.

During the time you are enrolled in the Plan, you'll enjoy service and support direct from Apple. That means 24/7 priority access to Apple experts, Apple-certified repair or replacement, and service at Apple Stores and Apple Authorized Service Providers.

### REPAIRS AND REPLACEMENTS YOU CAN COUNT ON

If something happens to your device, there are flexible options to get it repaired or replaced.

You are eligible to receive 3 approved Service Requests in a rolling 12-month period, 2 of which may be for Accidental Damage and 1 of which may be for Lost or Stolen. Warranty Malfunction Service Requests performed during this period do not count towards this limit. All repairs and replacements will be Apple certified.

## PLAN FEES<sup>†</sup>

Retail Price of Your Device	\$0 – \$749.99	\$750 – \$1,099.99	\$1,100 – \$1,699.99	\$1,700 & Higher
<b>Monthly Subscriber Fee</b>	<b>\$11.99</b>	<b>\$13.99</b>	<b>\$16.99</b>	<b>\$18.99</b>
iPhone Repair Processing Fee (iPhone screen only)	\$39	\$39	\$39	\$39
iPhone Repair Processing Fee (All other damage)	\$129	\$129	\$129	\$129
iPad Repair Processing Fee (Screens and all other damage)	\$49	\$49	\$49	\$49
Lost/Stolen Replacement Processing Fee	\$199	\$249	\$399	\$599

<sup>†</sup>Taxes not included. Other fees you may be subject to include a Non-Return Equipment Fee if you fail to return your damaged or malfunctioning device to us, or a Locked Device Fee if you return your device to us with Find my enabled, up to the amount of the unsubsidized, new retail price of the enrolled device at the time of enrollment. A No Trouble Found Fee of \$100 may be charged if you are approved for a Service Request and no trouble is found with the device you return to us or bring in for repair. A Service Request Conversion Fee may be charged if you pay the screen only Repair Processing Fee and other damage is found or if you pay a Repair Processing Fee and the device is replaced. There is a \$0 Processing Fee for Warranty Malfunction Service Requests. Find my must be enabled on your device at the time it is lost or stolen.

## HOW DO I GET HELP?

### For Warranty Malfunction and Accidental Damage Service Requests:

- 1 The best place to start is [getsupport.apple.com](https://getsupport.apple.com). Just answer a few questions and you'll be presented with options to help resolve your issue.
- 2 Go to [locate.apple.com](https://locate.apple.com) to find an Apple Store or Apple Authorized Service Provider near you.
- 3 Call **1-800-APL-CARE** to speak directly to an AppleCare Advisor.
- 4 Pay any applicable Processing Fee.
- 5 Follow the directions provided to get your device repaired or replaced.

### For all Lost or Stolen Service Requests

- 1 Visit [Mobileprotection.brightstarprotect.com](https://mobileprotection.brightstarprotect.com) or call **1-855-562-1955**.
- 2 Provide information about your protected device and details about what happened.
- 3 Pay the applicable Processing Fee.
- 4 Follow the directions provided to get your device repaired or replaced.
- 5 If your device was damaged and you receive a replacement, return the damaged device to Brightstar using the prepaid packaging provided.

You must file these Service Requests within 60 days from the Failure date.