

# FAQs

## How soon will I receive my replacement?

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

## 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 2 replacements 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 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 also do so at any time by calling us at 1-855-562-1955.

For full terms and conditions visit  
[mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com)

### 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 \_\_\_\_\_

### Help? Questions?

1-855-562-1955

OR

[mobileprotection.brightstarprotect.com](http://mobileprotection.brightstarprotect.com)

**T**booth  
wireless

Mobile  
Protection  
Plan+



## Worry-free replacements

Damaging your mobile device is stressful enough, but getting it replaced can be expensive and time consuming. We know it's especially tough when accidents happen. We want to change that! Mobile Protection Plan+ gives you peace of mind, protecting you against a wide range of incidents. Your coverage includes: loss, theft, malfunction (after the manufacturer's warranty), 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 to report your missing or non-functioning device. Once your service request is approved, pay the replacement service fee and we'll send you a replacement device that's yours to keep. Then ship us your non-functioning device when you receive your replacement, and your request is complete.

|  | Manufacturer's Warranty (1 YEAR) | Devices*       | Devices and Tablets* | Devices and Tablets* (ADVANCED) | iPhone and iPad  | iPhone and iPad (ADVANCED) |
|--|----------------------------------|----------------|----------------------|---------------------------------|------------------|----------------------------|
| Retail Price of Your Device              | —                                | \$0 - \$349.99 | \$350 - \$549.99     | \$550 - \$1,500                 | \$450 - \$749.99 | \$750 - \$1,500            |
| Monthly Program Service Fee <sup>†</sup> | —                                | \$9.99         | \$9.99               | \$11.99                         | \$11.99          | \$11.99                    |
| Replacement Service Fee                  | —                                | \$49.00        | \$99.00              | \$149.00                        | \$149.00         | \$199.00                   |
| <b>SAVINGS*</b>                          | —                                | <b>\$180</b>   | <b>\$330</b>         | <b>\$1,200</b>                  | <b>\$450</b>     | <b>\$1,100</b>             |
| Physical Damage                          | —                                | ✓              | ✓                    | ✓                               | ✓                | ✓                          |
| Cracked Screen                           | —                                | ✓              | ✓                    | ✓                               | ✓                | ✓                          |
| Cracked Casing                           | —                                | ✓              | ✓                    | ✓                               | ✓                | ✓                          |
| Water and Liquid Damage                  | —                                | ✓              | ✓                    | ✓                               | ✓                | ✓                          |
| Mechanical Malfunction                   | ✓                                | ✓              | ✓                    | ✓                               | ✓                | ✓                          |
| Loss or Theft                            | —                                | ✓              | ✓                    | ✓                               | ✓                | ✓                          |

\* Based on non-contract, unsubsidized new retail price of the device. Savings claim is based on replacing only one approved service request within a rolling 12-month period. Savings are estimated and change based on device price. Devices are non-Apple products.

<sup>†</sup> Taxes not included.

Note: Devices that are deemed defective within the first year may be repaired under the manufacturer's warranty.

## How it works

1

Call **1-855-562-1955** or file online at **mobileprotection.brightstarprotect.com**

2

Provide your device number, model and unique serial number (called ESN or IMEI), as well as a detailed description of the incident or issue.

3

Pay the replacement service fee.

4

Once approved, your replacement device will be shipped to you within **2-10 business days**.

5

Return your non-functioning device using the pre-paid return package provided.