



Device Protection Plans

| Premium Device Protection | Device Protection Lite |
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| Enjoy a whole new level of protection with Premium Device Protection , the plan that includes your first screen break repair at absolutely no extra cost. \$13 /mo Screen repair: First broken screen repaired at absolutely no extra cost . Device replacement: Accidental damage, out-of-warranty defects, loss or theft. Device repair: Accidental damage, out-of-warranty defects. | Get protection for accidental damage and out of warranty defects with convenient repair options. \$9 /mo Device repair: Accidental damage, out-of-warranty defects. |

To get one of our device protection plans, simply call or visit a retail location near you within 45 days of your new activation or upgrade. Of course, you can cancel at any time. Service requests must be submitted within 60 days of failure date.

Free Screen Repair (only with Premium Device Protection)

Cracked or damaged screen?
No problem!

As long as there's no other damage to your device, we'll repair your first cracked or broken screen for no processing fees.

- This \$0 repair processing fee is part of your maximum of two fulfilled service requests during any 12 month period.
- If there is additional damage, the processing fee will apply for repair or replacement.
- You can choose from Mail-in or Walk-in repair service, or call for a Mobile Repair technician (conditions may apply).

Device Replacement (only with Premium Device Protection)

If for any reason your device gets lost, stolen, damaged physically or by liquid, or has any other problems your warranty may not cover², you'll get a comparable replacement.

- You can count on us that your replacement will either be new, or a refurbished version of the same or a comparable model.
- Note that your protected device is eligible for a maximum of two fulfilled replacement requests every 12 months.³
- Each replacement will be subject to a processing fee of \$100 - \$400 depending on the tier of the device being replaced.⁴



Device Repair

(Available with all plans)




Rest assured, we want to repair your device if it's damaged physically, or has any other problems your warranty may not protect.

If however, the device's problem is irreparable, we'll give you a comparable replacement that is either new, or a refurbished version of the same or a comparable model.⁴

- Your protected device is eligible for a maximum of two fulfilled service requests during any 12 month period.³ Every repair will be subject to a repair processing fee of \$30 - \$175 depending on the tier of the device being repaired.⁴

Visit rogers.com/servicerequest to check out the list of replacement and repair processing fees by device tier.

Available Repair Options

| Mail In | Walk in to repair location | Mobile technician on-site visit |
|---|---|---|
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Options available dependent on device, location and damage type. Available options provided at time of service request submission.¹

PLUS

We'll honour your manufacturer's warranty.

As always, with any Device Protection coverage, if you're still within the manufacturer's warranty period (within the first year of purchase) and your wireless device stops working, bring it to us in store and we'll take a look. If it's still covered under the manufacturer's warranty, we'll take care of getting it fixed for you.

Accidents happen.
Get a Device Protection Plan today!

For full details visit rogers.com/protection

To enroll visit a Rogers store or call 1-888-ROGERS1



Offer subject to change without notice. Taxes extra. Full program terms and conditions available at rogers.com/servicerequest. This brochure is applicable to Device Protection plans offered in all provinces except Quebec, Manitoba and Saskatchewan; please refer to the applicable plan brochure for those provinces. Rogers pay as you go devices not eligible. 1. Device Protection applies only to the device in use on the enrolled mobile number at time of failures. Applicable fees are determined by device in use on your protected mobile number and may be adjusted to applicable rate if a different device is activated on your mobile number. Failures due to defects in material and workmanship during manufacturer's warranty period not protected; service requests during manufacturer's warranty period must be submitted through the Rogers manufacturer warranty support programs. Device Protection plans are month-to-month contracts that continue until cancelled by you or Rogers. Repair options available only if device is repairable and depends on your location, device and type of damage. Certain failures not protected, including: indirect damages; misuse or intentional acts; pre-existing failures; cosmetic damages that don't affect function; damage caused by viruses or unauthorized programming. See full list in program terms and conditions available at rogers.com/servicerequest. 2. We will cover the cost to replace the protected device up to a maximum of \$2,300, inclusive of a \$500 per service request limit for protected accessories, per service request depending on the tier of your protected device. If we do not receive your original device within 30 days, or if you return your original device with a locking feature enabled, you will be charged a non-returned equipment fee or locked device fee (as applicable) up to \$800.00. If we provide replacement equipment to you as a result of the loss or theft of your protected device and you later recover the protected device, you must return it to us as directed in the terms and conditions. Call 1-866-877-3887 to request a prepaid return mailer. 3. We'll provide up to 2 fulfilled service requests during any twelve-month period, beginning on the date that the first approved service request is fulfilled. 4. The non-refundable processing fee depends on your device tier and will be collected from you prior to fulfilling your approved service request. A service request conversion fee (applicable to Premium Device Protection) is the difference between the repair processing fee and the replacement processing fee, and will be charged in instances where the device cannot be repaired and you elect to have it replaced. Device tier is determined by the non-subsidized, non-discounted manufacturer's suggested retail price of the device at the time of enrollment. A complete list of device tiers available at rogers.com/servicerequest. File a service request online at rogers.com/servicerequest or call 1-855-877-3887.