

# ACTIVATE YOUR DEVICE TODAY

## Install Your SIM Card

### Keeping Your Existing SIM Card:

If keeping your existing SIM card, move the card from your old phone to your new phone and turn it on.



### New SIM card:

If installing a new SIM card, slide your new SIM card into your phone and then call 1-800-SASKTEL to complete the activation process.



**Note:** Refer to your device's user manual to properly remove or install your SIM card.

## Having Issues?

If you have issues activating your replacement device, please call SaskTel at 1-800-SaskTel (1-800-727-5835).



## To Return a Device:

- Make sure to remove your SIM card, SD card (if applicable) and back up any personal data. Refer to your device's user manual to back up data.
- iPhone users: Please disable the 'Find my iPhone' app on your non-functioning device or remove it from your iTunes account before returning it to avoid a locked device fee.
- Please place the damaged device in the provided return envelope, attach the included prepaid label, and drop the sealed envelope into any Canada Post mailbox.
- If the damaged device is not returned within 30 days, you may be subject to equipment and processing fees.

## About Your Replacement:

- Your replacement device comes with a warranty, please refer to your terms and conditions to confirm the coverage period. If your replacement malfunctions during this time period, please call Customer Care at (877) 412-5186 to report the defective unit. Upon approval, you will be shipped a replacement via overnight delivery.
- Please keep the replacement receipt, original box, manual and all packaging materials in a safe place. In the event that you experience problems with your replacement device, you must have these items for future exchanges.

**Important Note:** Brightstar Device Protection will appear as the payee on your credit card statement by which you paid your deductible.

# QUESTIONS ABOUT YOUR CLAIM?

Call Customer Care (877) 412-5186