

## What's Protected?

The Phone Protection Plan protects against:

- Accidental damage from handling, including liquid damage.
- Out-of-warranty malfunction.

Protection includes:

- Up to two approved service requests per 12-month period.
- Up to \$2,500 per service request.
- Accessories with device failure - one standard battery and one SIM card.

## What's Not Protected?

Lost, theft and in-warranty failures are not included in this plan. Any normal wear and tear, pre-existing flaws, or cosmetic damage is not protected. Have questions or need more details on what's included? Check our terms and conditions.

## When Am I Protected?

Protection starts immediately upon program enrollment. Enrollment is available at the time of a device activation/upgrade or within 30 days of a device activation/upgrade. Once enrolled, Phone Protection Plan will be added to your monthly Shaw Mobile wireless service bill. If you upgrade your device, you will stay enrolled in the program and protection will roll over onto your new device.

For full program terms and conditions, visit [brightstarprotect.com/shawmobile](http://brightstarprotect.com/shawmobile). If you have or in the future provide your email, phone number or other electronic address to Shaw Mobile or Brightstar, we may communicate Plan information and legal notices with you through electronic means.

## What Determines if a Repair Option is Available?

Repair choices can be influenced by location, device make/model, type of damage, and part availability.

If your device cannot be repaired, it will be replaced by a new or reconditioned device. Reconditioned devices look and function like new, with a 12-month replacement warranty. If the exact make and model of your device is not available, your replacement will be of like kind and quality. If your device is replaced, you must return the damaged device to Brightstar within 30 days or you may be charged a non-return fee up to the unsubsidized, new retail price of the enrolled device at the time of enrollment, minus any applicable Processing Fee you have already paid.

## How do I Cancel?

You may cancel at any time by calling Shaw Mobile Customer Care at 1-888-472-2222. Monthly Service Fees for the plan will stop being charged as of the month following the effective date of cancellation and you will not receive a refund for any portion of the Monthly Service Fee already paid. You are not required to enroll in the plan in order to purchase products or services from Shaw Mobile.

# PHONE PROTECTION PLAN

## Protect Your Devices and Stay Connected.

# Shaw) Mobile

## How Much Does It Cost?

| Retail Price            | Monthly Service Fee<br>Phones & Tablets | Processing Fee – Screen Repair<br>Phones & Tablets | Processing Fee – All Other Failures<br>Phones & Tablets |
|-------------------------|---|--|---|
| \$0.00 - \$399.99       | \$9.00                                  | \$39.00  | \$129.00  |
| \$400.00 - \$799.99     |   |  |   |
| \$800.00 - \$1,699.99   |   |  |   |
| \$1,700.00 - \$2,500.00 |   |  |   |

All program costs and fees are subject to applicable taxes.

The Processing Fee must be paid before you receive your device repair or replacement and is non-refundable. A Service Request Conversion Fee of \$90 may be charged if you pay the screen repair Processing Fee and other damage is found or if the device is replaced.

For additional fees you may be subject to, see the complete Terms and Conditions at [brightstarprotect.com/shawmobile](https://brightstarprotect.com/shawmobile).

## Accidents are Unpredictable. Phone Protection isn't.

Our Phone Protection Plan is designed to give you peace of mind. You'll enjoy:

### Comprehensive Coverage

Protection for damage (including liquid) and out-of-warranty malfunction.

### Fast Repair Options

Service requests can be made 7 days a week by phone or at [brightstarprotect.com/shawmobile](https://brightstarprotect.com/shawmobile). You may be eligible for same day repair starting at only \$39. If your device cannot be fixed, receive a replacement phone at your door within 1-2 business days.

### No High Repair or Replacement Costs

Avoid high repair or replacement costs. For less than 30 cents a day, you're protected.

### Big Savings vs. Purchasing a New Device

See below for how much you could save with the Phone Protection Plan vs. purchasing a new, full-priced device.

|  |            |
|--|------------|
| Original Retail Price of Device*                           | \$980.00   |
| Phone Protection Plan Service Fee (12 months)              | - \$108.00 |
| Phone Protection Plan Processing Fee                       | - \$129.00 |
| Total Savings (compared to \$980.00 original retail price) | = \$743.00 |

\*Savings may vary depending on your plan or device. This savings is based off a device with a retail value of \$980.00.

\*\*Savings based on placing 1 approved Service Request (eligible for 2) in a 12-month period while enrolled in the Phone Protection Plan.



## How do I File a Service Request?

Filing a Service Request with Brightstar is easy. Just follow our 4-step process to get reconnected quickly and efficiently.



### 1. Visit

[brightstarprotect.com/shawmobile](https://brightstarprotect.com/shawmobile) or call 1-855-410-0888.



### 2. Tell us

what happened and provide any required information.



### 3. Pay

a processing fee.



### 4. Get

your device repaired or replaced.

Service Requests must be filed within 60 days of the device failure and completed within 60 days of the file date.