

FAQs

How many Service Requests/Claims can I make?

Your plan provides up to a total of 2 fulfillments (repair or replacement) during a rolling 12-month period for any incident or failure covered under the terms and conditions, up to a \$3,500 limit per Service Request/Claim. Repairs or replacements processed under the manufacturer's warranty do not count towards the limit.

What determines if repair is an option?

Location, device make/model, type of damage, and part availability can influence the choice of replacement versus repair. For example, brand new models may not be available for repair right away, and certain types of damage such as liquid damage may not be eligible for repair.

What kind of replacement device will I receive?

Your replacement will be new or reconditioned. Reconditioned devices look and function like new, and have a 90-day replacement warranty. If the exact make and model of your device isn't available, your replacement will be of like kind and quality, or better.

How soon will I receive my replacement?

If your Service Request/Claim is approved, your replacement will be shipped to you within 2 to 10 business days in Canada. You can also get it sooner, overnight or on a weekend, for an additional fee.

What if there isn't a repair location near me, but I don't want to replace my device?

Don't worry, we have repair partners who accept devices via mail. We'll send you a prepaid label and all you need to do is package your device and drop it in a Canada Post mailbox. It'll be repaired and returned to you within 3 to 5 business days after we've received it.

What if I have an issue with my device after repair?

All repair work is guaranteed for 90-days. Simply go online or call us at 1-844-225-6333 to file your warranty Service Request/Claim.

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 Subscriber Fee/Premium will be charged to the same credit card on the first of each month.

Can I use my PC Optimum™ points?

At time of enrollment, you can make a one-time redemption of your PC Optimum™ points to pre-pay the Monthly Subscriber Fees/Premiums. Your PC Optimum™ points will be converted into a credit at the rate of 1,000 PC Optimum™ points per \$1. Minimum redemption is 10,000 PC Optimum™ points (worth \$10 in rewards) and in increments of 10,000 points thereafter. Once the credit is depleted, the credit card you provided at time of enrollment will be charged monthly going forward.

What's not covered?

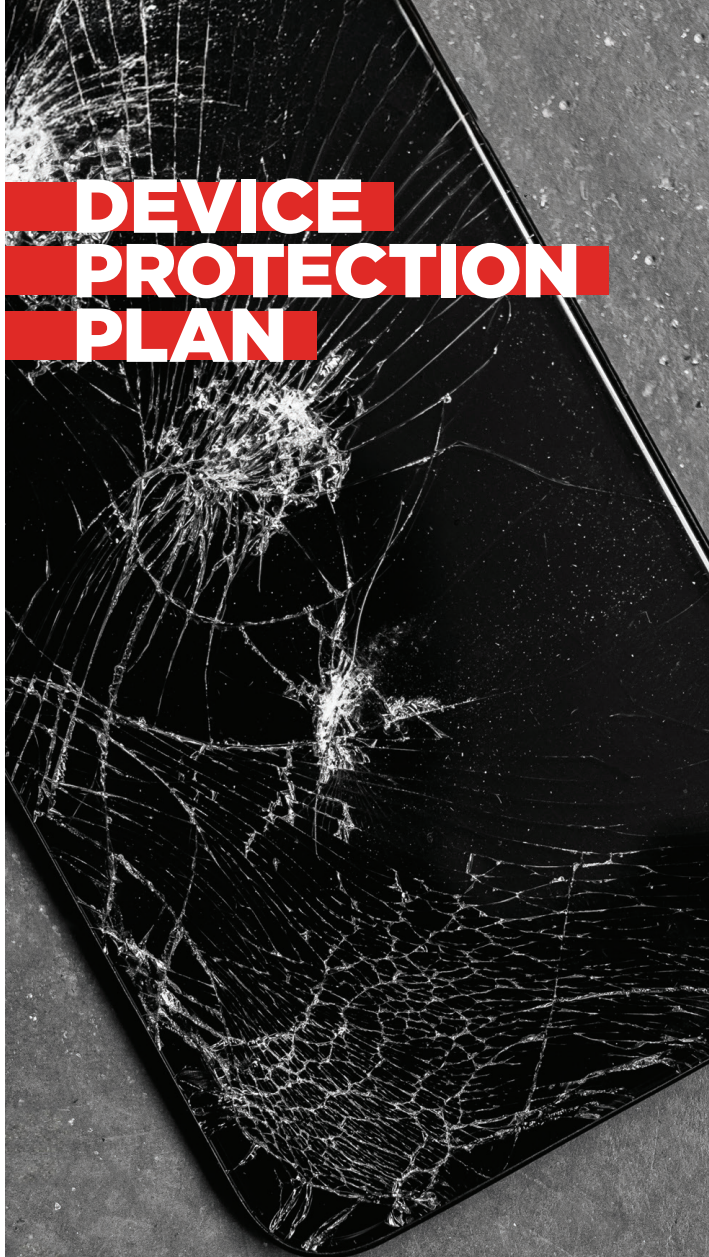
While our plan covers an impressive range of incidents, there are a few exceptions like normal wear and tear or pre-existing damage. Other exclusions may apply. Please refer to your plan's terms and conditions for all the details.

Can I cancel my coverage?

Device Protection Plan covers your device for as long as you pay your Monthly Subscriber Fee/Premium. Should you decide to cancel, you may do so at any time and for any reason by calling us at 1-844-225-6333. A prorated refund of your Monthly Subscriber Fee/Premium will be issued to your credit card.

Help? Questions?

protect.likewise.com/themobileshop
or 1-844-225-6333



DEVICE PROTECTION PLAN

THE **MOBILE** SHOP®

WORRY-FREE REPAIRS AND REPLACEMENTS

We know it's especially tough when accidents happen. We want to change that! Device Protection Plan (DPP) gives you peace of mind, protecting your device against a wide range of incidents. Your coverage includes: malfunctions (after the manufacturer's warranty expires), and accidental physical and liquid damage.

EASY ENROLLMENT

Sign up for Device Protection Plan when you purchase your new device and coverage starts immediately.

SIMPLE SERVICE REQUESTS/CLAIMS

Just go online to protect.likewize.com/themobileshop to report your non-functioning device within 60-days of the incident. Once your Service Request/Claim is approved, pay the applicable Processing Fee/Deductible based on your fulfillment choice of repair or replacement. You'll be up and running in no time with the ability to repair or replace your device, depending on the type of incident.

PROGRAM FEES^{†*}

Retail Price of Your Device at Enrollment	\$0-\$499.99	\$500-\$749.99	\$750-\$1,099.99	\$1,100-\$1,699.99	\$1,700+
Monthly Subscriber Fee/Premium	\$8.99	\$9.99	\$10.99	\$12.99	\$13.99
Repair Processing Fee/Deductible	\$49	\$69	\$79	\$99	\$199
Replacement Processing Fee/Deductible	\$79	\$149	\$249	\$449	\$649
Non-Return Device Fee	\$100	\$400	\$400	\$500	\$500
Locked Device Fee	\$100	\$400	\$400	\$500	\$500

[†] Taxes not included.

^{*} For full terms and conditions visit protect.likewize.com/themobileshop

HOW DO I MAKE A SERVICE REQUEST/CLAIM?

- 1 File online at protect.likewize.com/themobileshop or call 1-844-225-6333.
- 2 Provide the phone number associated with the account, model and unique serial number (called ESN or IMEI), as well as a detailed description of the incident or issue.
- 3 Pay the applicable Processing Fee/Deductible and any fees for either repair or replacement.
- 4 Once approved, if repair is an option, you can choose from multiple methods (based on device and location). If you choose to replace your device, then a replacement device will be sent to you.
- 5 If you had your device replaced, return your non-functioning device using the prepaid return package provided.

Service Requests/Claims must be reported within 60 days of the incident and completed, including providing any documentation requested, within 60 days from the reporting date.

DEVICE IDENTIFICATION NUMBERS

Write down your unique device identification numbers here for easy reference. These numbers will be handy if you need to make a Service Request/Claim.

Mobile Phone Number _____ ESN / IMEI _____

The Device Protection Plan (the "Plan") is administered on behalf of GLENTEL by Likewize Device Protection, Ltd. ("Likewize"). In all provinces other than Manitoba and Saskatchewan, the Plan is provided by GLENTEL pursuant to a service contract. In Manitoba and Saskatchewan, accidental damage and extended warranty malfunction protection are covered by an insurance policy underwritten by Zurich Insurance Company Ltd (Canadian Branch) and may be contacted at 100 King Street West, Suite 5500, P.O. Box 290, Toronto, Ontario M5X 1C9. Consumers who elect a plan are contracting with Zurich Insurance Company Ltd (Canadian Branch) and not with GLENTEL or any third party who offers the program. GLENTEL, Likewize, and third parties who offer the Plan may receive compensation or other consideration for offering the Plan. 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 available to you. For full Terms and Conditions, visit protect.likewize.com/themobileshop