

YOU RECEIVED A SIM CARD WITH YOUR REPLACEMENT DEVICE

Inserting the SIM card into your replacement device:



- 1 Go to:
support.videotron.com/residential/mobile/devices (Residential customers)
support.videotron.com/business/mobile/devices (Business customers).
- 2 Select your replacement device from the Current mobile devices list.
- 3 Access the interactive demos for each device model by clicking on Get the most out of your device with our interactive demos!
a. To learn how to detach the SIM card and insert it into your mobile device, go to Getting Started, then Inserting a SIM Card and follow the instructions.
- 4 If you encounter any difficulties while detaching the SIM card and inserting it into your replacement device, please call us at
1 877 380-2611 (Residential customers)
1 800 561-4248 (Business customers).

Activating your SIM card:



Look for the activation number found on the SIM card insert. Simply dial the number and a Videotron advisor will be happy to complete the activation process with you.

IF YOU WERE ADVISED TO KEEP YOUR CURRENT SIM CARD WHEN PLACING YOUR SERVICE REQUEST

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1 800 561-4248 (Business customers).

Activating your SIM card:



Call:
1 888 433-6876 (Residential customers)
1 877 512-8590 (Business customers).
A Videotron advisor will be happy to complete the SIM card activation process with you.

Return Your Old Device

- Please place your broken device into the provided return envelope, attach the included shipping label, and drop the sealed envelope in any Canada Post mailbox.
- Failure to return the device within 30 days may result in up to \$275 in equipment and processing fees.

Important Note: Brightstar Device Protection will appear as the payee on your banking or credit statement by which you paid your replacement service fee. This will appear on your next statement.

About Your Replacement

- Your replacement device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call 1 844 376-7726 to report the non-functioning device. Upon approval, you'll be shipped a new replacement.
- Please keep the original box, packaging materials, and all paperwork in a safe place. In the event that you experience problems with your replacement device, you'll need these items for future exchanges.

QUESTIONS ABOUT YOUR SERVICE REQUEST?

Call Customer Care 1 844 376-7726



VIDEOTRON