

# VIDEOTRON'S MOBILE DEVICE PROTECTION PROGRAM

## THREE EASY STEPS FOR WHEN THINGS GO SIDEWAYS

- 1 Submit a service request no later than **30 days** after damage occurs.
- 2 Reach out to our service provider online at [videotron.brightstarprotect.com](http://videotron.brightstarprotect.com) or by calling **1-844-376-7726**.
- 3 Once your request has been approved, **a replacement device will be expedited** the following business day or an appointment will be set up to repair your current mobile device.

	Manufacturer's warranty	Videotron Mobile Protection Programs		
	BASIC PROTECTION	\$7/month	\$9/MONTH	\$11/month
<b>COMPATIBLE DEVICES</b>				
ANDROID DEVICES	All	\$299.99 value or less	\$300 - \$599.99 value	\$600 value or more
<b>INCLUDED</b>				
ELECTRICAL MALFUNCTION*	✓	✓	✓	✓
MECHANICAL MALFUNCTION*	✓	✓	✓	✓
ACCIDENTAL DAMAGE		✓	✓	✓
CRACKED SCREEN		✓	✓	✓
DAMAGE CAUSED BY DROPPAGE		✓	✓	✓
LIQUID DAMAGE		✓	✓	✓
REPAIR		✓	✓	✓
<b>REPLACEMENTS AND REPAIRS</b>				
ELECTRICAL OR MECHANICAL MALFUNCTION	Unlimited - 12 months	Unlimited - 24 months	Unlimited - 24 months	Unlimited - 24 months
ACCIDENTAL DAMAGE DEVICE REPAIR		\$79 per repair	\$79 per repair	\$79 per repair
ACCIDENTAL DAMAGE DEVICE REPLACEMENT	-	\$99 per replacement	\$179 per replacement	\$249 per replacement

\*Electrical/mechanical malfunction is covered by the manufacturer's warranty for one year.

\*\*Processing fees will be charged only in the case of accidental damage.

Any mechanical or electrical malfunction will result in a replacement mobile device and you will not be charged a processing fee.

## VIDEOTRON'S MOBILE DEVICE PROTECTION PROGRAM ADVANTAGES

You can't live without your phone and that's why we provide a device protection program that's designed for Videotron customers. Manufacturer warranties don't cover certain kinds of damage, so we offer you a straightforward, complementary solution that's got you covered for 24 months.

- ✓ UP TWO 2 YEARS OF COVERAGE
- ✓ SAME-DAY REPAIR
- ✓ REPLACEMENT DEVICE SHIPPED THE NEXT BUSINESS DAY FOLLOWING APPROVAL
- ✓ CANCEL ANY TIME
- ✓ LOW MONTHLY RATES

## HOW TO ENROL IN DEVICE PROTECTION

Get Mobile Device Protection Program with a new subscription to a Videotron mobile service, or when you renew mobile service with a new device. To enrol in the Program, stop by a Videotron point of sale within 30 days of purchasing your new phone.

# FREQUENTLY ASKED QUESTIONS

## WHICH DEVICES ARE COVERED BY THE MOBILE DEVICE PROTECTION PROGRAM?

All new mobile devices are covered by Videotron's Mobile Device Protection Program (the Program), except for Apple and BlackBerry devices.

## WHAT KIND OF MOBILE DEVICE WILL I GET AS A REPLACEMENT?

Replacement devices are often new, but on occasion they may be refurbished. While refurbished devices look and work just like new ones, they may have minor cosmetic flaws and contain parts and accessories that do not come from the manufacturer. If the exact make and model is not available, your replacement device will be similar and of equivalent quality. All replacement devices come with a ninety (90) day replacement warranty.

## HOW MANY SERVICE REQUESTS CAN I MAKE?

Two replacements or repairs due to accidental damage—which incur processing fees (plus tax)—are included over a period of 12 consecutive months starting from the date of your first service request. If you make a service request for mechanical or electrical damage, the mobile device will be repaired or replaced, and you will not be charged a processing fee.

## WHO IS THE PROGRAM'S SERVICE PROVIDER?

Our Mobile Device Protection Program is brought to you by Brightstar Device Protection ([www.brightstarprotect.com](http://www.brightstarprotect.com)).

## WHAT ISN'T COVERED?

Theft, loss, superficial wear and tear and pre-enrolment damage are not covered by the Program.

## DURATION

The Mobile Device Protection Program is valid for a maximum duration of 24 months, after which program coverage automatically ends and monthly service fees no longer apply. No further action is required on your part.

## CANCELLATION

You may cancel any time and for any reason by calling Videotron at 1-877-512-0911 (Residential customers) or 1-877-951-8468 (Business customers), or by visiting a Videotron store. You may cancel your enrolment in the Program and request a full refund within the

first thirty (30) days of enrolment if you meet the conditions described at [videotron.brightstarprotect.com](http://videotron.brightstarprotect.com). If the contract is cancelled after thirty (30) days of enrolment, we will refund the remainder of the monthly service fee, pro-rated beginning on the date of contract cancellation.

## TRANSFERABILITY

The Program is not transferable to another person. It only covers the mobile device you initially enrolled in the Program

## BEFORE YOU SUBMIT A SERVICE REQUEST

It is your responsibility to save all the content on your device and delete all its data before submitting a service request.

## OTHER APPLICABLE FEES

Get all the details related to applicable fees from the terms and conditions that were sent to you when you enrolled in the Mobile Device Protection Program or do it online at [videotron.brightstarprotect.com](http://videotron.brightstarprotect.com).

## UNRETURNED DEVICE FEE

If your mobile device is not returned within thirty (30) days after receiving your replacement, you will be billed an unreturned device fee.

## LOCKED DEVICE FEE

Your mobile device must be unlocked before submitting your service request. If your mobile device is still locked (because of a device location app or equivalent), you will be charged a locked device fee.

## SERVICE REQUEST CONVERSION FEE

If you submit a service request to repair your protected device but your device can't be repaired, you can choose to receive a replacement equipment and a conversion fee will be charged.

## ABOUT THE PROGRAM

The Consumer Protection Act guarantees a warranty on all goods you purchase or lease from a merchant. The Mobile Device Protection Program is an optional program available to Videotron Mobile customers. Customers may choose other protection programs offered by other agents or insurers. The customer is not required to purchase the Mobile Device Protection Program, regardless of the circumstances.