

THE ADVANTAGES OF VIDEOTRON'S MOBILE DEVICE PROTECTION PROGRAM

Your mobile device is an indispensable part of everyday life. That's why we have a Mobile Device Protection Program. Because certain damages are not covered by the manufacturer warranty, we offer our customers a simple, complementary solution for 24 months.

- ✓ COVERAGE FOR UP TO TWO YEARS
- ✓ REPLACEMENT MOBILE DEVICE EXPEDITED ON THE WORKING DAY FOLLOWING THE APPROVAL OF THE SERVICE REQUEST
- ✓ CANCELLATION OF SERVICE IS POSSIBLE AT ANY TIME
- ✓ AFFORDABLE MONTHLY FEE

ENROLLMENT IN THE PROGRAM

You may enroll in the Mobile Device Protection Program with a new subscription to Videotron Mobile service or the renewal of your subscription, both including the activation of a new mobile device. You may also enroll in the Program within the 30 days following your purchase of a mobile device by going to a Videotron point of sale.

THREE EASY STEPS IN CASE OF DAMAGE

1

You have a **maximum of 30 days** to issue a service request after damage occurs.

2

Contact the provider at **videotron.brightstarprotect.com** or by calling **1-844-376-7726**.

3

Once your service request is accepted, a **replacement mobile device will be expedited** to you on the next business day.

	BASIC PROTECTION Manufacturer warranty	SUPERIOR PROTECTION Videotron's Mobile Device Protection Plan
INCLUDED		
ELECTRICAL DAMAGE**	✓	✓
MECHANICAL DAMAGE**	✓	✓
ACCIDENTAL DAMAGE		✓
BROKEN SCREEN		✓
DAMAGE CAUSED BY DROPPAGE		✓
DAMAGE CAUSED BY LIQUID		✓
REPLACEMENTS		
ELECTRICAL AND MECHANICAL DAMAGE	UNLIMITED - 12 MONTHS	UNLIMITED - 24 MONTHS
ACCIDENTAL DAMAGE	-	2 replacements in a 12-month period. <i>Fees of \$79 per replacement.</i>
MONTHLY FEE		\$7/month

*Processing fees will be charged only in the case of accidental damage. All mechanical or electrical damage will result in a replacement mobile device without incurring any processing fees.

**Electrical and mechanical damages are covered by the manufacturer's warranty for the first year of protection.

FREQUENTLY ASKED QUESTIONS

WHICH DEVICES ARE COVERED BY THE MOBILE DEVICE PROTECTION PROGRAM?

All new mobile devices are covered, with the exception of Apple and Blackberry devices.

WHAT TYPE OF DEVICE WILL I RECEIVE AS A REPLACEMENT?

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

HOW MANY REPLACEMENTS ARE INCLUDED?

Two replacements due to accidental damage—for a processing fee of \$79 (plus tax) applied to each replacement—will be allowed during 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 replaced without incurring any processing fees.

WHO RUNS THE PROTECTION PROGRAM?

Our Mobile Device Protection Program is operated by Brightstar Device Protection (www.brightstarprotect.com).

WHAT KINDS OF PROBLEMS ARE NOT COVERED BY THE MOBILE DEVICE PROTECTION PROGRAM?

The loss or theft of a mobile device are not covered, as well as any normal wear and tear, pre-existing flaws, or cosmetic damage.

Duration

The Mobile Device Protection Program has a maximum duration of 24 months. After this period, the Program will automatically be terminated and monthly service fees will no longer be charged, with no action required on your part.

Cancellation

You may terminate the contract at 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 enrollment in the Program and request a full refund within the first thirty (30) days of enrollment if you meet the conditions available at support.videotron.com/residential/mobile/mobile-service-guarantee (Residential customers) or support.videotron.com/business/mobile/mobile-service-guarantee (Business customers). If the contract is cancelled after thirty (30) days of enrollment, we will refund the remainder of the monthly service fee, pro-rated on a daily basis as measured by the date on which the contract was canceled.

Transferability

This Program is not transferable to another person, or to another mobile device, other than the one for which you originally subscribed to the Program.

Request for Service

It is your responsibility to ensure that you save all content from your mobile device and delete all data before issuing a service request.

Other Applicable Fees

In order to understand all details related to applicable fees, please consult the terms and conditions that were sent to you when you subscribed to the Mobile Device Protection Program or visit our website at support.videotron.com/residential/mobile/mobile-service-guarantee (Residential customers) or support.videotron.com/business/mobile/mobile-service-guarantee (Business customers)

Non-returned Device Fees

If your mobile device is not returned within thirty (30) days after receiving your replacement mobile device, you will incur non-returned device fees.

Locked Device Fees

Your mobile device must be unlocked before issuing any service request. If your mobile device is still locked (because of a remote locator or any other similar app), you will incur a locked device fee.

Service Request Conversion Fee

If you issue a request for service for mechanical or electrical damage and, upon inspection, the damage proves to be accidental, you will be charged service request conversion fees of \$79, plus tax.

About the Program

The Consumer Protection Act provides 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. Other protection programs may be offered by other agents or organizations that a customer may prefer. The customer is not required to purchase the Mobile Device Protection Program, regardless of the circumstances.



MOBILE DEVICE PROTECTION PROGRAM

For more information, please see the terms and conditions of the Device Protection Program on videotron.com or videotron.com/business.

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