

# MOBILE PROTECTION PLAN

## ACTIVATING YOUR DEVICE IS SIMPLE

### STEP 1: INSTALL SIM

Insert your SIM card into your replacement device



### STEP 2: CONTACT YOUR CARRIER

Contact your carrier provider to update your account information. Make sure you have the unique serial number (IMEI) of your replacement device handy.

**BELL:** 1-800-667-0123  
**CHATR:** 1-800-485-9745  
**FIDO:** 1-888-481-3436  
**LUCKY:** 1-833-885-8259  
**ROGERS:** 1-855-381-7834  
**SASKTEL:** 1-800-727-5835  
**VIRGIN:** 1-888-999-2321



### RETURNING YOUR DEVICE

- Place your non-functioning device in the return envelope provided.
- Attach the included label and drop it in any Canada Post mailbox.
- If the non-functioning device is not returned within 30 days, you may be subject to a non-return fee up to the full retail price of the device.
- **Clearing Content:** Make sure you remove any personal information and data and restore your device to the factory settings before shipping it back. We are not responsible for any loss of

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

### ABOUT YOUR REPLACEMENT

#### MPP/MPP+ Plans

Your replacement device comes with a 90-day warranty. If your replacement malfunctions during this time period, please call 1-855-562-1955 to report the malfunctioning device.

#### MPP+ featuring AppleCare Services Plan

If you received your replacement device within the first 24 months of enrollment, your warranty with Apple continues through month 24 of enrollment in the plan or for 90 days from the date your replacement device was shipped, whichever is longer. If your replacement device malfunctions during this time period, please call Apple at 1-800-APL-CARE. If you received your replacement device in month 25 or onward, your device comes with a 90-day warranty. If your replacement malfunctions during this time period, please call Brightstar at 1-855-562-1955 to report the malfunctioning device.

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 must have these items for future exchanges.

### QUESTIONS ABOUT YOUR SERVICE?

No problem – call us at any time: 1-855-562-1955. We are here to help you.