

All capitalized terms not defined in this document are defined in the Service Warranty Terms and Conditions and Insurance Policy (if applicable), which can be found at mobileprotection.brightstarprotect.com.

SUMMARY

Plan Protection

Mobile Protection Plan Plus featuring AppleCare Services (the "Plan") is offered by GLENTEL Inc. ("GLENTEL"). The Plan protects Lost, Stolen, Accidental Damage, In-Warranty malfunctions during the first 24 months of enrollment, and Out-of-Warranty malfunctions after the first 24 months of enrollment to the Eligible Wireless Product during the time You are enrolled in the Plan, in accordance with the Plan.

The Find My iPhone feature must be enabled on the device at the time of enrollment to be eligible for Lost or Stolen Service Requests.

Plan Fees

The Monthly Subscriber Fee and Service Request Processing Fees are based on the retail value (at the time of enrollment into the Plan) of the model of Your Eligible Wireless Product. Visit mobileprotection.brightstarprotect.com for a full list of Plan fees. The Monthly Subscriber Fee is due in advance each month and will be charged by the Plan Administrator to the payment method You have provided on a monthly basis. The Processing Fee is payable per Service Request and is non-refundable as are other fees defined in the Plan Contract.

Term Period

Your protection begins immediately upon enrollment of a new Apple device in the Plan.

Plan Protection Limitations

\$3,000 per Service Request (inclusive of Protected Accessories). For the first 24 months of enrollment, You are eligible to receive 3 approved Service Requests in any rolling 12-month period, 2 of which may be for Accidental Damage and 1 of which may be for Lost or Stolen. In-Warranty Service Requests performed during the first 24 months of your enrollment do not count towards this limit. Beginning in Month 25 of your enrollment, You are eligible for 3 approved Service Requests in any rolling 12-month period, 2 of which may be for Accidental Damage and Out-Of-Warranty failures, and 1 of which may be for Lost or Stolen. In-Warranty Replacements may be new or reconditioned. In-Warranty repairs and replacements in the first 24 months of enrollment will be Apple Certified.

To submit a Service Request, visit mobileprotection.brightstarprotect.com or call 1-855-562-1955.

What's Not Protected

Normal wear and tear, pre-existing flaws, non-accidental or cosmetic damage are not protected. Other exclusions apply. Refer to the full Service Warranty Terms and Conditions of the Plan (and insurance policy if applicable) for a full list of what is and is not protected available at Mobileprotection.brightstarprotect.com.

Plan Provider

In all provinces other than Manitoba and Saskatchewan, the Plan is provided by GLENTEL pursuant to a service contract. In Manitoba and Saskatchewan, protection for In-Warranty and Out-of-Warranty malfunctions is provided by GLENTEL pursuant to a service contract and protection for Lost, Stolen, and Accidental Damage is underwritten by AIG Insurance Company of Canada (120 Bremner Blvd., Suite 2200, Toronto, Ontario M5J 0A8 416-596-3000) pursuant to an insurance policy. The insurance portion of your protection is a contract between you and AIG Insurance Company of Canada and not Brightstar or GLENTEL. GLENTEL, Brightstar, and third parties who offer the Plan may receive compensation or other consideration for offering the Plan.

Plan Administrator

The Plan is administered on behalf of GLENTEL by Brightstar Device Protection, Ltd. ("Brightstar").

OTHER MATERIAL DISCLOSURES

This brochure contains a summary of information regarding the Plan and is not a full and complete set of terms and conditions. Some provisions may differ by province based upon applicable provincial law. PLEASE READ THE COMPLETE SERVICE WARRANTY TERMS AND CONDITIONS (AND INSURANCE POLICY IF APPLICABLE) CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT PROTECTED. For more information or to obtain a complete copy of the Plan Contract, including Service Warranty Terms and Conditions, (and insurance policy if applicable) visit mobileprotection.brightstarprotect.com or call 1-855-562-1955.

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.

You may cancel Your enrollment in the Plan at any time by calling 1-855-562-1955 during normal business hours. You may receive a refund upon cancellation in accordance with the Plan Contract and applicable law.

Digital communications: If You have or in the future provide Your email, phone number or other electronic address to GLENTEL or Brightstar, We may communicate Plan information and legal notices with you through electronic means.

By enrolling in the Plan, You authorize GLENTEL or Brightstar on behalf of GLENTEL to: (i) collect, use, and communicate Your personal information as necessary for the purposes of providing this Plan and maintaining Our business relationship with You, including to ensure that We have up-to-date contact information for You and to protect You and Us from errors and fraud; and (ii) charge the payment account that You have selected for the purposes of paying Your Monthly Subscriber Fees and any other charges that You may become responsible for under the Plan. Your authorization includes authorization for GLENTEL or Brightstar to charge any replacement card that Your financial institution may issue. The expiry of a payment card will not result in the cancellation of Your Plan Contract or relieve You of any payment obligation You may have under Your Plan Contract. You must notify Us of any change to Your selected payment method, otherwise We reserve the right to cancel Your Plan Contract.

MOBILE PROTECTION PLAN+ featuring AppleCare Services



WORRY-FREE PROTECTION FOR YOUR IPHONE AND IPAD

We know the inconvenience that comes with a lost or damaged device, not to mention the time and expense it takes to replace it. That's why we've partnered with Apple to bring you a protection plan designed for iPhone and iPad customers – **Mobile Protection Plan Plus featuring AppleCare Services**. It protects against Lost, Stolen, Accidental Damage (including liquid damage), In-Warranty malfunctions, and Out-of-Warranty malfunctions.

HOW IT WORKS

Sign up for **Mobile Protection Plan Plus featuring AppleCare Services** when you purchase your new device and protection starts immediately.

For the first 24 months of enrollment, you'll enjoy service and support direct from Apple¹. That means 24/7 priority access to Apple experts, Apple-certified repair or replacement, and service at Apple Stores and Apple Authorized Service Providers. After 24 months, the same, great protection applies and you'll now be protected against Out-of-Warranty malfunctions.

REPAIRS AND REPLACEMENTS YOU CAN COUNT ON

If something happens to your device, there are flexible options to get it repaired or replaced.

First 24 Months you are eligible to receive 3 approved Service Requests in a rolling 12-month period, 2 of which may be for Accidental Damage² and 1 of which may be for Lost or Stolen. In-Warranty Service Requests performed during this period do not count towards this limit. All repairs and replacements will be Apple Certified.

Month 25 Onward you are eligible for 3 approved Service Requests in a rolling 12-month period, 2 of which may be for Accidental Damage and Out-of-Warranty malfunction, and 1 of which may be for Lost or Stolen.

PLAN FEES[†]

Retail Price of Your Device	\$0 - \$749.99	\$750 - \$1,099.99	\$1,100 - \$1,699.99	\$1,700 & Higher
Monthly Subscriber Fee	\$11.99	\$13.99	\$16.99	\$18.99
iPhone Repair Processing Fee (iPhone screen only)	\$39	\$39	\$39	\$39
iPhone Repair Processing Fee (All other damage and out-of-warranty malfunction)	\$129	\$129	\$129	\$129
iPad Repair Processing Fee (Screen, all other damage, and out-of-warranty malfunction)	\$49	\$49	\$49	\$49
Replacement Processing Fee* (iPhone and iPad)	\$199	\$249	\$399	\$599

[†]Taxes not included. Other fees you may be subject to include a Non-Return Equipment Fee if you fail to return your damaged or malfunctioning device to us, or a Locked Device Fee if you return your device to us with Find My iPhone enabled, up to the amount of the unsubsidized, new retail price of the enrolled device at the time of enrollment. A No Trouble Found Fee of \$100 may be charged if you are approved for a Service Request and no trouble is found with the device you return to us or bring in for repair. A Service Request Conversion Fee may be charged if you pay the screen only Repair Processing Fee and other damage is found or if you pay a Repair Processing Fee and the device is replaced. This fee may vary and is the difference between the Repair Processing Fee paid and the Repair/Replacement Processing Fee per the table above. There is a \$0 Processing Fee for In-Warranty malfunctions. You must enable the Find My iPhone feature on your device at the time you enroll to be eligible for Lost and Stolen Service Requests. *The Replacement Processing Fee is applicable for Lost or Stolen devices and all replacements from month 25 onward.

HOW DO I GET HELP?

Enrollment Through Month 24

For In-Warranty Malfunction Service and Up to 2 Accidental Damage Service Requests

- 1 The best place to start is getsupport.apple.com. Just answer a few questions and you'll be presented with options to help resolve your issue.
- 2 Go to locate.apple.com to find an Apple Store or Apple Authorized Service Provider near you.
- 3 Call **1-800-APL-CARE** to speak directly to an AppleCare Advisor.
- 4 Pay any applicable Processing Fee.
- 5 Follow the directions provided to get your device repaired or replaced.

The first 2 AppleCare Services Accidental Damage Service Requests and all In-Warranty requests can be filed with Apple at any time within the first 24 months of enrollment.

For All Lost or Stolen Service Requests and Accidental Damage Service Requests After 2 Filed with Apple

- 1 Visit [Mobileprotection.brightstarprotect.com](https://mobileprotection.brightstarprotect.com) or call **1-855-562-1955**.
- 2 Provide information about your protected device and details about what happened.
- 3 Pay the applicable Processing Fee.
- 4 Follow the directions provided to get your device repaired or replaced.
- 5 If your device was damaged and you receive a replacement, return the damaged device to Brightstar using the prepaid packaging provided.

You must file these Service Requests within 60 days from the Failure date.

Enrollment Month 25 Onward

For All Service Requests

- 1 Visit [Mobileprotection.brightstarprotect.com](https://mobileprotection.brightstarprotect.com) or call **1-855-562-1955**.
- 2 Provide information about your protected device and details about what happened.
- 3 Pay the applicable Processing Fee.
- 4 Follow the directions provided to get your device repaired or replaced.
- 5 If your device was damaged or malfunctioning and you receive a replacement, return the damaged device to Brightstar using the prepaid packaging provided.

You must file these Service Requests within 60 days from the Failure date.

For full Terms and Conditions, visit mobileprotection.brightstarprotect.com

¹ Repair service direct from Apple is limited to In-Warranty Service Requests and a total of 2 Accidental Damage Service Requests in the first 24 months of enrollment.

² The first 2 Accidental Damage Service Requests will be fulfilled by Apple.