

THIS WIRELESS DEVICE PROTECTION PLAN BASIC COVERAGE CONTRACT IS NOT A CONTRACT OF INSURANCE.

### SERVICE WARRANTY COVERAGE

The Wireless Device Protection Plan Basic Coverage contract covers the repair or replacement of wireless devices if, under normal conditions and use, the wireless device on record fails to operate properly due to accidental damage or manufacturer's defects or workmanship after the expiration of the manufacturer's warranty.

### SERVICE & PROCESSING FEES

The Service Fee, Replacement Processing Fee, and Repair Processing Fee are based on the new retail price\* of the model of your wireless device when initially purchased. The entire 24 month Service Fee is due at the time you purchase this program. The Replacement Processing Fee and Repair Processing Fee is per repair or replacement and is nonrefundable.

NON-DISCOUNTED, NON-SUBSIDIZED RETAIL PRICE*	SERVICE FEE	REPLACEMENT PROCESSING FEE	REPAIR PROCESSING FEE
\$0 - \$249.99	\$ 79.99	\$75.00	Not Available
\$250.00 - \$399.99	\$ 99.99	\$100.00	Not Available
\$400.00 - \$499.99	\$119.99	\$150.00	Not Available
\$500.00 - \$699.99	\$134.99	\$175.00	\$100.00
\$700.00 - \$1500.00	\$149.99	\$200.00	\$100.00

All pricing and fees are subject to applicable taxes

### COVERAGE PERIOD

If you enroll at time of wireless device purchase, your protection will begin immediately. If you enroll up to twelve (12) months after device purchase, no service request may be made for losses occurring during the first thirty (30) days following enrollment. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage.

You will be eligible to file a service request for mechanical failure or electrical malfunction 365 days (12 months) after your device purchase.

### COVERAGE LIMITATIONS

\$1500.00 per service request; two (2) service requests within a twenty-four (24) month period.

### PURCHASER & SELLER

The Purchaser ("Subscriber") of this Contract is the owner of the covered device. The Seller of this Agreement is listed on your SaskTel wireless bill.

### OTHER MATERIAL DISCLOSURES

The brochure contains a summary of information regarding the Wireless Device Protection Plan Basic Coverage Contract and is not a full and complete version. Some provisions may differ by province based upon applicable provincial law. PLEASE READ THE COMPLETE WIRELESS DEVICE PROTECTION PLAN BASIC COVERAGE CONTRACT CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. For more information or to obtain a complete copy of this Contract, visit [sasktel.brightstarprotect.com](http://sasktel.brightstarprotect.com) or call 1-877-412-5186.

You are not required to purchase this Contract to purchase products or services from SaskTel. This coverage may provide a duplicate of other sources of coverage.

Your rights and duties under this policy may not be transferred without our written consent.

You may cancel this Contract within the first thirty (30) days by visiting a SaskTel store, an authorized dealer, or by calling SaskTel at 1-800-727-5835 provided you do not have a completed or an in-process service request. You will receive a full refund of the service fees paid.

A service request must be reported within sixty (60) days from the date of incident. You will have sixty (60) days to provide all information requested for service request adjudication. If you don't take delivery of the replacement device or repair the device, within sixty (60) days of service request approval, your service request will be forfeited.

By accepting coverage in this program, you authorize SaskTel to release required subscriber information for the purpose of validating service requests.

The repair option may be presented to the customer depending on service fee, make/model of device, type of damage, and location of repair centre.

If we do not receive your original device within 30 days, or if you return your original device with a locking feature enabled, you will be charged a non-returned equipment fee up to \$300.00. Call 1-877-412-5186 to request a prepaid return mailer.

# WIRELESS DEVICE PROTECTION PLAN

## BASIC COVERAGE



## WHY SIGN UP?

Wireless Device Protection Plan Basic Coverage is your basic protection option providing 24 months of coverage and designed to give you peace of mind. So when you accidentally leave your phone on the roof of your car, or your dog turns your smartphone into a chew toy, we've got you covered.

Sign up today to avoid the price tag and headache that comes with an accidentally damaged or malfunctioning phone.

## HOW DO I REPORT A SERVICE REQUEST?

Filing a service request is easy. Follow our 3 step process to get your service request resolved quickly and efficiently.

**STEP 1** VISIT [sasktel.brightstarprotect.com](http://sasktel.brightstarprotect.com) OR CALL CUSTOMER CARE AT 877-412-5186



**STEP 2** CHOOSE TO REPAIR\* YOUR DEVICE OR RECEIVE YOUR REPLACEMENT



**STEP 3** PAY A PROCESSING FEE



For a full list of details and service request qualifications, visit [sasktel.brightstarprotect.com](http://sasktel.brightstarprotect.com).

\*Repair availability is dependent on make/model, damage type, and location of repair centre.



## BASIC COVERAGE

RETAIL VALUE	\$0-\$249.99	\$250.00-\$399.99	\$400.00-\$499.99	\$500.00-\$699.99	\$700.00-\$1500.00
SERVICE FEE	\$79.99	\$99.99	\$119.99	\$134.99	\$149.99
REPLACEMENT PROCESSING FEE	\$75.00	\$100.00	\$150.00	\$175.00	\$200.00
REPAIR PROCESSING FEE	Not Available	Not Available	Not Available	\$100.00	\$100.00

Your Service Fee and Processing Fees are based on the non-contract, non-subsidized new retail price of the model of your wireless device on the purchase date.\* The Processing Fee must be paid before you repair your device or receive your replacement device and is non-refundable. All pricing and fees are subject to applicable taxes.

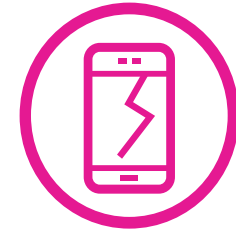
<b>WHAT'S COVERED?</b>	Basic Coverage covers accidental damage and malfunction after the manufacturer's warranty.
<b>WHAT'S NOT COVERED?</b>	While our program covers an impressive range of incidents, there are a few exceptions. Loss, theft, any normal wear and tear, pre-existing flaws, or cosmetic damage are not covered. Have questions or need more details? Go to <a href="http://sasktel.brightstarprotect.com">sasktel.brightstarprotect.com</a> for your plan coverage documents and full details on what can and can't be reported.
<b>WHEN AM I COVERED?</b>	Basic Coverage provides 24 months of coverage and starts immediately if you enroll at the time of device purchase. Or, if you need a little time to think it over, enroll within twelve (12) months of purchase and coverage will start in thirty (30) days. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage.
<b>HOW WILL I BE BILLED?</b>	The one-time service fee is due at the time of enrollment and will appear on your SaskTel wireless bill.
<b>WHAT ARE THE SERVICE REQUEST LIMITS?</b>	Our program allows for 2 service requests within the twenty-four (24) month period for which you have paid the required service fee. The plan allows a maximum value of \$1500.00 per service request. When your service request limit is exhausted, you will have exhausted the coverage provided by the plan and will no longer have coverage. We will notify you when you have exhausted your coverage.
<b>WHAT TYPE OF REPLACEMENT EQUIPMENT WILL I RECEIVE?</b>	Replacements are often new but on occasion may be reconditioned. While reconditioned equipment looks and functions just like new, it may have minor cosmetic flaws and contain non-original manufacturer parts and accessories. If the exact make and model is not available, your replacement will be of like kind and quality. All replacement equipment comes with a ninety (90) day replacement warranty.
<b>WHAT HAPPENS IF YOUR DEVICE CANNOT BE REPAIRED?</b>	If your phone can't be repaired, you may choose to have a replacement device shipped to you. Please note that in this instance you will be required to pay a Service Request Conversion Fee, which is the difference between the Repair Processing Fee and the Replacement Processing Fee prior to receiving your replacement device.
<b>HOW DO I CANCEL?</b>	Visit your local SaskTel store, an authorized dealer, or call SaskTel at 1-800-727-5835 to cancel. You may cancel within thirty (30) days for a full refund provided you do not have a completed or an in-process service request.

Visit [sasktel.brightstarprotect.com](http://sasktel.brightstarprotect.com) for our Privacy Statement and your complete Wireless Device Protection Plan Basic Coverage program documents.

\*If you receive a replacement device, your program pricing and deductible may change. Your pricing and deductible are based on the retail price of your replacement device.

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# PROTECT YOUR MOBILE LIFE



When Stuff Happens...  
**We've Got You Covered.**

[sasktel.brightstarprotect.com](http://sasktel.brightstarprotect.com)

(877) 412-5186