



## Device Protection Services

## Access to your own personal support

### Get more out of Device Protection with Soluto.

The Soluto™ app helps protect the content of Apple and Android devices, plus it comes with an invaluable suite of peace of mind benefits<sup>5</sup>:

1. Find and secure your lost phone and lock it remotely to keep all your information safe
2. Anti-virus and safe browsing tools
3. Automatically backs up the content of your phone including contacts, photos and videos up to 5 GB
4. Helps improve your phone's performance with tips on how to improve storage, speed and battery life

## Your manufacturer's warranty and our word

As a Rogers customer, if your wireless device malfunctions, you can take it to a participating Rogers store for repair. If your device is within the manufacturer's warranty period, we will send it for repair and provide you with a courtesy device. Alternatively, other device replacement options exist. Check out all the ways we've got you covered if your device malfunctions, is accidentally damaged, or is lost or stolen.

For full details visit [rogers.com/protection](http://rogers.com/protection)  
To enrol visit a Rogers store or call **1 888-ROGERS1**

Offers subject to change without notice. Taxes extra. Please review the Device Protection Plan Terms and Conditions at [rogers.com/protection](http://rogers.com/protection). This brochure is applicable to Device Protection Plan offered in Quebec, Saskatchewan and Newfoundland; for details in other provinces please refer to the applicable plan brochures for those provinces. Rogers **Pay as You Go** not eligible. **1** Failures due to defects in material and workmanship during manufacturer's warranty period not covered under Device Protection Plan. Service requests must be submitted through Rogers' repair and return program. Device Protection Plan is a month-to-month contract. **2** Certain failures not covered, including: indirect damages; misuse or intentional acts; pre-existing failures; cosmetic damages that don't affect function; damage caused by viruses or unauthorized programming. See full list in Device Protection Plan Terms and Conditions available at [rogers.com/protection](http://rogers.com/protection). **3** After two replacements, Device Protection Plan will be canceled by Rogers. Any service request must be made within 30 days of failure. **4** Service limit per service request of \$350, \$500, \$900 or \$1,500 also applies depending on covered equipment. Non-return charge of \$50, \$150, \$250 or up to \$400 also applies if covered equipment has been replaced but not returned except in cases of stolen or lost devices unless later recovered. Additional charges, including tax, may apply. **5** Currently available on iPhone and Android devices. **6** If Rogers does not carry the device, BYOD devices will be replaced with a selection of comparable or better devices.

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# We've got your back.

Owning a wireless device means enjoying the freedom of staying connected wherever you are with Rogers Device Protection.

Enjoy peace of mind and freedom with a service that's right for you

	\$11/mo.
<b>Service Replacement Fee (SRF)</b> Fee dependent on current device in use	\$25-\$200
<b>Accidental Damage</b> Worry-free protection against physical and liquid damage	✓
<b>Out-of-Warranty Coverage</b> Extends past the manufacturer's warranty	✓
<b>BYOD Coverage</b> Like for like replacement or a comparable model <sup>6</sup>	✓
<b>Added Security</b> Solutio Digital Protection app <sup>5</sup>	✓
<b>Cost Savings</b> Save up to \$1,350 on a new device	✓
<b>Fast &amp; Convenient Replacement</b> Receive a replacement device in 1-2 business days	✓

A damaged device can be painful, filling out a service request shouldn't be.

File online at [phoneclaim.com/rogers](http://phoneclaim.com/rogers). It's fast, easy, and available 24/7.

Rogers Device Protection protects your device against accidental damage, including out-of-warranty malfunction<sup>1,2</sup>— providing you with complete end-to-end protection. Subscribe from the moment you purchase your new device.

You're eligible for enrolment within 15 days of your new wireless activation or upgrade.

1. Device Protection plan may be cancelled at any time.
2. All wireless devices including standard accessories (battery, charger, SIM card and memory card) are covered. **Pay As You Go**— prepaid devices are not eligible.
3. Replacement devices may be new or refurbished versions of the same or a comparable model. Replacement devices will be shipped out the next business day (in most cases) when you let us know about an issue by 5PM (ET).
4. Limit of two replacements during a 12 month period.<sup>3</sup>
5. A service replacement fee<sup>4</sup> of \$25, \$80, \$120, or \$200 based on your device model, will be charged when you make a service request to replace your device. To request a device replacement or for a full list of Service Replacement Fees by model, visit [phoneclaim.com/rogers](http://phoneclaim.com/rogers) or call 1-855-877-3887.
6. The monthly service fee is determined by the device in use on your covered wireless number; the fee may be adjusted to the applicable rate if a different device is activated on your wireless number.