



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 benefits⁵:

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
To enrol visit a Rogers store or call 1 888-ROGERS1

Offers subject to change without notice. This brochure is applicable to Device Protection Plan offered in Manitoba; for details in other provinces, please refer to the plan brochure for those provinces. Rogers **Pay as You Go** not eligible. The Rogers Device Protection Plan is underwritten by Liberty Mutual Insurance Company, who may be contacted at Brookfield Place, 181 Bay Street, Toronto, ON M5J 2T3. Consumers who elect the plan are contracting with Liberty Mutual Insurance Company and not with Rogers or any third party who offers the program. Rogers, Asurion Insurance Services Canada Corporation and third parties who offer the Rogers Device Protection Plan may receive compensation or other consideration or benefits for offering the plan. Within 30 days of requesting enrollment in the Rogers Device Protection Plan, customers will be notified of their acceptance in the plan. If accepted, coverage is effective the date enrollment was requested and applies to the device in use on the line of service the customer requested be enrolled in the plan. If the customer places a different device on the line of service enrolled in the plan, that device becomes the covered device and the previous device is no longer covered. An outbound phone call or other airtime usage must occur after enrollment is requested in the plan and before any loss occurs to a device for that device to be covered. To file a claim, call Asurion Insurance Services Canada Corporation at 1-866-327-3399. For complete terms of the Rogers Device Protection Plan, go to phoneclaim.com/rogers. Complete terms are also sent to every customer who is accepted for enrollment in the plan. The Rogers Device Protection Plan is an optional program available to customers of Rogers. Other protection programs may exist from other agents or insurers which a customer may prefer. The Rogers Device Protection Plan is not required to be purchased by any customer under any circumstance.

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. **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. **7** Loss and theft not available in Quebec, Newfoundland, and Saskatchewan.



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.
Service Replacement Fee (SRF) Fee dependent on current device in use	\$25-\$250
Accidental Damage Worry-free protection against physical and liquid damage	✓
Loss/Theft Protection⁷ Offers peace of mind for all device incidents	✓
Out-of-Warranty Coverage Extends past the manufacturer's warranty	✓
BYOD Coverage Like for like replacement or a comparable model ⁶	✓
Added Security Solutio Digital Protection app ⁵	✓
Cost Savings Save up to \$1,350 on a new device	✓
Fast & Convenient Replacement Receive a replacement device in 1-2 business days	✓

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

File online at phoneclaim.com/rogers. It's fast, easy, and available 24/7. Coverage only applies to the device in use with device protection at the time of loss.

Rogers Device Protection protects your device against loss, theft, and accidental damage, including out-of-warranty malfunction^{1,2}— 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.³
5. A service replacement fee⁴ of \$25, \$100, \$155, or \$250 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 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.