



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 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. Taxes extra. Please review the Device Protection Plan Terms and Conditions at rogers.com/protection. This brochure is applicable to Device Protection Plan offered in provinces excluding Quebec, Saskatchewan, Manitoba and Newfoundland; 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. **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.

© 2017 Rogers Communications

R_ONLYDPRO_WIR_NTL_E_R3_10207_0317



 **ROGERS**™



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-\$200
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, \$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 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.