

## Device Protection FAQ

Looking for more information about Device Protection? Here you will find details about enrolling, getting a replacement device and more.

### WHY SHOULD I PROTECT MY DEVICE?

Device Protection allows you to get reconnected if your device goes missing, suffers mechanical malfunction or defects (not covered by your manufacturer's warranty), or suffers liquid or physical damage, for less!

### HOW TO ENROLL

#### Is there a time limit on purchasing Device Protection?

You must subscribe to Device Protection within 30 days of the date you purchased your new device. You can also purchase a plan when you upgrade your device. Your device may be subject to inspection.

#### How do I purchase Device Protection?

A Plan can be purchased in store when you purchase your device or within 30 days of that date.

### PLAN DETAILS

#### How do I pay for Device Protection?

We offer a convenient monthly payment option. The monthly Device Protection plan fee will be charged to your Eastlink Mobile account each month.

#### Are there any charges in addition to the Monthly Plan fee?

Yes, additional charges may apply under the following circumstances:

- A non-return fee will be charged if we do not receive your defective device within 15 days of you receiving your Replacement Device.
- A non-return fee plus shipping and handling costs will be charged if you send us a device that is not the defective device (under your plan).
- A non-return fee plus shipping and handling costs or an unlocking fee may be charged if the defective device we receive is screen locked or the activation lock is still active.
- A Replacement Service Fee is a claims processing fee that will be collected when your claim is approved. You will be charged this fee based on the make and model of your mobile device at time of purchase.

Please refer to your Plan Terms and Conditions for detailed information about these charges.

#### Can I cancel my plan?

Yes, just dial \*611 from your device or call us at 1-888-345-1111 (1-877-813-1727 for Eastlink Business Wireless Accounts). You can cancel your plan for any reason within the first 15 days and receive a full refund, as long as you haven't requested and/or received a replacement device in that time. If you cancel after the first 15 days you'll receive a prorated refund of the plan monthly fee (minus the value of any replacement device you have received).

#### How else can my Plan be cancelled?

Your plan can be cancelled for one of the following reasons:

- Your payments were not made
- You did not adhere to the Terms and Conditions provided to you at the time of registration or to the terms of your Service Agreement. Please see your Device Protection Plan Terms and Conditions for more detail
- Fraud or misrepresentation in submitting a request for a replacement device
- Unauthorized repair of the device

#### Is my plan transferrable?

No, this plan cannot be transferred to another person or device. This plan only covers the device you have registered with Eastlink or your subsequent replacement device, provided by Assurant.

### Under what circumstances will my device be replaced?

- If your device stops working and it is outside the manufacturer's warranty period
- If you drop or damage your device
- If your device is missing and the Pocket Geek app can't locate it.
- If your device isn't working due to physical or liquid damage or the failure of Pocket Geek to locate a missing device – you're eligible for two replacement devices within a 12-month period.
- If you request a replacement as a result of mechanical malfunction or defects there is no limit to the amount of replacement devices available to you.

### How do I get a replacement?

Getting a replacement is easy! Just dial \*611 from your device or call us at 1-888-345-1111 (1-877-813-1727 for Eastlink Business Wireless Accounts). We're available to assist you 8 AM to 9 PM (AT), Monday to Friday and 8:30 AM to 5 PM (AT), Saturday and Sunday. Please have the following information handy when you call:

- Mobile phone number
- Home address
- IMEI number of the mobile device

We will also need you to provide a credit card number to submit your service request.

We'll do an initial assessment before sending a replacement device.

### I've requested a replacement – what's next?

#### 1. If your device isn't working:

A replacement device will be shipped to you along with a pre-paid return waybill, envelope and shipping instructions. We must receive your damaged device within 15 days of you receiving your replacement device or you will be charged a non-return fee. A Replacement Service Fee may apply.

#### 2. If your device is missing and could not be located by the Pocket Geek app:

In the event your device is lost or stolen, please call 1-888-345-1111 (1-877-813-1727 for Eastlink Business Wireless Accounts) any time 24/7 to have your account suspended to avoid unwanted charges.

If your device is lost or stolen, let us help you locate your device using Pocket Geek. If Pocket Geek is unable to locate your device, a replacement device will be shipped to you. A Replacement Service Fee will apply. **Replacement will only be available if you installed the Pocket Geek app on your device and keep the application up to date. It is solely your responsibility to ensure that Pocket Geek app is properly installed on your device at all times.**

If Pocket Geek successfully locates your device at a later date and you return the replacement device to us, the Replacement Service Fee will be reimbursed to you.

### How do I ship my damaged device?

Before shipping your damaged device for exchange you must do the following:

- Remove any confidential, proprietary or personal information
- Remove any screen lock applications (PIN, touch ID or passwords)
- Deactivate any activation locks
- Remove any removable cards such as media and SIM Cards

Please note that it is your responsibility to back up the contents of your device and remove all data. Failure to remove screen lock applications or deactivate Activation Locks may result in additional charges. Please refer to the Device Protection Plan Terms and Conditions for more information.

### Does Device Protection include the restoration of data on my device?

No, this plan doesn't include the restoration of data on your device. Please be sure to back up your device and remove all data before shipping your device to us to avoid the loss of any programs, data or other information stored on your device.

### **What happens if I ship my defective device without removing the screen lock applications or activation locks?**

If the returned defective device is screen locked or the activation lock is still active, we'll choose one of the following actions based on our available options:

- We'll keep the defective device and charge you an unlocking fee that will not exceed the Non-Return Fee.
- Where we are unable to unlock the defective device, we may return the defective device to you and charge you the Non-Return Fee (plus shipping and handling costs).
- You will be charged a Non-Return Fee (plus shipping and handling costs) if the defective device has been blacklisted because it was reported as lost or stolen to a wireless service provider or government authority.

See your Device Protection Plan Terms and Conditions for information about applicable fees.

### **What is Pocket Geek, and why do I need it?**

The Pocket Geek by Assurant application is installed to your device at time of purchase. With Pocket Geek, you can run device checkups and access technical support features for your device. Pocket Geek will also allow us to diagnose your device when you submit a service request.

Some of the key Pocket Geek features include:

- Device health monitoring
- Tips on how to make the most of your device
- Step-by-step troubleshooting guides
- Tests you can run to see your download, upload and ping speeds
- Help in finding your lost or stolen device
- Remote lock your device
- Remote data wipe if the device is lost, stolen or damaged

You can manage your device online at <https://my.pocketgeek.com>.

### **How can I download Pocket Geek?**

Downloading Pocket Geek is easy!

1. **For iOS devices:** search "Pocket Geek" in the App Store on your device.
2. **For Android devices:** search "Pocket Geek" in the Google Play Store on your device.
3. **For Blackberry devices:** search "Pocket Geek" in Blackberry World on your device.

Once you have downloaded the app, register to create a Pocket Geek account (following the instructions provided). For your convenience, manage up to five devices enrolled under the same account in the Pocket Geek bundle.

### **I forgot my password, how can I reset it?**

Visit [my.pocketgeek.com](https://my.pocketgeek.com) and click on "Forgot your password?"

### **How do I change the email address and/or password on my Pocket Geek account?**

Log into your account at [my.pocketgeek.com](https://my.pocketgeek.com) and select "Manage Account" from the "Account" drop down menu. You are able to update your email address from the "Name & Email" screen, and update your password from the "Password" screen.

### **What browser is required to access my.pocketgeek.com?**

In order to access [my.pocketgeek.com](https://my.pocketgeek.com) you must be using Internet Explorer 9 (or above), Firefox, Chrome or Safari. Lower versions and other browsers may work but there is a higher chance of limited functionality.

### **Will using Pocket Geek affect my battery life?**

Pocket Geek is designed to use a minimal amount of battery. It does not continuously run in the background. Background usage occurs when you send a command to your device, such as a search for device location.

### **Where can I access Pocket Geek's Privacy Policy?**

For information on Pocket Geek's privacy policy and obligations, please visit: [my.pocketgeek.com/privacy](https://my.pocketgeek.com/privacy).

### **How do I get more information about Device Protection?**

- **By Phone**  
Contact us by dialing \*611 on your device or by calling us at 1-888-345-1111 (1-877-813-1727 for Eastlink Business Wireless Accounts)
- **By Live Chat**  
Chat live anytime with Eastlink support at [my.eastlink.ca](https://my.eastlink.ca)