

MTS

We're with you.

Meet your replacement device, care of the MTS Wireless Protection Program.

Now that it's in your hands, there are just a few things to do to before enjoying your device.

1

Visit your nearest MTS store to activate your device.

This will ensure that your device is activated properly and is in our records for future claims or technical support, so we can serve you better.

If your current SIM card is damaged, lost or stolen and a new SIM card did not come with your replacement device, please call Brightstar Customer Care (partners with MTS for this program) at 1-888-324-7730. Please note that you will need a SIM card before you can activate your replacement device.

2

Return your damaged device.

- Place the device in the return envelope provided.
- Attach the included prepaid label.
- Drop the sealed envelope into any Canada Post mailbox.

iPhone users: Before you return your damaged device, please disable the “Find My iPhone” app or remove it from your iTunes account before shipping to avoid a fee of up to \$300.

3

Note this important information:

- Save your money and avoid up to \$300 in equipment and processing fees by sending Brightstar your damaged device within 30 days.
- If you paid your deductible with a credit card, please note that Brightstar will appear as the payee on your next statement.
- Your replacement device comes with a 90-day warranty provided by Brightstar. If your replacement malfunctions during this time period, please call Brightstar Customer Care at the number below.
- Please keep the replacement receipt, original box, manual and all packaging materials that came with your replacement device. In the event that you experience problems with your replacement device, you'll need these items for a possible exchange.

For more information visit mts.brightstarprotect.com or call Brightstar Customer Care at 1-888-324-7730.

Replacement phones are often new but may be reconditioned. Reconditioned phones look and work like new and meet all manufacturer specifications. If the exact make and model is not available, your replacement will be of like kind and quality. Device colour is not guaranteed. Once your damaged device is returned, if no damage or trouble is found, Brightstar reserves the right to collect \$50 in equipment and processing fees. MTS design mark and *We're with you.* are trademarks of Manitoba Telecom Services Inc., both used under license.