

Bring your own phone - Extended warranty program



Protect the device you brought to Bell/Virgin Plus with a Smart/Phone Care or SmartCare BYOP plan.

With our plans, your device is protected from: How it works:

- Defects beyond the manufacturer's warranty
- Physical damage i.e. cracked screen
- Electronic damage i.e. power surge
- Liquid damage
- Normal wear and tear

When to enroll:

The best time to enroll is at time of activation or upgrade. You can also enroll within 30 days of activation or upgrade by visiting any store for a visual inspection of your device. Previously damaged or defective devices are not eligible for coverage.

Monthly fee:

- \$10/mo.

Replacement fee:

- From \$49 to \$449 per replacement
- Maximum of 2 replacements per 12 months. Maximum value of the replacement device is \$3,000 per claim.

Replacement requests may be fulfilled with a new, refurbished, or remanufactured device of the same or another model of similar kind and quality. Colours, features, and accessory compatibility are not guaranteed.

Terms and conditions, will be provided either by e-mail or letter after enrollment. Your coverage begins on the date you enrolled in the program and continues month-to-month until terminated by you or by us.

Replacement requests can be submitted at **asur.me/bellclaims** or **asur.me/virginplusclaims**, or by calling **1-866-213-2143** within 30 days. The replacement fee will be added to your next bill.¹

Get your replacement device by mail or courier and ship your damaged device back using the instructions and packing materials included with your replacement device.²

Smart/Phone Care and SmartCare plans can be cancelled at any time by calling 1-800-667-0123. We may cancel your coverage if you enrolled an ineligible device, we do not receive your payment for monthly service, you have met your claim limits, or you default on any of your other obligations under this Plan.

Customers located in New Brunswick have a right to cancel and obtain a full refund within twenty (20) days of purchase.

Need more information?

Speak to an in-store representative, or call **1 800 667-0123**.

Limitations and exclusions apply, full terms and conditions available at **asur.me/bellclaims** or **asur.me/virginplusclaims**.

Eligible devices:

Below is a partial list of eligible devices as of 3 February 2025. This list may change from time to time. For a complete list, or to see the service fee/deductible for a specific device, visit **asurion.com/claims/bell-mobility**.

Device tier	Sample of devices
Tier 1	Alcatel: 1B (16GB), 1B (32GB), 1X (32GB) Motorola: E (32GB), G Play (64GB), G Power (64GB), G Pure (32GB), Moto G 5G (128GB) Samsung: A32 5G (64GB) TCL: 303 Black (32GB), 50 XE Nxtpaper 5G (128GB), 502 (32GB), Flip (8GB) ZTE: Blade A3 L (8GB), Blade A3 Plus (16GB), Blade A7P (32GB), Cymbal 2 (4GB), Z557 (8GB)
Tier 2	Apple: iPhone SE 2020 (64GB), iPhone SE 2022 (64GB) Motorola: G 5G (128GB), G 5G (64GB), G Power (64GB), One 5G Ace, One Hyper (128GB), One Vision (128GB) Samsung: A20 (32GB), A21 (32GB), A50 (64GB), A51 (64GB), A52 5G (128GB), A53 5G (128GB), Galaxy A13 (64GB), Galaxy A14 (64GB), Galaxy A15 (128GB), Galaxy A54 (128GB) TCL: 30 (128GB), 30 XE (64GB), 40 XE (128GB)
Tier 3	Apple: iPhone 11 (64GB), iPhone 11 (128GB), iPhone 12 (64GB), iPhone 13 Mini (128GB), iPhone SE 2020 (128GB), iPhone SE 2020 (256GB), iPhone SE 2022 (128GB), iPhone SE 2022 (256GB) Google: Pixel 6 (128GB), Pixel 6a (128GB), Pixel 7 (128GB), Pixel 7a (128GB), Pixel 8a (128GB) Motorola: Edge 2023 (256GB), Edge 2024 (256GB), G Stylus 5G (128GB) Samsung: A70 (128GB), A71 (128GB), Galaxy S20 FE 5G (128GB)
Tier 4	Apple: iPhone 11 (256GB), iPhone 12 (128GB), iPhone 12 (256GB), iPhone 13 (128GB), iPhone 13 (256GB), iPhone 13 (512GB), iPhone 13 Mini (256GB), iPhone 13 Mini (512GB), iPhone 13 Pro (128GB), iPhone 13 Pro (256GB), iPhone Pro Max (128GB), iPhone 14 (128GB), iPhone 14 (256GB), iPhone 14 (512GB), iPhone 14 PLUS (128GB), iPhone 14 PLUS (256GB), iPhone 14 PRO (128GB), iPhone 14 PRO MAX (128GB), iPhone 15 (128GB), iPhone 15 (256GB), iPhone 15 PLUS (128GB), iPhone 15 PLUS (256GB), iPhone 15 Pro (128GB), iPhone 16 (128GB), iPhone 16 (256GB), iPhone 16 Plus (128GB), iPhone 16 Plus (256GB), iPhone 16 Pro (128GB) Google: Pixel 6 Pro (128GB), Pixel 7 Pro (128GB), Pixel 8 (128GB), Pixel 8 (256GB), Pixel 9 (128GB), Pixel 9 (256GB), Pixel 9 Pro XL (128GB), Pixel 9 Pro XL (256GB) Motorola: Edge 2022 (256GB) Samsung: Galaxy S20 5G (128GB), Galaxy S20+ 5G (128GB), Galaxy S21 5G (128GB), Galaxy S21 5G (256GB), Galaxy S21 FE (128GB), Galaxy S21 FE (256GB), Galaxy S21+ 5G (128GB), Galaxy S21+ 5G (256GB), Galaxy S22 (128GB), Galaxy S22 (256GB), Galaxy S23 (128GB), Galaxy S23 FE (128GB), Galaxy S23 FE (256GB), Galaxy S24 (128GB), Galaxy S24 (256GB), Galaxy S24 Ultra (256GB), S25 (128GB & 256GB)
Tier 5	Apple: iPhone 13 Pro (512GB), iPhone 13 Pro (1TB), iPhone 13 Pro Max (256GB), iPhone 13 Pro Max (512GB), iPhone 13 Pro Max (1TB), iPhone 14 Plus (512GB), iPhone 14 Pro (256GB), iPhone 14 Pro (512GB), iPhone 14 Pro (1TB), iPhone Pro Max (256GB), iPhone Pro Max (512GB), iPhone Pro Max (1TB), iPhone 15 (512GB), iPhone 15 Plus (512GB), iPhone 15 Pro (256GB), iPhone 15 Pro (512GB), iPhone 15 Pro (1TB), iPhone 15 Pro Max (256GB), iPhone 15 Pro Max (512GB), iPhone 15 Pro Max (1TB), iPhone 16 Pro (256GB), iPhone 16 Pro (512GB), iPhone 16 Pro (1TB), iPhone 16 Pro Max (256GB), iPhone 16 Pro Max (512GB), iPhone 16 Pro Max (1TB) Google: Pixel 8 Pro (256GB), Pixel 8 Pro (512GB), Pixel 9 Pro XL (512GB) Samsung: Galaxy S20 Ultra 5G (128GB), Galaxy S20 Ultra 5G (512GB), Galaxy S20+ 5G (512GB), Galaxy S21 Ultra 5G (128GB), Galaxy S21 Ultra 5G (256GB), Galaxy S21 Ultra 5G (512GB), Galaxy S22 Ultra (128GB), Galaxy S22 Ultra (256GB), Galaxy S22 Ultra (512GB), Galaxy S22+ (128GB), Galaxy S22+ (256GB), Galaxy S23 (256GB), Galaxy S23 Ultra (256GB), Galaxy S23 Ultra (512GB), Galaxy S23+ (256GB), Galaxy S24+ (512GB), Galaxy S24 Ultra 5G (128GB), Galaxy S24 Ultra 5G (512GB), Galaxy S20+ 5G (128GB), S21 Ultra 5G (128GB), S21 Ultra 5G (256GB), Galaxy S21 Ultra 5G (512GB), Galaxy S22 Ultra (128GB), Galaxy S22 Ultra (256GB), Galaxy S22 Ultra (512GB), Galaxy S22+ (128GB), Galaxy S22+ (256GB), Galaxy S23 (256GB), Galaxy S23 Ultra (256GB), Galaxy S23 Ultra (512GB), Galaxy S23+ (256GB), Galaxy S23+ (512GB), Galaxy S24 Ultra (512GB), Galaxy S24+ (256GB), Galaxy S24+ (512GB), S25+ (256GB & 512GB), S25 Ultra (256GB & 512GB)

Current as of July 14, 2025. Available in NB, NFL, NS, NU, NWT, ON, PEI and YT. Fees and services are subject to change in accordance with your agreement. Taxes extra. Smart/Phone Care and SmartCare plans do not cover turbo hubs. Visit bell.ca/smartphonecare or virginplus.ca/smartcare for additional details. To complete your enrollment and for coverage to take effect, a phone call or text message must be completed to or from the covered phone or smartphone. Smart/Phone Care and SmartCare plans do not cover phones on prepaid accounts, SIM cards, or accessories (including batteries and chargers). The device with the IMEI (International Mobile Equipment Identity) number associated to the agreement is covered. Warranty cannot be transferred to a different device, including devices under the same account. (1) See terms and conditions for more information. (2) As long as you subscribe to Smart/Phone Care or SmartCare.