

# Smart/Phone Care Plan

Sometimes the unexpected happens. Get peace of mind with a Smart/Phone Care plan from Bell.

## With Smart/Phone Care, your device is protected from:

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

## Get accident forgiveness with Device Return Option.

When Smart/Phone Care is paired with Device Return Option, you get additional peace of mind if your phone gets damaged. At the end of your term, you can return your device in any physical condition<sup>1</sup> with no replacement fee.

## Monthly and device replacement fees:

Fees depend on the device that you are protecting:

### Monthly fee:

\$13/mo. to \$22/mo.

### Replacement fee:

From \$50 to \$599 per replacement.  
Maximum of 2 replacement claims for each device covered.

Ask an in-store rep for details on your device.

## 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 Bell store for a visual inspection of your device. Previously damaged or defective devices are not eligible for coverage.

## Getting a replacement device:

### Step 1 (if your device has been stolen)

Call **1 800 667-0123** to suspend your service and protect yourself against unauthorized use of your account.

### Step 2

Submit a replacement request online at [phoneclaim.com/bell-mobility](https://phoneclaim.com/bell-mobility) or call Asurion Customer Service at **1 866 213-2143** within 30 days to request a replacement device. The replacement fee will be added to your next Bell Mobility bill.<sup>2</sup>

### Step 3

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.<sup>3</sup>

## For more information

Speak to an in-store representative, visit [bell.ca/SPC](https://bell.ca/SPC) or call **1 800 667-0123**.

Current as of November 2, 2021. Available in BC, NB, NL, NS, NU, NWT, ON, PEI and YK. Fees and services are subject to change in accordance with your agreement. Taxes extra. Depending on which Smart/Phone Care plan you subscribe to, certain hardware and software exclusions will apply. Smart/Phone Care plans can be cancelled at any time and do not cover turbo hubs. Visit [bell.ca/smartphonecare](https://bell.ca/smartphonecare) for additional details. Enroll your device either at time of activation/upgrade or within 30 days of activation/upgrade by visiting any Bell store for a visual inspection of your device. To complete your enrollment and for coverage to take effect, a phone call must be completed to or from the covered phone or smartphone, and a minimum of 1 kilobyte data session for turbo sticks, tablets, premium tablets, wearable products and data-only devices. Smart/Phone Care plans do not cover phones on prepaid accounts, SIM cards, or accessories (including batteries and chargers). (1) Smart/Phone Care protection must be active on the phone with the cloud & activation locks removed upon return. For iPhone, the 'Find my iPhone' option must be disabled. (2) See terms and conditions for more information. (3) As long as you subscribe to Smart/Phone Care.

SPC\_Plans\_ROC\_EN\_Nov2

