

# Bell Care Plans

Just like having your  
very own guardian angel



**Bell**



## Terms and conditions – Care plans

The following terms and conditions apply to the Bell Care plans. Please read these terms and conditions carefully. If you have any questions concerning these terms and conditions, you may contact us at 310-BELL™ (2355).

Please note that these terms and conditions apply in addition to Bell's Unregulated Terms of Service for Consumers ("UTOS"). You may obtain a copy of the UTOS by visiting our web site at [bell.ca/terms](http://bell.ca/terms). To the extent that there is a conflict between the following terms and conditions of the Care Plans and the UTOS, the UTOS shall prevail.

# WireCare plan

## Coverage

- Subject to the exclusions set out in paragraphs below, diagnosis and repair of jacks and inside wiring that are connected to the network (from the demarcation point) and cease to function due to normal wear and tear or accidental damage.
- Repair of Bell Internet inside home wiring up to the modem.
- Diagnosis and isolation of trouble caused by terminal equipment, namely telephones, fax machine and modems.
- Repair or replacement of jacks or inside wiring:
  - Due to damage caused by domestic pets.
  - Due to physical damage to a portion of the premises, as long as continuous telephone service is provided to the premises.
- To speak to someone in our repair group, please contact 611.
- Any random event affecting a large number of premises
- Repair or replacement of inside wiring or jacks:
  - That do not meet electrical codes or applicable standards and regulations.
  - That are not properly connected to the telephone network.
  - Outside Bell regular business hours.
- Home networking wiring between computers (LAN).
- Non Bell Internet service provider.
- Repair or replacement of:
  - Outside wiring (whether aerial or buried) connecting detached structures on the same premises.
  - Jacks or wiring on boats, boat docks and marinas.
  - Special jacks and wiring installed for intelligent house purposes.
  - Any terminal equipment.
- Provision and installation of wiring and jacks.

## Exclusions

- Any defect or damage on any inside wiring or jack known by the customer that existed prior to the plan subscription date.
- Any deliberate damage to the jacks or inside wiring caused by negligence or vandalism.
- Excessive repair requests, as may be reasonably determined by Bell.
- Any defect or damage to the jacks or inside wiring caused by an act of God or a natural disaster such as fire, flood, lightning, ice storm, etc.

# PhoneCare plan

## Coverage

- Subject to the exclusions set out in paragraphs below, replacement in the event of defect or damage resulting from normal use of the following:
    - 1-2-3 or 4 line terminals including cordless telephones 1 base and maximum of 4 phones, screenphones, phones equipped with answering machine and alarm clock phones.
    - Call display adjuncts and telephone antennas, adapters and cords.
  - All shipping and pick up charges for the defect equipment are included and will be done within 2 to 3 working days.
  - Claims for replacement of terminals or any of their components made under the plan are limited to \$500 per 12- month term from the initial subscription date to the plan and include a limitation of five cords and for cordless 1 base and a maximum of 4 phones.
  - To submit a claim, please contact Asurion at 1 866 538-1922.
- Contact with sand, water or other liquid/ humidity, dust, an infestation, an act of God, including but not limited to a natural catastrophe, fires, floods, lightening or acts of war.
  - Any problem resulting from:
    - Improper maintenance or repair performed by a party other than Bell or one of it's authorized agents.
    - A manufacturing defect or design defect in the terminal or its components.
  - Accessories including external wiring, battery chargers, racks, decorative attachments and jacks, headsets, equipment specially designed for the hearing impaired and any other similar device.
  - Damage of an esthetic nature such as change to color, texture, finish or other cosmetic damage.
  - A crack that does not affect the operation of the phone or its components.
  - Any upgrade due to the obsolescence of the terminal or any of its components, including technological obsolescence.

## Exclusions

- Any defect or damage with a known origin that existed prior to the plan subscription date.
- Any defect or damage to the terminal or its components caused by:
  - A power surge, a battery leakage, improper installation, inadequate connection to the telephone network, to a jack or to any other products not recommended by the manufacturer, improper use of the terminal or its components, abuse or misuse, negligence or vandalism.
- Routine maintenance of the terminals and replacement of consumable items such as batteries.
- Theft or loss of a terminal or its components.
- Telephones and their accessories such as: Terminals with five lines or more, headsets, answering machines, fax machines, rented terminals, decorative telephones (i.e. Mickey Mouse), radio-telephones and cellular telephones or their components.

# Dish Care Plan

## Coverage

- Replacement in the event of defect or damage resulting from normal use of the following Bell TV digital system components in use at your primary residence: LNBF amplifier, one satellite dish, SW21 switch, up to six set-top box receivers as well as their respective remote controls (“system components”).
- All shipping and pick up charges for the defective equipment are included and will be done within 2 to 3 working days.
- Claims for replacement of system components made under the plan are limited to two claims per 12-month term from the initial subscription date to the plan.
- A maximum of 2 plans per account.
- To submit a claim, please call 1 888 759-3474.
- Consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- System components if used to receive signals other than those authorized by Bell TV, in whole or in part.
- Any defect or damage to the system components caused by:
  - A power surge, improper installation, inadequate use of the system components, abuse or misuse, water damage, negligence or vandalism.
  - Infestation, water or other liquid/humidity, sand or dust, an act of God, including but not limited to a natural catastrophe, fires, floods, lightening, ice storms or acts of war.

## Exclusions

- Any defect or damage with a known origin that existed prior to the plan subscription date.
- Lost, stolen or damaged Smart Card and Bell TV digital TV system or one of the system components.
- Installation, removal, reinstallation or adjustment of the Bell TV system or any electronic devices. If applicable, the installation will be warranted under a separate agreement with the installation party.
- Any problem resulting from:
  - Improper maintenance or repair performed by a party other than Bell or an authorized agent of Bell.
  - A manufacturing defect or design defect in the system components.
- Accessories including protective cases, headsets, cords, adapters, equipment specially designed for the hearing impaired and any other similar device.
- Normal wear and tear and cosmetic damage including changes to colour, texture, finish any crack in any Bell TV component(s) that does not affect the operation of the Bell TV system or one of the Bell TV system component(s).

- Routine maintenance of the system components and replacement of consumable items such as batteries. Removal, reinstallation or adjustment of the Bell TV system or any consumer electronic devices.
- Any wiring or cabling attached to any of the system components and any equipment not properly registered for coverage.
- Any upgrade due to a system component obsolescence, including technological obsolescence.
- Any signal reception problem, unused Bell TV programming charges due to Bell TV System malfunction.
- Any commercial or institutional use and Equipment purchased, services, or repair outside Canada.
- Any revenues losses, loss of data and/or loss of use due to the absence of Bell TV component(s) functionality or Bell TV System service at any time.
- The Dish Care maintenance plan does NOT cover Bell TV component(s) if used to receive signals other than those authorized by Bell TV, in whole or in part.

# Terms and conditions

## General

- The plan fee will be billed on your Bell bill monthly, commencing with your first bill following your subscription to the plan. Customers who subscribe to Care plans with a single payment option will be billed at the beginning of the 12, 24 or 36 month term (as per chosen option). Customers subscribing to Care plans within the Home Phone Complete Package will not be billed a separate plan fee as coverage is included in monthly rate for such packages.
- The coverage is effective on the date verbally indicated by the Bell representative at the time of your subscription to the plan.
- Minimum 12 month-term following your subscription to the plan. Except as described below, cancellation fees will apply in case of early cancellation. Consult your confirmation letter for the amount of any applicable cancellation fees. You may also visit [bell.ca/care](http://bell.ca/care) or contact one of our representatives. No cancellation fee applies for the following; cancellation the plan after the end of its term or if a customer has selected a single payment option or a Care plan as part of the Home Phone Complete Package.
- If you are billed monthly, after the minimum 12-month term, the plan remains in effect under the same terms and conditions, including the UTOS, unless Bell modifies or cancels the plan or you decide to terminate the plan, as the case may be, and you will continue to be billed monthly. If you selected a single payment option Care plan, your subscription will automatically terminate at the end of the 12, 24 or 36 month term (as per the chosen option). To extend your subscription, please contact us at 310-Bell.
- You must contact Bell to terminate your subscription to the plan. The termination of the plan will be effective 24 to 48 hours after your verbal notice to this effect. Please be advised that Bell may terminate the plan upon notice to you.
- Bell reserves the right to charge additional fees or terminate the plan should it deem that a customer is acting in an abusive manner, is not fulfilling his/her obligations under the plan or is not paying the monthly fee when due.
- You may not assign your rights under the plan to any person without the prior written consent of Bell.
- In no event shall either Bell or its affiliates, directors, officers, employees, agents and subcontractors, including but not limited to Asurion, be liable for any indirect, special, incidental or consequential damages (including loss of data, loss of use, lost profits or failure to realise expected savings) whether arising in negligence, tort statute, equity, contract, common law, or any other cause of action or legal theory even if Bell has been advised of such loss or damage. These provisions shall survive the termination of the plan.



# Specifics

## WireCare

- The plan only covers the premises at your address of service and you must meet one of the following conditions to be benefit from the plan:
  - (A) Use Bell as your local service provider (for voice coverage); or
  - (B) Use Bell as your local service provider and be a Bell Internet service subscriber; or
  - (C) Be a Dry Loop\* and a Bell Internet service subscriber.
- You agree that Bell, its affiliates', directors', officers', employees', agents' and subcontractors' total cumulative maximum liability arising directly or indirectly from the plan is as set out in the UTOS. Except as set out herein, Bell disclaims all warranties of any kind, whether expressed, implied or statutory, in respect of the plan, including the jacks, terminal equipment, including but not limited to phones, faxes and modems, inside and outside wiring, including any warranty of merchantability or fitness for a particular purpose.

## PhoneCare

- Your terminals must be used at your address of service to benefit from the plan.
- Claims made under the plan must be made to Bell authorized agent, Asurion, using the contact information set out in this brochure. Bell shall notify you should there be a change of authorized agent.
- Any replacement terminals will be the same model or a model of similar quality and functionality, i.e. refurbished or new, at Bell or its authorized agents' sole discretion. For cordless phones, customer will receive at a minimum a 5.8GHz or the latest greater technology Product.
- You agree that Bell, its affiliates', directors', officers', employees', agents' and subcontractors', including but not limited to Asurion, total cumulative maximum liability arising directly or indirectly from the plan is as set out in the UTOS. Except as set out herein, each of Bell and Asurion disclaims all warranties of any kind, whether expressed, implied, or statutory, including any warranty of merchantability or fitness for a particular purpose in respect of the plan and the terminals including phones, faxes and modems.

\* Dry Loop is a telephone wire that does not have a dial tone.

## Dish Care

- You must be an active Bell TV customer to benefit from the plan and there is a limit of 6 registered receivers per residential location.
- Any replacement system components will be the same model or a model of similar quality and functionality, i.e. refurbished or new, at Bell or its authorized agent's sole discretion.
- You agree that Bell, its affiliates', directors', officers', employees', agents' and subcontractors', including but not limited to Asurion , total cumulative maximum liability arising directly or indirectly from the plan is as set out in the UTOS. Except as expressly set out herein, each of Bell and Asurion disclaims all warranties of any kind, whether expressed, implied or statutory, in respect of the digital TV system or any of the system components, including any warranty of merchantability or fitness for a particular purpose.
- **WARNING: YOUR EQUIPMENT WILL NOT BE COVERED UNDER THE PLAN IF IT WAS USED TO RECEIVE SIGNALS, IN WHOLE OR IN PART, THAT WERE NOT AUTHORIZED BY BELL TV. IF YOUR RECEIVER IS FOUND TO HAVE RECEIVED UNAUTHORIZED SIGNALS, YOU WILL HAVE TO RETURN ANY REPLACEMENT RECEIVER TO OUR WARRANTY SERVICE CENTRE WITHIN 10 DAYS OF RECEIPT, OTHERWISE A CHARGE EQUAL TO BELL TV COST TO REPLACE IT WILL BE APPLIED TO YOUR ACCOUNT.**

- **REMINDER:** Receiving signals without authorization, including for the purpose of "testing", is theft.

## PhoneCare and Dish Care

- Claims made under the plan may not be made until the first business day following the expiration of 15 days after the subscription date.

For more information, please  
contact us at 310-BELL (2355).

Ask us about our Care bundles.

