

# Device Care Complete

All provinces except Quebec,  
Manitoba, Saskatchewan

Terms and Conditions

Effective 13 February 2025

- Terms and Conditions
- Device Claim Tiers

### **Contract of Additional Warranty**

This is a legal contract (referred to hereinafter as the “Plan”). By purchasing it, you understand that it is such a contract and acknowledge that you have had the opportunity to read the terms and conditions set forth herein.

**Obligor:** The company obligated under this Plan is Telus Communications, Inc., whose address is 510 W. Georgia Street, 23<sup>rd</sup> Fl., Vancouver, British Columbia V6B 0M3 Canada, telephone 1-866-558-2273.

**Definitions:** Throughout this Plan the words **(1) “we,” “us,” or “our”** refer to the obligor, as referenced above; **(2) “administrator”** refers to Asurion Canada, Inc. (“Asurion”). The administrator can be contacted at: 11 Ocean Limited Way, Moncton, New Brunswick E1C 0H1 Canada; **(3) “TELUS”** refers to the wireless service provider; **(4) “covered device”** means a device that we have designated as eligible for coverage under the Plan, which is activated for wireless telecommunications service for the enrolled Telus wireless telephone number on your account with TELUS on the date the covered incident of the covered device occurs and for which air time has been logged by TELUS as identified by Electronic Serial Number (ESN), Mobile Equipment Identification Number (MEID), or International Mobile Equipment Identity (IMEI) for CDMA devices and SIM card; unless you have logged outgoing airtime on a different eligible wireless device immediately prior to the time of loss, in which case such wireless device becomes the covered device so long as: i) such wireless device is owned by you and you provide us proof of ownership and ii) airtime usage was logged on such device on your account with TELUS immediately prior to the time of loss; **(5) “you” and “your”** refers to the TELUS account holder; **(6) “covered incident”** refers to the mechanical or electrical breakdown of the covered device (after the one-year manufacturer warranty expires) or being lost, stolen or directly damaged (including liquids) (from the date of enrollment in the program); **(7) “replacement device”** refers to a **NEW, REFURBISHED OR REMANUFACTURED PRODUCT, OR A PRODUCT OF EQUAL OR SIMILAR FEATURES AND FUNCTIONALITY THAT PERFORMS TO THE FACTORY SPECIFICATIONS OF THE ORIGINAL COVERED DEVICE**; and **(8) “program”** means the Device Care Complete program described in this Plan.

**Agreement.** You agree to all the provisions of this Plan when you enroll in the program and pay for it. We may change the monthly charge for the program or these terms and conditions from time to time upon at least thirty (30) days' written notice to you. Such notice may be provided in a bill insert, as a message printed on your bill, in a separate mailing, or by any other reasonable method, at our discretion. By providing your electronic address to us, Asurion, or TELUS, you are authorizing us to communicate with you electronically. Your continued use of the program and payment of the charges, after such notice, constitutes your acceptance of the changes. The program is available only to customers of TELUS. Your participation in the program is optional, and you may cancel the Plan at any time. Please refer to the provision in this Plan regarding cancellation.

**What is Covered:** This Plan provides for the repair or replacement of your covered device in the event the covered device experiences a covered incident. If we determine that we cannot repair your covered device as specified in this Plan, we may replace it with a replacement device. Non-original manufacturer's parts may be used for repair of the covered device if the manufacturer's parts are unavailable. **NOTE:** You are responsible for backing up all software and data prior to commencement of any repairs. We are not responsible for any lost data, including documents, databases, messages, licences, contacts, passwords, books/magazines, games, photos, videos, music or other non-standard software or data on your product.

**Plan Period:** Your coverage begins on the date you enrolled in the program and continues month to month until terminated by you or by us. We may elect not to renew the program upon thirty (30) days written notice to you. The program is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty but provides certain additional benefits as outlined in the “Definitions” provision during the term of the manufacturer's warranty. After the manufacturer's warranty expires, the Plan continues to provide some of the manufacturer's benefits as well as certain additional benefits listed within the program's terms and conditions.

**Charges:** You will be billed once each month on your bill from TELUS. Applicable service fees, non-return charges, non-covered claim charges, shipping and restocking charges, taxes, and regulatory surcharges and assessments, if any, may be added to your bill or, at our discretion, collected from you prior to providing a replacement device.

**To Make a Claim / How it works:** When your covered device experiences a covered incident, call Asurion at **1-866-281-4537** or visit [asurion.com/claims/telus](https://www.asurion.com/claims/telus), to process your claim 24 hours a day, 7 days a week, within 60 days of the covered incident. **You must call prior to having your product serviced; all repairs or replacements must be authorized in advance.** Unauthorized repairs or replacements may not be covered. Once a claim for replacement is approved, you will receive the replacement device bymail within 1 to 10 business days. If you choose to have the replacement device delivered on a Saturday, an additional \$20 shipping fee will apply. If the replacement device is shipped outside of Canada, an additional \$30 shipping fee will apply. At our sole discretion, we may require that you return the covered device to us, and have it inspected by our authorized service centre as a condition to receiving a replacement device, or we may require you to purchase a replacement device with similar features as a condition to receiving a reimbursement. We may require you to fill out a claim facilitation form prior to receiving service or a replacement under this Plan. You may also be required to produce photo identification issued to you by a Provincial or Federal government office as a condition to receiving service or replacement or reimbursement under this Plan.

**Claim Limit:** A maximum of two (2) claims for mechanical and electrical breakdown (after the one-year manufacturer warranty expires), lost, stolen, or direct damage (including liquids), and unlimited cracked front screen repairs and battery replacements will be allowed in any consecutive 12-month time period for the covered device. For any single claim, the maximum amount we will spend to replace or repair the covered device is \$3,500.00.

**Claim Service Fee:** You must pay a non-refundable claim service fee, and any applicable taxes, for each approved repair or replacement before your claim can be completed, and the service fee does not reduce the Claim Limit. The service fee amount is based on the device tier of the claimed covered device, as shown in the schedule below. See [asurion.com/claims/telus](https://www.asurion.com/claims/telus) for the specific claim service fee for your device and to determine repair eligibility.

Device Category	Device Replacement	Cracked Front Screen Repair (eligible devices only)*	All Other Repairs (eligible devices only)	Battery Replacement (eligible devices only)
Tier 1	\$25	Not Available	Not Available	\$0
Tier 2	\$100	\$39	\$50	\$0
Tier 3	\$130	\$39	\$80	\$0
Tier 4	\$200	\$39	\$100	\$0
Tier 5	\$250	\$39	\$130	\$0
Tier 6	\$400	\$39	\$200	\$0
Tier 7	\$650	\$39	\$325	\$0

\*For eligible flip and foldable phones, Cracked Front Screen Repair is available for the front external screen only. Repair to the inner screen and/or back glass falls under the “All Other Repairs” category (the All Other Repairs claim service fee applies).

**Return of Replaced Device/Non-return Charge:** The covered device approved for replacement must be returned to us. You will be required to return the claimed covered device to us at our expense within thirty (30) days, in the return mailer we provide. You must return the covered device as directed by us, including unlocking the covered device, or pay a non-returned device charge of up to \$1,500.00. **YOU CAN AVOID THIS CHARGE BY SIMPLY RETURNING THE COVERED DEVICE AS DIRECTED.** If you return a device that is not the covered device, a shipping and restocking fee of \$15.00 may be charged.

**Transferability:** This program is non-transferable.

**Manufacturer's Responsibilities:** The manufacturer is solely responsible for parts and services covered during the manufacturer's warranty period.

**The program does not cover:**

- a) incidental or consequential damages;
- b) failures caused by acts of God, fire, flood, explosion, war, terrorism, strike, embargo, acts of the government, military authority, or the elements;
- c) abuse, misuse, intentional damage, improper installation, or customer negligence;
- d) pre-existing covered incidents to the covered device occurring before the time it was established as the covered device;
- e) changes or enhancements in colour, texture, finish, expansion, contraction, or any cosmetic damage to the covered device, however caused, including, but not limited to: scratches and marring, that do not affect the mechanical or electrical function of the covered device.

Further, Covered Device does not include and the program does not cover:

- a) contraband or property in the course of illegal transportation or trade;
- b) property in transit to you from anyone other than us;
- c) battery chargers (one standard charger will be provided with replacement device on approved claims for replacement of the covered device if the charger has also failed);
- d) any accessories (except as otherwise provided with respect to standard batteries, standard battery chargers, and SIM Card), including but not limited to: colour face plates, personalized data, or customized software, such as personal information managers (PIMs), ring tones, games, or screen savers;
- e) unauthorized modifications, alterations, or repairs, including the use of third-party parts not provided or certified by the manufacturer; or
- f) covered device that is missing any part or parts.

**Cancellation:** This Plan is provided on a month-to-month basis and may be cancelled by you at any time for any reason. You may cancel by calling TELUS at **1-866-771-9666**, visiting a TELUS Store, or accessing your online self-serve account. If enrolled in New Brunswick or Labrador, you must call us at **1-866-771-9666** to cancel. 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. If you are enrolled in Newfoundland and Labrador and we cancel the Plan, we will give you at least 60 days' notice in writing. In all other provinces, we will provide 30 days' notice of the cancellation. The notice will explain the reasons for the cancellation and the effective date of the cancellation. If you are enrolled in New Brunswick and this Plan is cancelled (a) within the first 20 days of your enrollment date, we will refund the full monthly fee collected less any claims paid, or (b) after the first 20 days of your enrollment date, we will refund the unused monthly fee collected, prorated on a daily basis, less any claims paid. In all other provinces, if this plan is cancelled, we will refund the unused monthly fee collected, prorated on a daily basis, less any claims paid. We will then stop all monthly charges.

## DEVICE SCHEDULE / PROGRAMME RELATIF AUX APPAREILS

Partial list of eligible devices as of 13 February 2025. This list may be changed from time to time. For a complete list, or to see the service fee/deductible for a specific device, go to [www.asurion.com/claims/telus](https://www.asurion.com/claims/telus) or [www.asurion.com/claims/koodo](https://www.asurion.com/claims/koodo).

Liste partielle des appareils admissibles en date du 13 février 2025. Cette liste peut être modifiée de temps à autre. Pour obtenir une liste complète ou pour consulter les frais de service/la franchise d'un appareil en particulier, visitez le site [www.asurion.com/fr-ca/claims/telus](https://www.asurion.com/fr-ca/claims/telus) ou [www.asurion.com/fr-ca/claims/koodo](https://www.asurion.com/fr-ca/claims/koodo).

**Bring Your Own Device:** When you bring your own device and activate service with it on the TELUS/Koodo network, it may be eligible for enrollment in device protection. If the device make/model is currently or was previously sold by TELUS/Koodo, the applicable service fees/deductibles for that specific make/model tier apply for all approved claims. For a device make/model that has never been sold by TELUS/Koodo, the service fee/deductible and monthly fee for Device Tier 2 applies. Replacement options will vary.

**Apportez votre propre appareil :** Lorsque vous apportez votre propre appareil et activez le service avec celui-ci sur le réseau TELUS/Koodo, il peut être admissible à l'inscription à la protection des appareils. Si la marque ou le modèle de l'appareil sont actuellement vendus par TELUS/Koodo ou l'ont déjà été, les frais de service ou la franchise applicables pour ce niveau de marque ou de modèle spécifique s'appliquent à toutes les réclamations approuvées. Pour une marque ou un modèle d'appareil qui n'ont jamais été vendus par TELUS/Koodo, les frais de service ou la franchise et les frais mensuels pour les appareils de niveau 2 s'appliquent. Les options de remplacement varient.

Device Tier Catégorie d'appareil	Sample of Devices Échantillon d'appareil
Tier 1 Catégorie 1	<b>LG:</b> K4 (2016), X Power 2; <b>Motorola:</b> G Pure (32GB), Moto G Play 2024 (64GB), Moto G Power 2021 (64GB); <b>Samsung Galaxy:</b> A03s (32GB), A21 (32GB); <b>TCL:</b> 10L (64GB); <b>ZTE:</b> Blade A7P (32GB), Cymbal 2 (8GB), Nubia A75 (32GB)
Tier 2 Catégorie 2	<b>LG:</b> K41S (32GB), X Power 3 (16GB, 32GB); <b>Motorola:</b> Moto G 5G 2023 (128GB), Moto G Fast (32GB), Moto G Power 2022 (64GB); <b>Samsung Galaxy:</b> A12 (32GB), A13 (64GB), A14 5G (64GB), A20 (32GB), J3 2018 (16GB), J3 Prime; <b>Sonim:</b> XP3 (8GB); <b>Bring Your Own Device:</b> a make/model not previously sold by TELUS/Koodo; <b>Apportez votre propre appareil :</b> une marque/un modèle non vendu auparavant par TELUS/Koodo
Tier 3 Catégorie 3	<b>Huawei:</b> P30 Lite (128GB); <b>LG:</b> Q Stylo Plus, Q6 Platinum; <b>Motorola:</b> Moto G 5G (64GB); <b>Samsung Galaxy:</b> A32 5G (64GB), A5 2017, A50 (64GB); <b>TCL:</b> 20S (128GB), 30 5G (128GB)
Tier 4 Catégorie 4	<b>Apple iPhone:</b> 8 (64GB), 11 (64GB), 12 Mini (64GB), 13 Mini (128 GB), SE 2020 (64GB, 128GB), SE 2022 (64GB, 128GB, 256GB), XR (64GB); <b>BlackBerry:</b> Key2; <b>Google Pixel:</b> 5 (128GB), 6 (128GB), 3A XL (64GB), 3A (64GB), 4A (128GB), 4A 5G (128GB), 6A 5G (128GB), 7 5G (128GB), 7A 5G (128GB), 8A 5G (128GB); <b>Huawei:</b> P20 (128GB), P20 Pro (128GB), P30 (128GB); <b>LG:</b> G6, G7 One (32GB), G7 ThinQ (64GB), Velvet 5G (128GB); <b>Motorola:</b> Edge 2023 5G (256GB), Edge 2024 5G (256GB), Moto G Stylus 5G 2022 (128GB), One 5G Ace (128GB), One Hyper (128GB); <b>Samsung Galaxy:</b> A35 5G (128GB), A51 (64GB), A52 5G (128GB), A53 5G (128GB), A70 (128GB), A71 (128GB), A8 2018, S9 (64GB); <b>Sonim:</b> XP10 5G (128GB), XP8; <b>TCL:</b> 10 Pro (128GB), 20 Pro 5G (256GB)
Tier 5 Catégorie 5	<b>Apple iPhone:</b> 11 (128GB), 12 (64GB, 128GB), 13 (128GB, 256GB), 14 (128GB, 256GB), 15 (128GB, 256GB), 13 Mini (256GB, 512GB), 14 Plus (128GB), 15 Plus (128GB), 8 Plus (64GB), X (64GB), XR (128GB); <b>Google Pixel:</b> 2 (64GB, 128GB), 3 (64GB), 4 (64GB), 8 (128GB, 256GB), 2 XL (64GB, 256GB), 3XL (64GB), 6 Pro (128GB), 7 Pro 5G (128GB), 8 5G (128GB, 256GB); <b>Huawei:</b> Mate 20 Pro (128GB), P30 Pro (128GB); <b>LG:</b> G8X ThinQ (128GB), V30; <b>Motorola:</b> Moto Edge 2022 (256GB); <b>Samsung Galaxy:</b> Note 8, Note 9 (128GB), S10 (128GB), S20 5G (128GB), S20 FE 5G (128GB), S21 5G (128GB), S21 FE 5G (128GB, 256GB), S22 5G (128GB), S23 5G (128GB), S24 5G (128GB), S8 (64GB), S8 Plus (64GB), S9 Plus (64GB)
Tier 6 Catégorie 6	<b>Apple iPhone:</b> 13 (512GB), 14 (512GB), 15 (512GB), 11 Pro (64GB, 256GB), 11 Pro Max (64GB, 256GB), 12 Pro (128GB, 256GB, 512GB), 12 Pro Max (128GB, 256GB, 512GB), 13 Pro (128GB, 256GB, 512GB, 1TB), 13 Pro Max (128GB, 256GB, 512GB, 1TB), 14 Plus (256GB, 512GB), 14 Pro (128GB, 256GB, 512GB, 1TB), 14 Pro Max (128GB, 256GB, 512GB, 1TB), 15 Plus (256GB, 512GB), 15 Pro (128GB, 256GB, 512GB, 1TB), 15 Pro Max (256GB, 512GB, 1TB), XS (64GB, 256GB), XS Max (64GB, 256GB); <b>Google Pixel:</b> 8 Pro 5G (128GB, 256GB, 512GB); <b>Motorola:</b> Razr Plus 2024 5G (256GB), Razr Plus 5G (256GB); <b>Samsung:</b> Z Flip 5 5G (256GB, 512GB); <b>Samsung Galaxy:</b> Note 10 Plus (256GB), Note 20 5G (128GB), Note 20 Ultra 5G (128GB), Note 20 Ultra (128GB), S10 (512GB), S10 Plus (128GB), S20 Plus 5G (128GB), S20 Ultra 5G (128GB), S21 Plus 5G (128GB), S21 Ultra (128GB, 256GB, 512GB), S22 Plus 5G (128GB), S22 Ultra 5G (256GB, 512GB), S23 5G (256GB, 512GB), S23 Plus 5G (256GB, 512GB), S23 Ultra 5G (256GB, 512GB), S24 5G (256GB, 512GB), S24 Plus 5G (256GB, 512GB), S24 Ultra 5G (256GB, 512GB), Z Flip 3 5G (128GB, 256GB), Z Flip 4 5G (128GB, 256GB), Z Flip 5 5G (256GB, 512GB)
Tier 7 Catégorie 7	<b>Samsung Galaxy:</b> Z Fold 3 5G (256GB, 512GB), Z Fold 4 5G (256GB, 512GB), Z Fold 5 5G (256GB, 512GB), Z Fold 6 5G (256GB, 512GB)