

Device Care Complete Shared

All provinces except Quebec, Manitoba,
Saskatchewan

Terms and Conditions
Effective 14 October 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.

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

2. 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) “you” and “your”** refers to the TELUS account holder; **(5) “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); **(6) “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 **(7) “program”** means the Device Care Complete Shared program described in this Plan.

3. 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.

4. Account-Based Coverage: Coverage is provided for covered devices in use on the mobile numbers that: 1) are active (airtime usage is logged) on your enrolled account for wireless communication service with Telus; and 2) have been registered for coverage by you as described in Section 5.a. below. When an eligible mobile number is removed from your account with TELUS, coverage ceases immediately for any Covered Device associated with or in use on that mobile number, unless the Covered Device has multiple-SIM capability and is also in use on a separate eligible mobile number.

5. Covered Device: As used in this Plan, “covered device” means a connected smartphone as follows:

- a) You will receive a set number of registrations based on the number of mobile numbers with eligible smartphones (“eligible mobile numbers”) on your account. If your account has two (2) or three (3) eligible mobile numbers, each registration is filled with one (1) of those mobile numbers. If your account has four (4) to fifteen (15) eligible mobile numbers, you will receive four (4) registrations and may choose which four (4) of those mobile numbers to register. Filing a claim on a specific mobile number registers that mobile number for coverage.
- b) When you register an eligible mobile number, the device in use on the registered mobile number becomes the covered device so long as the device: 1) is owned or leased by you; 2) the device's unique identification number (International Mobile Equipment Identity (IMEI), Electronic Serial Number (ESN), or Mobile Equipment ID (MEID)) is reflected in the records of TELUS; and 3) outgoing airtime usage has been logged by the device with TELUS on your account after your account was enrolled in coverage. If you change the device in use on a registered mobile number, the new device becomes the covered device in place of the previous device so long as: 1) the above requirements of this paragraph are met; and 2) airtime usage was logged on the new device immediately prior to the time of loss. A registered mobile number will remain registered for 12 months following the date of loss of the most recent covered claim on that registered mobile number.

- c) Adding or removing eligible mobile numbers to and from your account may change your total number of available registrations and/or registered mobile numbers, your monthly charge or your enrollment in coverage. Your coverage will automatically adjust to reflect the number of eligible mobile numbers on your account.
- d) Covered device includes an accessory used with the covered device at the time of loss, specifically: one (1) standard battery, one (1) standard home charger, and one (1) Subscriber Identification Module (SIM) card, if attached to the wireless device at time of loss if lost or stolen.
- e) Devices with multiple-SIM capability can have multiple mobile telephone numbers for wireless communication service with TELUS on a single device. If the covered device has multiple-SIM capability, and you have more than two (2) eligible mobile numbers in use on the covered device at the time of loss, you are eligible for only one (1) repair or replacement on one (1) eligible mobile number in use on the covered device at the time of loss. Coverage for a multi-SIM device used on an eligible mobile number on the account requires registration of an active SIM (and associated mobile number) that is active on the covered eligible mobile number and shows data usage on the device immediately prior to the loss. Should you have more than one SIM (and associated mobile number) active on the same device at the time of loss, only one SIM on an eligible device may be registered for coverage and a claim filed for that device.

6. 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. You will not be entitled to receive cash, but we may choose to provide a cash settlement, not to exceed the replacement cost, as determined by us, instead of repairing or replacing the Covered Property. **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, licenses, contacts, passwords, books/magazines, games, photos, videos, music or other nonstandard software or data on your product.

7. 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.

8. Charges: You will be billed once each month on your bill from TELUS, based on the number of eligible mobile numbers. 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.

Account with 2 eligible mobile numbers (2 registrations)	Account with 3 eligible mobile numbers (3 registrations)	Account with 4 – 15 eligible mobile numbers (4 registrations)
\$30	\$45	\$60

9. 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 to process your claim online, 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 by mail 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.

10. Claim Limit: In no event shall the coverage provided in connection with a claim exceed \$3,500. This limit shall apply separately to each claim. Each enrolled account is limited to the maximum number of replacements or repairs listed below in any consecutive 12-month time period, excluding cracked front screen repairs and battery replacements.

Coverage Tier	Account with 2 eligible mobile numbers (2 registrations)	Account with 3 eligible mobile numbers (3 registrations)	Account with 4 – 15 eligible mobile numbers (4 registrations)
Aggregate Claim Limit	Four (4) shared claims	Six (6) shared claims	Eight (8) shared claims

Claims will carry over if your account moves to a new coverage tier. If your account moves to a new coverage tier because eligible mobile numbers are removed from your account, and the number of shared claims on your account equals or exceeds the claim limit applicable to the new coverage tier, then the limit is exhausted. When the aggregate limit is exhausted, coverage will cease immediately, and we will notify you that your coverage has ceased, and no future monthly charges are due.

11. 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).

12. 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. **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 may be charged.

13. Transferability: This program is non-transferable.

14. Manufacturer's Responsibilities: Parts and services covered during the manufacturer's warranty period are the sole responsibility of the manufacturer.

15. 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.

16. 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. 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 smartphones as of 7 October 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 asurion.com/claims/telus or asurion.com/claims/koodo.

Liste partielle des appareils admissibles en date du 7 octobre 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 asurion.com/fr-ca/claims/telus ou 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 enrolment 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	LG: K4 (2016), X Power 2; Motorola: G Pure (32GB), Moto G Play 2024 (64GB), Moto G Power 2021 (64GB); Samsung Galaxy: A03s (32GB), A21 (32GB); TCL: 10L (64GB); ZTE: Blade A7P (32GB), Cymbal 2 (8GB), Nubia A75 (32GB)
Tier 2 Catégorie 2	LG: K41S (32GB), X Power 3 (16GB, 32GB); Motorola: Moto G 5G 2023 (128GB), Moto G 5G 2024 (128GB), Moto G Fast (32GB), Moto G Power 2022 (64GB); Samsung Galaxy: A12 (32GB), A13 (64GB), A14 5G (64GB), A20 (32GB), J3 2018 (16GB), J3 2018 (16GB); Sonim: XP3 (8GB); Bring Your Own Device: a make/model not previously sold by TELUS/Koodo; Apportez votre propre appareil : une marque/un modèle non vendu auparavant par TELUS/Koodo
Tier 3 Catégorie 3	Huawei: P30 Lite (128GB); LG: Q Stylo Plus, Q6 Platinum; Motorola: Moto G 5G (64GB); Samsung Galaxy: A32 5G (64GB), A5 2017, A50 (64GB); TCL: 20S (128GB), 30 5G (128GB)
Tier 4 Catégorie 4	Apple iPhone: 8 (64GB), 11 (64GB), 12 Mini (64GB), 13 Mini (128 GB), SE 2020 (64GB, 128GB), SE 2022 (64GB, 128GB, 256GB), XR (64GB); BlackBerry: Key2; Google Pixel: 5 (128GB), 6 (128GB), 3A (64GB), 3A XL (64GB), 4A (128GB), 4A 5G (128GB), 6A 5G (128GB), 7 5G (128GB), 7A 5G (128GB), 8A 5G (128GB); Huawei: P20 (128GB), P20 Pro (128GB), P30 (128GB); LG: G6, G7 One (32GB), G7 ThinQ (64GB), Velvet 5G (128GB); Motorola: Edge 2023 5G (256GB), Edge 2024 5G (256GB), Moto G Stylus 5G 2022 (128GB), One 5G Ace (128GB), One Hyper (128GB); Samsung Galaxy: A35 5G (128GB), A51 (64GB), A52 5G (128GB), A53 5G (128GB), A70 (128GB), A71 (128GB), A8 2018, S9 (64GB); Sonim: XP10 5G (128GB), XP8; TCL: 10 Pro (128GB), 20 Pro 5G (256GB)
Tier 5 Catégorie 5	Apple iPhone: 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); Google Pixel: 2 (64GB, 128GB), 3 (64GB), 4 (64GB), 8 (128GB, 256GB), 2 XL (64GB, 128GB), 3XL (64GB), 6 Pro (128GB), 7 Pro 5G (128GB), 8 5G (128GB, 256GB); Huawei: Mate 20 Pro (128GB), P30 Pro (128GB); LG: G8X ThinQ (128GB), V30; Motorola: Moto Edge 2022 (256GB); Samsung Galaxy: 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), S23 FE 5G (128GB), S8 (64GB), S8 Plus (64GB), S9 Plus (64GB)
Tier 6 Catégorie 6	Apple iPhone: 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); Google Pixel: 8 Pro 5G (128GB, 256GB, 512GB); Motorola: Razr Plus 2024 5G (256GB), Razr Plus 5G (256GB); Samsung: Z Flip 5 5G (256GB, 512GB); Samsung Galaxy: 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, 256GB, 512GB), S23 5G (256GB), S23 Plus 5G (256GB, 512GB), S23 Ultra 5G (256GB, 512GB), S24 5G (256GB), S24 Plus 5G (256GB, 512GB), S24 Ultra 5G (256GB, 512GB), Z Flip 3 5G (128GB, 256GB), Z Flip 4 5G (128GB, 256GB), Z Flip 6 5G (256GB, 512GB)
Tier 7 Catégorie 7	Samsung Galaxy: Z Fold 3 5G (256GB, 512GB), Z Fold 4 5G (256GB, 512GB), Z Fold 5 5G (256GB, 512GB), Z Fold 6 5G (256GB, 512GB)