

Wireless Protection Program



Protect your devices. Protect your business.

Your business depends on your wireless devices. That's why Preston Mobility offers a comprehensive Wireless Protection Program. This program covers any item not included in your standard manufacturer's warranty, including lost, stolen, damaged - or even liquid damaged devices.

What is the Preston Mobility Wireless Protection Program™?

The Preston Mobility Wireless Protection Program™ provides coverage for any item not included in your standard manufacturer's warranty, including, lost, stolen, damaged - and even liquid damaged devices.

Millions of wireless phones are lost, damaged and stolen each year. And wireless users like you are faced with expensive repair or replacement costs. The bad news is that most policies do not cover wireless equipment, and if they do, the policy costs exceed the replacement costs. The good news? Preston Mobility's comprehensive wireless protection program is affordable, and ensures you can minimize both your costs and your downtime.

Wireless Protection Program Features

The Wireless Protection Program™ is specifically designed to protect your phone and provide coverage for all things not covered under the manufacturer's factory warranty. Coverage includes lost, stolen, broken, accidental damage, liquid damage and more.

- Fully Insurance Backed by an AM Best Rated Insurer and compliant in all 50 States and Canada
- Industry leading claims and customer service satisfaction levels through a 24/7/365 in-house claims center.
- Covers all makes, models and service providers
- Replacement phones shipped within 24-48 hours
- Full IT integration for activations and claims tracking
- Best in industry product replacement- over 85% of claims replaced with new units
- Program: Two year plan

The protection you need to minimize losses and maintain productivity. After all, it's your bottom line.

Protection Program Coverage:

- Lost Devices
- Stolen Devices
- Accidental Damage
- Liquid Damage

Protection Program Features:

- Customer Support
- 24-48h Replacement Shipping
- All Makes & Models
- Fully Insurance Backed

About Preston Mobility:

A Bell Authorized Dealer, Preston Mobility is Metro Vancouver's only full service wireless business solutions company - providing customized solutions to your most complicated business problems.

Contact Us:

250-1385 West 8th Avenue
Vancouver, BC V6H 3V9
604-629-8526
sales@prestonmobility.com



www.prestonmobility.com



Program Highlights and Pricing:

Two Year Program	Highlights
<p>\$99.95 (BlackBerry & SmartPhones) \$139.95 (iPhones and Tablets)</p>	<p>Coverage up to \$1000: Three replacements permitted within a 24 month period Deductible Schedule (based on phone MSRP) BlackBerry & SmartPhones.....\$95.00 iPhone.....\$179.00 iPad.....\$150.00 All other Tablets.....\$135.00 Additional \$35 for 2nd and 3rd claim</p>

Savings Comparison Charts:

BlackBerry - Two Year Coverage (\$95 deductible)

Type of Replacement		
Hardware Type	Replacement Cost	Estimated Savings at Time of Replacement
BlackBerry 9300	\$400 + tax = \$448.00	\$229.66
BlackBerry 9780	\$500 + tax = \$560.00	\$342.16
BlackBerry 9800	\$650 + tax = \$728.00	\$509.66
BlackBerry PlayBook	\$559.94 to \$783.94	\$284.99 to \$630.99

Smartphone - Two Year Coverage (\$95 deductible)

Type of Replacement		
Hardware Type	Replacement Cost	Estimated Savings at Time of Replacement
LG Optimus Quantum	\$500 + tax = \$560.00	\$342.16
HTC Desire/HTC Incredible	\$550 + tax = \$616.00	\$397.66
Motorola Atrix/HTC HD7	\$650 + tax = \$728.00	\$509.66

iPhone/iPad - Two Year Coverage (\$179/\$150 deductible)

Type of Replacement		
Hardware Type	Replacement Cost	Estimated Savings at Time of Replacement
iPhone 4 16GB	\$650 + tax = \$728.00	\$436.86
iPhone 4 32GB	\$750 + tax = \$840.00	\$548.86
iPad – Wi-Fi + Wi-Fi + 3G Models	\$558.88 to \$928.48	\$180.05 to \$639.48





Frequently Asked Questions

Q. Exactly what does the Wireless Protection Program™ cover?

A. The program covers your wireless phone, a standard battery and home charger. You are covered for lost, stolen and broken devices as well as accidental and liquid damage.

Q. Does my coverage stay in effect if I upgrade to a new device?

A. Yes. If you acquire a new phone, your coverage will be transferred provided that you or the dealer completes and submits the required Exchange/Upgrade Form within 15 days.

Q. How do I initiate the process to file a claim?

A. Simply call our 24/7/365 Claims Center and furnish your name and wireless #. You will then be asked to confirm the device's make, model and identification #. Your deductible amount will be determined based on the phone's MSRP.

Q. Will I receive the identical device when my phone is replaced?

A. If your exact make and model phone is available and in stock you will receive the same phone. If your model is no longer available you will receive a like kind replacement with comparable or superior features and technology.

Q. If I file a claim for a lost or stolen unit, do I need to get a police report?

A. Yes. Documentation is required to substantiate a lost or stolen claim. If a local police department does not issue official reports, you will still be required to furnish a police precinct telephone number and the officer's name. Report must be filed within 10 days of incident.

Q. Is there a waiting period after my coverage is activated?

A. After coverage is purchased, there is a mandatory 30 day waiting period before a claim can be filed. If a claim is made within the 30 day period, the contract may be voided.

Q. How can I check on the status of a claim?

A. Simply log on to www.trackclaim.com and reference your claim number and wireless phone number

Q. What if the dealer who I purchased Wireless Protection Program™ from goes out of business?

A. As an insurance backed program, your coverage remains in effect even if the dealer no longer exists.

Q. How long do I have to file a claim?

A. Claims must be filed within 10 days of incident





Claims Processing Overview

In order to process the customer's claim on the first call, the following information is needed. If the customer does not know all of this information then the processing of the claim will be delayed:

- The person calling in the claim must be listed on the contract and know the manufacturer, model and wireless telephone number
- The customer should call the Claims Center at 1-877-293-6843 and file a claim.
- Credit Card information will be collected for the appropriate deductible(s).
- If a credit card is not available, customer will be instructed where to send certified funds.
 - Customer is notified by email of credit card charges
 - Customer is notified by email of certified funds received

Filing a Claim for a Lost and Stolen Device

- The customer **MUST** report the incident to police, and obtain a police report number and a copy of the police report
- The customer must fax a copy of the police report. They must make sure their name and wireless phone number are included on the fax. If a hard copy police report is not available, the customer is required to obtain the following information: the Police Dept. telephone number, Officer's name and badge number, and report number. All faxes should be sent to: (877) 220-8501.
- A replacement device will be shipped out or picked up from Preston Mobility 24 - 48 hours after claim verification and approval.
 - Customer receives email notification of tracking information.
- If the customer's original model is discontinued or unavailable, they will be notified of the replacement phones available. All replacement devices are comparable models (features and technology) to the customer's original phone and approved by customer.

Filing a claim for a Broken Wireless Device

- Customer's credit card will be charged for the wholesale cost of the broken phone. If the broken phone is returned to Insurance Company (GWG) within 30 days, the charge will be cancelled.
 - Customer receives email reminders for broken phone return at: 30, 15 and 5 days and upon charge to their credit card.
- A replacement phone will be shipped out or picked up from Preston Mobility within 24 - 48 hours after claim verification and approval. All phones ship 2nd day UPS
 - Email notification with tracking information.
- If the customer's original model has been discontinued or is unavailable, they will be notified of the replacement phones available. All replacement phones are comparable models (features and technology) to the customer's original phone and approved by the customer.



If you have any questions or concerns please call
Preston Mobility at 604-629-8526 extension '0'

