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April 4, 2018

Mr. Michel Marcotte, Clerk of the Standing  
Committee on Industry, Science and  
Technology (INDU)  
131 Queen, 6-39  
Ottawa, Ontario K1A 0A6

**Re: Apple Canada Inc. – iPhone Update, Canada class actions & investigation**  
**Off: 198276-504175**

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Dear Mr. Marcotte,

Further to Ms. Famulak's testimony before the INDU Committee last March 1, 2018, please find below answers to the undertakings given during the hearing.

**Undertaking 1: Provide links to the Apple website explaining the battery replacement program to Canadian consumers.**

The battery replacement program regarding UPOs in a very small number of iPhone 6s devices was communicated to Canadian consumers on Apple's website at:

<https://www.apple.com/ca/support/iphone6s-unexpectedshutdown/>

*and*

<https://www.apple.com/ca/fr/support/iphone6s-unexpectedshutdown/>

The battery replacement program for iPhones 6 or later, announced on December 28, 2017, was communicated to Canadian consumers on Apple's website at:

<https://www.apple.com/ca/iphone-battery-and-performance/>

*and*

<https://www.apple.com/ca/fr/iphone-battery-and-performance/>

Additional information regarding basic performance management can be found at:

<https://support.apple.com/en-ca/HT201678>

and

<https://support.apple.com/fr-ca/HT201678>

**Undertaking 2: Advise the Committee whether Apple has any policy in place which would affect continued equal treatment of Canadian and American consumers (or elsewhere in the world) affected by the power management update.**

Apple treats all of its consumers with the same attention and care. With regards to the recent power management feature for iPhone, Apple is providing equal treatment to Canadian and American consumers as well as other consumers worldwide.

We believe that this answers all undertakings made during the hearing.

Best regards,

**McCarthy Tétrault LLP**



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SVP/gm