

Company: Dr. Phone Fix
Nomination Submitted by: WM Consulting
Company Description: Dr. Phone Fix is Canada’s leading and most honoured growth company in the multi billion dollar cell phone repair and resell industry. It’s a nominee, finalist, or winner of over 80 business awards. It has 28,000 online positive customer reviews and is a partner with the country's top non-profit battery recycler.
Nomination Category: Company / Organization Categories
Nomination Sub Category: Company of the Year - Telecommunications - Small
Nomination Title: Dr. Phone Fix



1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the achievements of the nominated organization since 1 January 2023, OR written answers to the questions for this category? (Choose one):
- Written answers to the questions
2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.
3. If you are providing written answers for your submission, you must provide an answer to this first question: Briefly describe the nominated organization: its history and past performance (up to 200 words):

Total 198 words used.

Dr. Phone Fix is a telecommunications leader in keeping Canadians connected through the most important technical innovation of our times - the cell phone. It's estimated that 600 Canadians break their phones every hour - interrupting their use for banking, shopping, navigating, entertainment, work, school and more. Through its 35 stores in 23 cities in 4 Canadian provinces, it fixes them. Launched in 2019, it's an internationally recognized award-winning, eco-friendly, customer-centric growth leader in Canada's multi-million dollar cell phone repair and resell industry, repairing more phones than almost anybody in Canada and is its second biggest reseller of certified pre-owned phones diverting them from landfills.

It's mission is 'Repair, Reuse, Refurbish, Resell, Recycle'. It's built a major supply chain enabling its stores to do repairs quickly - usually in under an hour. Repairs carry a lifetime warranty. It has service agreements with Samsung and Apple and is a partner with a top recycler. It has 28,000 verified positive online reviews. It's won 8 Stevie gold trophies and was chosen Stevie People's Choice winner (in 2024.2023). It was Canada's largest corporately-owned company in the category until it went public on the Toronto Venture Stock Exchange in 2025.

4. If you are providing written answers for your submission, you must provide an answer to this second question: Outline the organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words):

Total 247 words used.

It's a Canadian awards champion and a success story in telecommunications. It doesn't get much better than when the world's most influential business newspaper, the Financial Times, calls you one of the Fastest Growing companies in Canada in 2025. That followed on Canada's top business publication, the Globe and Mail, doing the same in 2024 and 2023. In 2025, a Canadian premier and a big city mayor both praised it for growth. A major online business publication has run headline stories on it every year in the past three years. It is a nominee for 12 awards for 2025 and is a nominee, finalist, or winner of more than 80 awards including 8 Gold Stevie trophies, a Silver and a Bronze medal and chosen twice as a Stevie People's Choice winner. It's won awards for growth, entrepreneurship, sustainability, innovation, customer excellence. It has received a top rating from an independent international company which rates businesses in eight countries including the US and Canada. It has been opening one new store every three weeks. It has 28,000 verified online positive customer reviews and a 4.9-star Google rating. Comments include "Awesome Service", "Best Prices in Town", "Friendly", "Knowledgeable", "Trustworthy", "Saved my life", "I'd give more than 5 stars if I could."

In 2025 it was listed on the Toronto Venture Stock Exchange.

The Globe has pegged its three-year-revenue growth rate at 3055%

It's committed to trying to help save the planet through a battery recycling program

5. If you are providing written answers for your submission, you must provide an answer to this third question: Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words):

Total 250 words used.

When cell phones break, it's a major event for most people - critical in their daily lives. We've helped tens of thousands of people get 'reconnected'. Doctors, lawyers, police, businesses, school kids. The list is almost endless.

None of our major competitors are pursuing industry awards

Unmatched as Canada's top business award winner (nominee, finalist or winner of 80 awards including EY Entrepreneur of the Year and 10 Stevie trophies or medals)

Recognized in the industry as a model; also setting standards for the industry

Honored for growth by two of the world's top business publications the Times and the Globe and Mail

Led industry by offering lifetime warranty on repairs and one year warranty on pre-owned phones identical one year offered on new phones by manufacturers

Partnered with Canada's top non-profit battery recycler, Call2Recycle

Present/Past member of nine business associations/local Chambers of Commerce

Operates an employment program for newcomer/employees to help them get their citizenship

Featured in Canadian daily newspapers and radio

Dr. Phone Fix's significant achievements:

Opened stores at the rate of one every three weeks

Posted three-year revenue growth rate of 3055%

Grew revenue from \$102,000 in year one to \$10, 000,000 in year six

Sent 135,000 batteries and parts for recycling

Sells accessories made from recycled parts

Diverts thousands of unwanted cell phones from e-waste through refurbishment reducing the amount of mining precious metals and materials for electronics manufacture.

Pursues new revenue stream - becoming Canada's 2nd largest seller of certified pre-owned phones

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

Total 43 words used.

1. Congratulatory Message from a Canadian Premier
2. Letter of Praise from the mayor of a major city
3. Letter of support from Canada's top battery recycler
4. Financial Times selection as one of Canada's top growth companies
- website: <https://www.docphonefix.com/>

Attachments/Videos/Links:

[Dr. Phone Fix](#)

[REDACTED FOR PUBLICATION]