

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 - Computer Services - 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 199 words used.

Steve Jobs famously said, ““We're here to put a dent in the universe.” And that’s what he did with the Mac and iPhone. And when computers - a marvel of innovation and technology - aren’t working properly, Dr. Phone Fix fixes them. Dr. Phone Fix is a trailblazer in the repair of computers and cellphones. It’s also a leader in the resale of certified pre-owned phones. The nominee is a multiple-award winning, eco-friendly, customer-centric growth leader in the repair of laptops, tablets, iPads and cell phones in Canada. It’s developed an industry-leading supply chain to support its 35 stores in 23 cities in four Canadian provinces that help itstechnicians provide speedy repairs. Their work is guaranteed for life. It was founded in Edmonton in 2019 with one store by a newcomer with an unstoppable entrepreneurial drive and during an explosive growth period had been opening one new store every three weeks including, one of the world’s biggest malls. It was Canada’s largest privately owned business in the catin egyptory until March 6, 2025 when it went public on one of Canada’s stock exchanges. It is an official Samsung authorized service repair provider and an Apple independent service centre.

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 232 words used.

In six years, beginning in 2019, Dr. Phone Fix has gone from one store and obscurity to 35 stores, in 23 cities in four Canadian provinces and become one of Canada’s top business success stories. It’s a top Stevie award winner - 8 Stevie Gold trophies, a silver medal, a bronze medal and twice selected a People’s Choice winner. (2024, 2023) It’s a Canadian awards champion and a success story in repairing computers. We’re particularly proud to be chosen as one of the Fastest Growing companies in Canada in 2025 by one of the world’s most important business publications, the Financial Times. The Globe and Mail, Canada’s top business paper named it #10 on its list of Canada’s 415 Fastest Growing companies with a three-year-revenue-growth rate it pegged at 3055%. Dr. Phone Fix is also proud to be recognized by a Canadian premier and a major city major for growth and entrepreneurship. It’s a nominee, finalist, or winner of more than 80 awards from top banks, business organizations and industry media and received 28,000 online positive customer reviews.

It’s a green leader, and has sent thousands of batteries and parts for recycling. Stevie named it a 2024 Sustainability Leader to go along with the other green recognitions its received. It’s has received a top rating from an independent international company which rates businesses in eight countries including the US and Canada.

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 computers won’t work, work stops, Whether it’s school work, or work work. And we’re a Canadian leader getting everybody back working again at school or wherever. We fix all kinds of electronics. When it comes to how we’re unique. Here are some ways:

None of our major competitors pursue industry awards

We’re 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)

We’re recognized in the industry as a model; also setting standards for the industry

Honored for growth by two top world business publications - the Times and the Globe and Mail

Led industry by offering lifetime warranty on repairs

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

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

Operate an employment program for newcomer/employees to help 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 first year to \$10, 000,000 in year six

Sent 135,000 batteries and parts for recycling

Sell accessories made from recycled parts

Divert 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 - have become Canada’s 2nd largest seller of certified pre-owned phones - already worth tens of billions of dollars worldwide.

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 39 words used.

1. Mayor's Congratulatory Message recognizing Dr. Phone Fix
2. Financial Times recognition of Dr. Phone Fix
3. Canada's top battery recycler supports Dr. Phone Fix
4. Canadian Premier praises Dr. Phone Fix for Entrepreneurship
5. website: www.docphonefix.com

Attachments/Videos/Links:

[Dr. Phone Fix](#)

[REDACTED FOR PUBLICATION]