

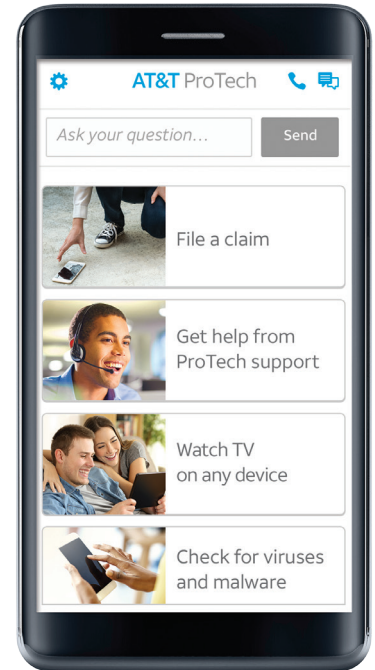


# Fast device replacement. Expert tech support.

- ✓ As soon as next-day<sup>1</sup> device replacement for loss, damage and out-of-warranty malfunctions.
- ✓ Screen repair as soon as the same day for eligible devices in select areas.<sup>2</sup>

**Get more** with Multi-Device Protection Pack and Mobile Protection Pack plans:

- ✓ Call or chat with a live, U.S.-based ProTech<sup>SM</sup> expert who can help you get the most out of your new device.
- ✓ Free up space on your phone with secure photo/video storage.



## MULTI-DEVICE PROTECTION PACK

Multi-Device Insurance, ProTech support and 300GB of photo storage **for up to three devices**

**\$34<sup>99</sup>**  
MO.  
per enrolled account

## MOBILE PROTECTION PACK

Mobile Insurance, ProTech support and 50GB of photo storage **for one device**

**\$11<sup>99</sup>**  
MO.  
per enrolled number

Also available:

## MOBILE INSURANCE

Mobile Insurance **for one device**

**\$8<sup>99</sup>**  
MO.  
per enrolled number

<sup>1</sup>See page 2 under Replacement for Connected Devices for key terms and conditions.

<sup>2</sup>See page 2 under Screen Repair for Eligible Connected Devices for key terms and conditions.

AT&T Mobile Insurance and AT&T Multi-Device Insurance are underwritten by Continental Casualty Company, a CNA Company, Chicago, IL, and administered by Asurion Protection Services, LLC (in Iowa, Lic. #1001002300; in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #0D63161; in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA.



# Key terms and conditions

<b>AT&amp;T Multi-Device Protection Pack</b>	Monthly Charge: \$34.99/month per mobile account enrolled. Includes AT&T Multi-Device Insurance, ProTech support, ProTech app and Photo Storage app for up to three eligible devices.
<b>AT&amp;T Mobile Protection Pack</b>	Monthly Charge: \$11.99/month per mobile number enrolled. Includes AT&T Mobile Insurance, ProTech support, ProTech app and Photo Storage app for one eligible device.
<b>AT&amp;T Mobile Insurance</b>	Monthly Charge: \$8.99/month per mobile number enrolled.
<b>Billing</b>	Monthly charges and applicable deductible billed to your monthly wireless bill. Monthly charges include fees paid to AT&T and Asurion.
<b>Enrollment Period</b>	30 days to enroll from activation or upgrade. Already-enrolled numbers can switch to another program at any time if eligible.
<b>Coverage</b>	Device coverage against loss, theft, accidental physical or liquid damage, and out-of-warranty malfunctions. For coverage to apply to a connected device, you must own or lease the device, and have used the device (logged use of voice or data) on your wireless number after enrollment. Coverage applies to the most recently used device on your wireless number.
<b>Replacement for Connected Devices</b>	Claims fulfilled with a replacement device and approved by 6 p.m. ET will be shipped and, in most cases, delivered the next day. Deliveries to Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands cannot be shipped for next-day delivery. Claims may be fulfilled with new or AT&T Certified Restored equipment, which is previously opened, and/or used (which may be refurbished or remanufactured, and may contain original or non-original replacement parts) of the same model or other models of like kind and quality. See <a href="http://att.com/certifiedrestored">att.com/certifiedrestored</a> for details on these devices. Colors, features and accessory compatibility are not guaranteed.
<b>Screen Repair for Eligible Connected Devices</b>	As soon as same-day repair may be available for eligible devices in select areas. Same-day repair option depends upon claim approval time and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month warranty. Repairs may use new or refurbished parts, and may contain original or non-original manufacturer parts, and may void the manufacturer warranty. Newly-launched device models may not be eligible for screen repair. For a partial list of eligible devices, see the list of screen repair eligible devices on page 4 of this brochure. Go to <a href="http://phoneclaim.com/att">phoneclaim.com/att</a> to look up eligible devices and available locations, all subject to change at any time. Declining deductibles are not applicable to screen repair and selecting screen repair option will not impact customer's declining deductible eligibility.
<b>Repair/Replacement for Non-Connected/Wi-Fi Devices (Applies to MDPP only)</b>	Multi-Device Protection Pack devices that are not connected to the AT&T network (Wi-Fi laptops and tablets) are provided a repair or replacement (at the option of Asurion, the Program Administrator). Devices most often will be repaired within 3-5 business days from the date Asurion receives the equipment. Replacement equipment will be new or refurbished, and of like kind and quality to the claimed device. Colors, features and accessory compatibility are not guaranteed.

<b>Bring Your Own Device</b>	When you activate your own device on the AT&T network, it may be eligible for enrollment in device protection within 30 days. If the device make/model is currently or was previously sold by AT&T, the applicable replacement and screen repair deductible tier (based on the Deductible Tier Schedule) for that specific make/model applies for all approved claims. For a non-AT&T device make/model, Deductible Tier C applies. Replacement options will vary depending on deductible tier. Device must be in good working condition and may be subject to inspection prior to enrollment.				
<b>Claim Limits</b>	<b>Multi-Device Protection Pack:</b> Six shared claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence. Claims that are less than 12 months old will be carried forward and applied to the Claim Limits of any subsequently issued AT&T Mobile Insurance policy.				
	<b>Mobile Insurance and Mobile Protection Pack:</b> Two claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence.				
<b>Deductibles</b>	A non-refundable deductible will be charged for each approved claim. Deductible amounts are based on deductible tiers. For eligible devices by tier, see the Partial List of Devices Covered by Deductible Tier on page 5 of this brochure. For a full list of devices by deductible, call Asurion at <b>888.562.8662</b> , or go to <a href="http://phoneclaim.com/att/mimppdeductibletiers">phoneclaim.com/att/mimppdeductibletiers</a> for Mobile Insurance and Mobile Protection Pack, or to <a href="http://phoneclaim.com/att/mdppdeductibletiers">phoneclaim.com/att/mdppdeductibletiers</a> for Multi-Device Protection Pack.				
<b>Replacement Deductibles for Connected Devices</b>	Tier A \$25	Tier B \$75	Tier C \$150	Tier D \$225	Tier E \$299
<b>Screen Repair Deductibles for Eligible Connected Devices</b>	Tier A N/A	Tier B N/A	Tier C \$49	Tier D \$49	Tier E \$49
<b>Repair/Replacement Deductibles for Non-Connected/Wi-Fi Devices</b>	<b>Repair of Damaged/Malfunctioning*</b>		<b>Replacement of Lost/Stolen</b>		
	Wi-Fi Only Tablet \$89	Laptop \$89	Wi-Fi Only Tablet \$199	Laptop \$299	
<i>*At the sole discretion of Asurion, the program administrator, a replacement for a damaged or malfunctioning device may be provided if the device is beyond repair.</i>					
<b>Cancellation Policy</b>	You may cancel your optional insurance coverage at any time and receive a refund of your unearned monthly premium/charges. We may cancel or change terms by giving you prior written notice as required by law. Any unearned premium/charge will be refunded to you.				

## PLAN DETAILS



### Multi-Device Protection Pack

**Insurance:** Coverage for loss, theft, physical and liquid damage, and out-of-warranty malfunction for up to three eligible mobile devices, including tablets and laptops.

**ProTech:** Expert tech support for up to three devices plus the ProTech app.

**Photo/video storage:** 300GB with the Photo Storage app. Easily edit and share your photos.

**Claim limits:** Six shared claims within any consecutive 12-month period.

**Monthly cost:** \$34.99 per mobile account enrolled.

#### How it works:

- One primary device must be connected to an active AT&T wireless postpaid account.
- Second and third devices can be connected or not connected to an active AT&T wireless postpaid account, but in order to be covered under Multi-Device Protection Pack, connected devices must be on the same account as the primary device.
- Non-connected devices can be Wi-Fi tablets or laptops with Windows Vista®, OS X®, Android™, iOS® or newer operating systems.
- Primary connected device is automatically registered when you enroll. Your second or third devices can be registered when you need Multi-Device Protection Pack services, including filing a claim. However, for non-connected laptops and tablets, there is a 30-day waiting period after your initial enrollment in Multi-Device Protection Pack before coverage begins.
- You cannot have more than three eligible devices registered at any one time.



### Mobile Protection Pack

**Insurance:** Coverage for loss, theft, physical and liquid damage and out-of-warranty malfunction for one eligible mobile device.

**ProTech:** Expert tech support for covered device plus the ProTech app.

**Photo/video storage:** 50GB with the Photo Storage app. Easily edit and share your photos.

**Claim limits:** Two claims within any consecutive 12-month period.

**Monthly cost:** \$11.99 per mobile number enrolled.



### Mobile Insurance

**Insurance:** Coverage for loss, theft, physical and liquid damage and out-of-warranty malfunction for one eligible mobile device

**Claim limits:** Two claims within any consecutive 12-month period.

**Monthly cost:** \$8.99 per mobile number enrolled.

## WHAT YOU NEED TO KNOW

### ProTech

Get the device support you need. Call or chat with a live, U.S.-based tech expert who can help you:

- Set up your new device the way you want
- Transfer content to your new device
- Store your photos and videos in the cloud
- Connect via Bluetooth to your car or wireless speakers
- Locate and remove viruses and malware
- And more

#### Live tech support is available:

- Monday – Friday 8 a.m. to midnight ET
- Saturday – Sunday 10 a.m. to 10 p.m. ET

Call **888.4.PROTECH (888.477.6832)**



#### AT&T ProTech app

One-tap access to ProTech support, tips and more.



#### AT&T Photo Storage app

Free up space on your phone with secure photo/video storage.



**AT&T ProTech<sup>SM</sup> app:** The ProTech app and Photo Storage app require a compatible device with AT&T wireless service. Technical limits may prevent certain features from working on all devices. App functionality requires device powered on and connected to the internet. Accuracy, availability and timeliness are not guaranteed. Free versions of the apps with limited features are also available. Data charges may apply. ProTech app and Photo Storage app provided by Asurion Mobile Applications, LLC. Only available for devices running iOS 9.0 and up, or Android 5.0 and up. For additional details, as well as full terms and conditions, go to [att.com/protech](http://att.com/protech).

ProTech support may be purchased separately for \$9 per month. Includes the ProTech app and 50GB of secure photo/video storage with the Photo Storage app.

### Enrollment Period

You must **enroll within 30 days** of new activation or device upgrade. You can switch your already-enrolled number to a different plan at any time, if eligible.

### Replacement for Connected Device

- A replacement device will be shipped and, in most cases, delivered the next day.<sup>3</sup>
- Replacement equipment will be the same make/model you claim. If this is not possible, a like-kind make/model will be substituted. Colors, features and accessory compatibility are not guaranteed.
- Claims may be fulfilled with new or AT&T Certified Restored equipment.

### Screen Repair

- As soon as same-day screen repair service for eligible devices is available in select areas with a \$49 deductible.
- Choose from a convenient repair location or a technician will come to you.
- Keep your phone. No need to transfer content.
- Repaired as soon as today and backed by a 1-year warranty.
- Devices eligible for screen repair include:
  - Apple® iPhone® 7/7 Plus
  - Apple® iPhone® SE
  - Apple® iPhone® 6S/6S Plus
  - Apple® iPhone® 6/6 Plus
  - Samsung Galaxy S®7 Edge+
  - Samsung Galaxy Edge S®6/S®7
  - Samsung Galaxy S®5/S®6/S®7/S®8

Eligible devices and available markets are subject to change at any time. Newer device models may not be eligible for screen repair. To find current device eligibility, go to [phoneclaim.com/att](http://phoneclaim.com/att).

### Repair/Replacement for Non-Connected Devices *(Multi-Device Protection Pack only)*

- Non-connected devices are Wi-Fi laptops and tablets that are not connected to the AT&T network.
- Repair or replacement as soon as 3-5 business days from the date received by Asurion.
- Replacement equipment will be new or refurbished, and of like kind and quality to the claimed device. Colors, features and accessory compatibility are not guaranteed.

### Covered Devices

**Phone** – Includes the device and if part of the loss, battery, battery charger, SIM card and one of the following: case, auto cigarette lighter power cord or a standard wired earpiece.

**Wireless Internet** – Includes the device plus power cord, back up battery, phone cable and SIM card.

**Tablet** – Includes tablet plus standard battery charger and SIM card (for non-Wi-Fi only).

**Laptop** – Includes laptop, standard battery and battery charger (applies to Multi-Device Protection Pack only).

**Watch** – Includes device, charger and SIM card. (Only watches with their own wireless number and SIM card can be covered.)

<sup>3</sup> See page 2 under Replacement for Connected Devices for key terms and conditions.

## WHAT YOU NEED TO KNOW (continued)

### Deductibles

A non-refundable deductible will be charged to your wireless bill following each approved claim. Deductible amounts vary by tier as determined by device model.

Partial list of devices covered by tier		
Deductible Tier	Standard Replacement Deductible	
A	\$25	LG K20 Samsung Galaxy J3
B	\$75	AT&T Primettime™ Samsung Galaxy J7
C	\$150	Apple iPhone 5/5C/5S/SE Apple Watch Series 3 GPS + Cellular, Aluminum Case, All Bands LG Watch Sport Samsung Gear S3 Classic <b>Bring Your Own Device</b> (a non-AT&T make/model)
D	\$225	Apple iPhone 6/6 Plus/6S/6S Plus/7/8 Apple iPhone 7 Plus 32GB & 128GB Apple iPhone 8 Plus 64GB Apple Watch Series 3 GPS + Cellular, Stainless Steel Case, Sport Bands Samsung Galaxy S6/S7/S8/S8+ /S8 Active Samsung Galaxy Note 8
E	\$299	Apple iPhone 7 Plus 256GB Apple iPhone 8 Plus 256GB Apple iPhone X Apple Watch Series 3 GPS + Cellular, Ceramic Case, All Bands Apple Watch Series 3 GPS + Cellular, Stainless Steel Case, Hermes Bands

*iPhone and iPad are registered trademarks of Apple Inc.*

For a complete list of devices and deductibles go to:

- Multi-Device Protection Pack:  
[phoneclaim.com/att/mdppdeductibletiers](https://phoneclaim.com/att/mdppdeductibletiers)
- Mobile Protection Pack and Mobile Insurance:  
[phoneclaim.com/att/mimppdeductibletiers](https://phoneclaim.com/att/mimppdeductibletiers)

Devices may be moved to a different deductible tier during your enrollment and these changes are regularly updated online.

### If You Bring Your Own Device

When you activate your own device on the AT&T network, it may be eligible for device protection.

- You have 30 days to enroll from the date you activated AT&T wireless service.
- The device must be in good working condition.
- If your device make/model is or has been sold by AT&T, the applicable deductible applies (based on the Deductible Tier Schedule). For a non-AT&T device make/model, Deductible Tier C applies.

Replacement options may vary by applicable deductible tiers. Not all devices are eligible.

### Declining Deductibles

Save on the standard deductible for any insured device. Continuously-enrolled customers who:

- Go claim free for 6-12 consecutive months, save 25%.
- Go claim free for twelve consecutive months or more, save 50%.

Declining deductibles are not applicable to the screen repair of connected devices and the screen repair of a connected device does not impact your declining deductible eligibility.

### Cancellation Policy

You may cancel your optional insurance coverage at any time.

### Agreement to Terms and Conditions

You agree to Terms and Conditions, including the Coverage Certificate, when you enroll. Your sales representative can print them at your request or you can review them at [att.com/protectioncenter](https://att.com/protectioncenter) by selecting Terms and Conditions at the bottom of the page.

Complete Terms and Conditions, including the Coverage Certificate, will also be sent to you once your mobile number is enrolled. AT&T program information and legal notices will be sent via email. If an email address is not provided, the information will be mailed.

### Insurance is Optional

AT&T Mobile Insurance and AT&T Multi-Device Insurance are **optional insurance coverages** that you are not required to purchase. Program enrollment and replacement authorization shall be at the sole discretion of Continental Casualty Company, a CNA member company; Asurion, the plan administrator; or any other authorized representative of CNA in accordance with the terms of the Coverage Certificate and applicable law.

## IMPORTANT DISCLOSURES

Unless otherwise licensed, AT&T associates are **not qualified or authorized** to evaluate the adequacy of your existing insurance coverage. Questions regarding this program should be directed to CNA's licensed agent, Asurion Protection Services, LLC. The Coverage Certificate may provide a **duplication of coverage** already provided by a consumer's personal auto insurance policy, homeowner's insurance policy, renter's insurance policy, personal liability insurance policy, or other source of coverage. This insurance is primary over any other insurance you may have. Asurion and CNA strive to satisfy every customer and ask that you allow us the opportunity to resolve any question, concern or complaint you may have by calling us at **888.562.8662**. The Coverage Certificate is the entire agreement between the insurer and you. Please refer to the Coverage Certificate for complete terms and conditions of the coverage provided.

For questions, contact:

**Mail:** Asurion Protection Services LLC  
Iowa License #1001002300  
Asurion Protection Services Insurance Agency LLC  
Customer Care  
P.O. Box 411605  
Kansas City, MO 64141-1605  
CA License #OD63161

**Phone:** 888.562.8662

### **For residents of California, Indiana and Maryland:**

Consumer hotline for the California Department of Insurance is **800.927.HELP (4357)**, for the State of Indiana Department of Insurance is **800.622.4461**, and for the Maryland Insurance Administration is **800.492.6116**.

**FRAUD:** Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim on an application containing any false, incomplete, or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree.

**ARBITRATION:** The Terms and Conditions of the device protection products contain binding Arbitration Agreements, which can be obtained by visiting **att.com/protectioncenter**, and selecting Terms and Conditions at the bottom. You should read the Arbitration Agreements carefully and completely, since they affect your rights. **The Arbitration Agreements require you to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL CLAIMS COURT ACTIONS; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND YOUR RIGHTS TO PARTICIPATE IN CLASS ACTIONS OR CLASS OR CONSOLIDATED ARBITRATIONS.** The Arbitration Agreements do not prevent you from informing federal, state or local agencies of any dispute. If you do not agree to submit disputes to binding and individual arbitration, or you do not agree to any other provision of the Arbitration Agreements, you should not enroll in Device Protection products.

## HOW TO FILE A CLAIM

- ✓ Go to **phoneclaim.com/att**
- ✓ Use the ProTech app
- ✓ Call **888.562.8662** – Claim representatives are available Monday to Friday from 8 a.m. to 10 p.m. ET; Saturday and Sunday from 9 a.m. to 9 p.m. ET.

### **Be sure you remember to:**

- File the claim within 60 days of the incident.
- If your device was lost or stolen, contact AT&T to temporarily suspend service and prevent unauthorized use.
- If you receive a replacement device, your original device must be returned using the prepaid shipping label provided with your replacement device. Non-return charges of up to \$850 may be added to your wireless bill for failure to return your original device.

To enroll, go to **att.com/deviceprotection**, call **800.331.0500** or see a sales representative.