

# INTRODUCING JUMP!® Plus and Premium Device Protection Plus

featuring AppleCare Services

Protection provided by



ASSURANT®

## Upgrades – Protection – Support – Security

### JUMP! Plus™ and Premium Device Protection Plus at a Glance

	<b>JUMP! Upgrades</b>	<p>When you're ready to upgrade and you've paid 50 percent of your device cost (including down payment and monthly payments), just trade in your current device in good working order. Any remaining Equipment Installment Plan (EIP) balance will be paid off. Then take advantage of T-Mobile's great pricing to purchase a new device.</p> <p>EIP required for device financing and JUMP! Upgrade benefits. See Sales Associate for details or go to T-Mobile.com for more information. Refer to JUMP! Upgrade Summary for details.</p>
	<b>Device Protection</b>	<p>Your Apple device is essential to keeping you connected. Whether you use it to text, call, email or post, it's important that your device is ready when you need it. <b>Device Protection*</b> covers your Apple device for:</p> <ul style="list-style-type: none"> <li>• Hardware Service (mechanical breakdown)</li> <li>• Accidental Damage (including liquid damage)</li> <li>• Loss and Theft</li> </ul> <p>Enjoy next-business-day shipment of replacement devices at no additional cost (when available).</p>
	<b>AppleCare Services</b>	<p>JUMP! Plus and Premium Device Protection Plus include AppleCare service and support,** providing you direct access to AppleCare technical support, hardware service with genuine Apple parts and certified repair or replacement at Apple Stores and Apple Authorized Service Providers.</p> <ul style="list-style-type: none"> <li>• 24/7 priority access to AppleCare award-winning technical support via chat or phone</li> <li>• Software support for iOS, iCloud, and Apple-branded iOS apps</li> <li>• Hardware coverage for your Apple device, battery, and included earphones and accessories</li> <li>• Apple-certified repair or replacement with Express Replacement Service</li> <li>• Service at Apple Stores and Apple Authorized Service Providers</li> </ul>
	<b>Personal Help Desk</b>	<p>TVs, thermostats, door locks, lights, Bluetooth, Wi-Fi — it's so convenient when you can use your mobile devices to connect to them. But when you can't — just download the Tech PHD app from the App Store® to get easy access to live tech analysts, help with any connected device, and tips tailored to your specific device. It's like having your very own <b>Personal Help Desk.***</b></p>
	<b>McAfee® Security for T-Mobile</b>	<p><b>McAfee® Security for T-Mobile†</b> provides comprehensive identity and privacy protection for your PCs, Macs, smartphones, and tablets.</p> <ul style="list-style-type: none"> <li>• Helps you keep your identity and devices secure against online threats.</li> <li>• Helps you safeguard your mobile devices from data loss and risky apps.</li> <li>• Eliminate the hassle of passwords, let the True Key™ app remember them for you.</li> </ul> <p>Additionally, it provides comprehensive identity protection to detect, protect against and resolve identity theft.</p>

### Device Protection Plans for Apple Devices

	JUMP! Plus with Premium Device Protection Plus	Premium Device Protection Plus	JUMP! with Premium Device Protection	Premium Device Protection
JUMP! Upgrades	✓		✓	
Device Protection	✓	✓	✓	✓
AppleCare Services	✓	✓	✓	✓
Personal Help Desk	✓	✓		
McAfee® Security for T-Mobile	✓	✓		
<b>Monthly Cost per Device</b>	<b>\$15 for Tiers 4–5</b>		<b>\$12 for Tiers 4–5</b>	

\* Benefits may also be purchased separately through an insurance program that offers coverage in the event of Loss, Theft, or Accidental Damage and is underwritten by American Security Insurance Company for a charge of \$8 per month for devices in tiers 4–5; and through an extended service contract that offers coverage against mechanical breakdown for a charge of \$7 per month for devices in tiers 4–5.

\*\* Your new Apple device is eligible for AppleCare Services during the first 24 months from the date you purchase the device from T-Mobile and enroll in a plan that includes AppleCare Services, and as long as your plan coverage remains uninterrupted. Once your Apple device is no longer eligible for AppleCare Services, our obligations to you under the Service Contract will be provided by another authorized provider.

\*\*\* Support for connected devices are limited to setup, configuration or resolution of a home network connectivity issue.

† McAfee Security for T-Mobile is provided by McAfee. See Coverage Summary section for provider details.

The information in this document applies to plan offerings in NY.

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# JUMP! Plus™ and Premium Device Protection Plus featuring AppleCare Services

## Live your life with confidence. Enroll today!

To enroll in JUMP! Plus or Premium Device Protection Plus, you must do so within 14 days of a qualified T-Mobile® device<sup>††</sup> purchase. Enrollment is optional and is not required to purchase the device or obtain T-Mobile wireless services.

Please remember to send or receive a call, send a text or access data on the device (not using Wi-Fi) to verify your device is active on the T-Mobile network.

The monthly cost per device will be separately itemized on your bill and is determined by device tier, based on the value of your device.

To find your device's tier, please see a T-Mobile Sales Associate or visit [mytmocclaim.com](http://mytmocclaim.com).

## Get reconnected — fast — if your Apple device gets damaged, lost, stolen or malfunctions.

If your device is accidentally damaged, lost or stolen, or needs hardware services (mechanical breakdown), a fast and friendly claims process will help get you reconnected.

## Service Fees/Deductibles

Once your claim is approved, a service fee/deductible, based on your device tier and the type of claim, will be collected from you by credit card, debit card or eCheck.

Type of Claim	JUMP! Plus and Premium Device Protection Plus
<b>Hardware Service (Mechanical Breakdown)</b>	<b>\$0 Service Fee</b> through Apple Stores, Apple Authorized Service Providers and through Apple's mail-in repair <b>\$5 Processing Fee</b> through T-Mobile Store
<b>Accidental Damage</b>	<b>\$29 Service Fee</b> for iPhone screen damage only <sup>§</sup> <b>\$99 Service Fee</b> for all other iPhone accidental damage <b>\$49 Service Fee</b> for each iPad accidental damage
<b>Loss/Theft</b>	<b>\$20, \$50 \$100, \$150 or \$175 Deductible,</b> based on device tier

<sup>§</sup> For the first two accidental damage claims, the service fee for iPhone screen damage is \$29 when service is provided at Apple Stores, Apple Authorized Service Providers, or through Apple's mail-in and repair service; for all other iPhone accidental damage claims, and once you have used your maximum two accidental-damage claims through AppleCare Services, the service fee is \$99 for iPhone.

Please see a T-Mobile Sales Associate or visit [mytmocclaim.com](http://mytmocclaim.com) to determine which service fee/deductible applies to your device.

## File a claim quickly and easily.

If you have a device protection plan that includes AppleCare Services and your Apple device requires repair or you need help:

- The best place to start is at [getsupport.apple.com](http://getsupport.apple.com). Just answer a few questions and you'll be presented with options to help resolve your issue.
- Go to [locate.apple.com](http://locate.apple.com) to find an Apple Store or Apple Authorized Service Provider near you.
- Call **1-800-275-2273 (1-800-APLCARE)** to speak directly to an AppleCare Advisor.
- You may visit [mytmocclaim.com](http://mytmocclaim.com) or call 1-866-866-6285 to start the claims process through Assurant.<sup>®</sup>

### For all other claims:

- Simply visit [mytmocclaim.com](http://mytmocclaim.com) to file your claim 24 hours a day, 7 days a week, or call 1-866-866-6285 and a Care Specialist will work with you to process your claim.

### Have your information ready

You must file a claim within the time indicated in your coverage documents. Please be sure to have the following information handy:

- Your device's mobile number
- Device model and storage capacity
- Device IMEI
- Credit card, debit card, or eCheck for service fee/deductible

Under certain circumstances, additional documentation — such as a police report or proof of loss — may be required in order to process your claim.

### If your device is replaced:

- Your replacement device will be shipped the next business day, when available, at no additional cost to you, once your claim is approved by Assurant.
- Your device will be replaced with a reconditioned device of like type and quality. If a reconditioned device is not available, we will replace it with a new device of like type and quality. Device color may vary, depending on availability.
- Once you receive your replacement, you will have 10 days to return your damaged device. Otherwise, an unrecovered equipment fee will apply. Details on how to return the device will be provided.
- Every replacement device comes with a six-month warranty or the original manufacturer's warranty; the longer term applies.

## Claim Limits

You are eligible for a maximum of two approved claims within a 12-month period for events involving loss, theft or accidental damage, subject to your service fee/deductible. There is no maximum on the amount of replacements for hardware service (mechanical breakdown). There's a maximum of two approved Accidental Damage claims within 24 months through AppleCare Services. There's no maximum for Hardware Service claims within 24 months through AppleCare Services. After your AppleCare benefits are exhausted, Assurant will handle your claims.

<sup>††</sup> Not all devices sold by T-Mobile are eligible for coverage.

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## Electronic Document Delivery

Receive your device protection plan terms and conditions electronically. It's a greener way to get your documents by reducing the amount of paper sent by mail. Shortly after you enroll, we will send a message with instructions to get your documents electronically.

## JUMP! Upgrades Summary

You are eligible for this benefit only if you have an EIP, and after paying 50 percent of your device cost. You must also be current with your scheduled EIP payments and your wireless service payments. The device must be in good working order. You can cancel at any time by calling 1-800-937-8997 or visiting my.T-Mobile.com. If your Premium Device Protection (PDP) coverage terminates, your JUMP! enrollment ends, and you will lose any unused JUMP! benefits. Any JUMP! benefits available to you must be used prior to receiving a replacement device on the second approved claim for the eligible device during a 12/mo. period. See PDP Terms and Conditions for coverage details. JUMP! upgrades from T-Mobile; trade-in benefits through CWork Solutions, LP. Program fees paid to CWork Solutions, LP.

## Tech PHD Summary

Download and register to have access to the features of Tech PHD. Availability and features may vary by device, operating system, or plan. Data charges may apply. During registration you will be provided the End User Licensing Agreement, which includes your rights for the product and the product's terms of use. Tech PHD is not an insurance product or a service contract and is part of JUMP! Plus and Premium Device Protection Plus.

## McAfee® Security for T-Mobile Summary

McAfee Mobile Access (MMA), McAfee Mobile Security (MMS) and True Key are services provided by McAfee. You must install and then register for MMA, MMS and True Key and accept the McAfee End User Licensing Agreement, Privacy Notice and Auto-Renewal Policy to use the products. Not all features are available for all operating systems. Some features require additional configuration and/or hardware. To find out if your device is supported see the McAfee System Requirements at [https://www.mcafee.com/consumer/en-us/store/m0/system\\_requirements.html](https://www.mcafee.com/consumer/en-us/store/m0/system_requirements.html). Data usage applies for download and use of MMA, MMS and True Key.

ID Protection identity theft and fraud detection services are provided by a third-party service provider. This section briefly summarizes the material terms of the identity theft and fraud detection services, but you will also receive a more expansive description of these services upon enrollment. The ID Protection services will alert you and also provide assistance after you experience a stolen identity event, but please be advised that no services can prevent identity theft. ID Protection services will (1) monitor the Dark Web and alert you if your personal information is found on the Dark Web, (2) assist you if the contents of your wallet are lost or stolen (e.g., cancel and replace credit cards), and (3) assist you in the restoration of your identity in the event that you experience an identity theft event.

Lastly, an Identity Fraud Reimbursement Policy has been issued to the service provider, which policy reimburses, with no deductible, up to \$1 million of certain expenses and costs incurred after a stolen identity event, such as lost wages, costs of notarizing affidavits, costs of re-filing applications, lost wages, child care and certain legal costs.\* You must enroll in these services through the third-party service provider and accept the service provider's terms and conditions (T&Cs) in order to receive any of the monitoring services, but you will be eligible to utilize the restoration, lost wallet and insurance services prior to your active enrollment in these specific services. The Identity Fraud Reimbursement Policy is underwritten by insurance company subsidiaries or affiliates of Allianz. The above description is a summary and intended for informational purposes only and does not include all of the terms, conditions and exclusions of the policy. McAfee Security for T-Mobile is not an insurance product or service contract, but can be sold as part of JUMP! Plus or Premium Device Protection Plus or on its own for \$5 a month per device. Please refer to the actual policy issued to the third-party service provider for such terms, conditions and exclusions.

## Premium Device Protection Summary

This section briefly describes what's covered and excluded for Device Protection. We will provide you with a copy of the coverage forms with full details on benefits, exclusions and service fees/deductibles when you enroll in the program. Coverage documents are provided in English.

- T-Mobile employees are not licensed insurance agents and are not qualified or authorized to assess the adequacy of your existing coverages. This program may duplicate other coverages you may have such as homeowners or renters insurance. This program would cover you before any other insurance. You may check with your licensed agent for your own insurance assessment.
- T-Mobile receives compensation for services performed in connection with this program.
- For accidental damage, loss or theft, the program allows you up to two covered claims within 12 months of no more than \$1,500 each. There is no limit to covered hardware service (mechanical breakdown) claims.
- This program covers the device and the standard charger, standard battery and SIM card (if applicable to your device). Accessories provided as part of your original purchase are covered only in the event of the simultaneous loss or theft of both the device and the accessory.
- You must return your damaged or malfunctioning device within 10 days of receipt of your replacement device. If you do not return the device, you will be charged an unrecovered equipment fee of up to \$900.
- **Exclusions:** Losses caused or resulting from abuse; misuse; fire; service performed by anyone not authorized by us; intentional damage; acts of God or recall. Refer to coverage forms for a full list of exclusions.
- **Term:** Coverage starts at 12:01 a.m. on the date you enroll. You must enroll in the plan within 14 days of buying your new eligible T-Mobile device.
- **Cancellation:** You can cancel your optional coverage at any time by calling 1-800-937-8997 or visiting my.T-Mobile.com. You may cancel at any time and receive a refund and/or credit, if any, of the applicable premium, within the time frame required by law. This is a monthly renewable plan and must be paid on a monthly basis. If you don't pay the monthly charge, the plan will terminate.
- **Provider Information:** Property insurance coverage is underwritten by American Security Insurance Company, home office Atlanta, GA. The Service Contract Obligor is Federal Warranty Service Corporation. Both companies operate under the trade name Assurant.
- **Administrator Information:** These programs are administered by The Signal. The Signal license is PC-780151.