Sprint Customers

Important information about device protection

We’re making some changes to provide a better, more consistent experience for all of our customers. Effective November 1, 2021, we’re replacing your current device protection1 with a new program, Protection<360>®, provided by Assurant.2 The good news is that Protection<360> provides the same key features you enjoyed under the Sprint Complete plan, including the following benefits:

+ Lower service fees/deductibles
+ Unlimited screen protector replacement
+ $29 screen repair for eligible smartphones available at authorized locations
+ Walk-in repair for eligible devices
+ Loss, theft and hardware service3 (mechanical breakdown) coverage
+ Live tech support for connected devices with the Protection<360>® app by Assurant4,5
+ Password protection and cloud storage provided by McAfee® Security for T-Mobile6
+ Five total claims in any rolling 12-month period based on the date of the first repair or replacement for loss, theft and accidental damage
+ Coverage for any eligible replacement or upgrade device

Click here to view the Deductible and Fee Schedule for your service fees/deductibles based on your enrolled device(s) and its tier(s).

If your device now falls into Tier 5, your loss/theft deductible will be $249. To look up your tier, please visit mytmoclaim.com/deductible.

Some changes to note about the new program:

+ Additional coverage exclusions can be found under the “What is Not Covered” section in your coverage documents
+ A claim must be filed within 90 days of the date of loss unless otherwise noted in your coverage documents
+ There are additional responsibilities when filing a claim, including turning on or off the product’s security feature
+ Additional repair and replacement options are outlined in the coverage documents, including replacement through JUMP! Upgrades and advanced exchange replacement by mail
+ The maximum coverage per claim is the lesser of the replacement device or the purchase price of the claimed device, minus your service fee/deductible

You will be the Certificate holder on T-Mobile’s Insurance Policy for loss and theft coverage benefits. The Service Contract Obligor is Federal Warranty Service Corporation in all states, except in CA — Sureway, Inc.; in FL — United Service Protection, Inc.; in OK — Assurant Service Protection, Inc. The address and phone number of each service contract provider are P.O. Box 105689, Atlanta, GA 30348-5689; 1-877-881-8578. In OK, the Service Contract Administrator is The Signal, L.P. The Protection<360> app by Assurant is provided by The Signal. These programs are administered by The Signal P/C License #53379 (PA); P/C License #0D79676 (CA); 480 E. Swedesford Rd, Suite 350, Wayne, PA 19087; 1-877-881-8578. In OK, the Service Contract Administrator is The Signal, L.P. The Protection<360>® app by Assurant is provided by The Signal. These companies operate under the trade name Assurant. For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-492-6116. In UT, insurance coverage is provided under form number 2000I-0920. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5183. McAfee® Security for T-Mobile is provided by McAfee, Inc.® The McAfee® Security for T-Mobile and Protection<360> apps are not insurance products or service contracts. 4When you purchase and install an eligible screen protector at T-Mobile. This excludes liquid glass screen protectors. 5Available through authorized Assurant repair centers, which include T-Mobile service and repair locations. Applies when and where repair service is available; otherwise, we’ll provide a replacement device and collect the appropriate service fee/deductible based on device tier for all other accidental damage. 6There’s a $5 processing fee for mechanical breakdown claim exchanges through T-Mobile. There’s no processing fee for eligible mechanical breakdown claims handled by the manufacturer. 7Download and register the Protection<360>® app by Assurant (formerly known as Tech PHD by Assurant®) to have full access to features. Availability and features may vary by device and operating system. 8Provided by McAfee® Security for T-Mobile. There may be limitations on the size of each video that can be backed up and secured.

Haz clic aquí para ver la versión en español.

1You’ll no longer be billed for Sprint Complete, which is a combination of the Equipment Replacement Program (ERP) underwritten by Continental Casualty Company (CCC), a CNA company (CNA), Chicago, IL, and administered by Asurion Protection Services, LLC, a licensed agent of CNA (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.), Equipment Service and Repair Program (ESRP), which is provided by Asurion Warranty Protection Services, LLC or one of its affiliates and Tech Expert (TE). Sprint Complete coverage for tablets is a combination of ADI, ADSS and Tech Expert ADI, and is underwritten by CCC and administered by Asurion Protection Services, LLC, a licensed agent of CNA. ADSS is provided by Asurion Warranty Protection Services, LLC or one of its affiliates. 2The new program, Protection<360>®, is underwritten/provided by the Assurant companies identified as follows. Property insurance (for loss and theft coverage) is underwritten by: American Bankers Insurance Company of Florida (NAIC 10111; Principal Address: 11222 Quail Roost Drive, Miami, FL 33157, 305-253-2244; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL) in all states except New York. Coverage is provided under a Master Policy issued to T-Mobile USA, Inc. (“T-Mobile”). You will be the Certificate holder on T-Mobile’s Insurance Policy for loss and theft coverage benefits. The Service Contract Obligor is Federal Warranty Service Corporation in all states, except in CA — Sureway, Inc.; in FL — United Service Protection, Inc.; in OK — Assurant Service Protection, Inc. The address and phone number of each service contract provider are P.O. Box 105689, Atlanta, GA 30348-5689; 1-877-881-8578. These programs are administered by The Signal, L.P. The Protection<360>® app by Assurant is provided by The Signal. These companies operate under the trade name Assurant. For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-492-6116. In UT, insurance coverage is provided under form number CDP20001P-0920. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5183. McAfee® Security for T-Mobile is provided by McAfee, Inc.® The McAfee® Security for T-Mobile and Protection<360> apps are not insurance products or service contracts. 4When you purchase and install an eligible screen protector at T-Mobile. This excludes liquid glass screen protectors. 5Available through authorized Assurant repair centers, which include T-Mobile service and repair locations. Applies when and where repair service is available; otherwise, we’ll provide a replacement device and collect the appropriate service fee/deductible based on device tier for all other accidental damage. 6There’s a $5 processing fee for mechanical breakdown claim exchanges through T-Mobile. There’s no processing fee for eligible mechanical breakdown claims handled by the manufacturer. 7Download and register the Protection<360>® app by Assurant (formerly known as Tech PHD by Assurant®) to have full access to features. Availability and features may vary by device and operating system. 8Provided by McAfee® Security for T-Mobile. There may be limitations on the size of each video that can be backed up and secured.
Starting November 1, 2021, Protection<360>® will have even more features to help keep you protected and connected. You’ll now get these premium benefits included in your plan at no additional cost:

- **$29 screen repair** for eligible smartphones available at authorized locations
- **Walk-in repair** for eligible devices
- **Five total claims** (up from three) in any rolling 12-month period based on the date of the first repair or replacement for loss, theft and accidental damage

Plus, continue to enjoy these benefits:

- **Accidental damage, loss and theft coverage** – providing next-business-day replacements
- **Hardware service (mechanical breakdown) coverage** – unlimited claims
- **Unlimited screen protector replacement** – when it breaks, get a new one
- **JUMP!® Upgrades** – get the latest and greatest device sooner
- **The Protection<360>® app by Assurant** – access live tech support for all of your connected devices
- **True Key™ premium password management** – removes the hassle of remembering passwords and keeps your accounts safe
- **McAfee® Security for T-Mobile with ID Theft Protection** – helps protect your identity on up to 10 devices

To learn more about Protection<360>, refer to your coverage documents or go to mytmoclaim.com/FAQs.

**Don’t worry, the monthly recurring program costs by tier aren’t changing!**

Click [here](#) to view the Deductible and Fee Schedule for your service fees/deductibles based on your enrolled device(s) and its tier(s).

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*Available through authorized Assurant repair centers, which include T-Mobile service and repair locations. Applies when and where repair service is available; otherwise, we'll provide a replacement device and collect the appropriate service fee/deductible based on device tier for all other accidental damage. There’s a $5 processing fee for mechanical breakdown claim exchanges through T-Mobile. There’s no processing fee for eligible mechanical breakdown claims handled by the manufacturer. All BYOD mechanical breakdown exchanges must be handled by Assurant. There’s no processing fee for BYOD customers. When you purchase an eligible screen protector at T-Mobile, excludes liquid glass screen protectors. For qualifying device purchases on an Equipment Installment Plan (EIP) when 50% of the device cost has been paid. Download and register the Protection<360> app by Assurant (formerly known as Tech PHD by Assurant®) to have full access to features. Availability and features may vary by device and operating system. McAfee® Security for T-Mobile with ID Theft Protection and True Key™ are provided by McAfee. For more information and legal disclaimers, visit: [https://www.mcafee.com/consumer/en-us/policy/global/legal.html](https://www.mcafee.com/consumer/en-us/policy/global/legal.html)

Provider and Administrator Information: Property insurance (for loss and theft coverage) is underwritten by American Bankers Insurance Company of Florida (NAIC 10111; Principal Address: 11222 Quail Roost Drive, Miami, FL 33157, 305-253-2244; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL) in all states except New York. Coverage is provided under a Master Policy issued to T-Mobile USA, Inc. (“T-Mobile”). You will be the Certificate holder on T-Mobile’s Insurance Policy for loss and theft coverage benefits. The Service Contract Obligor is Federal Warranty Service Corporation in all states except in CA — Sureway, Inc.; in FL — United Service Protection, Inc.; in OK — Assurant Service Protection, Inc. The address and phone number of each service contract provider are P.O. Box 105689, Atlanta, GA 30348-5689; 1-877-881-8578. These programs are administered by The Signal P/C License #53739 (PA); P/C License #0D79676 (CA); 480 E. Swedesford Rd, Suite 350, Wayne, PA 19087; 1-877-881-8578. In OK, the Service Contract Administrator is The Signal, L.P. The Protection<360> app by Assurant is provided by The Signal. These companies operate under the trade name Assurant. For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-992-3616. In UT, insurance coverage is provided under form number CDP20001P-0920. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.
Protection<360>®

Why not worry about your device when you can rest easy knowing it’s covered? Protection<360>® does just that. It helps protect your device from life’s mishaps, lets you upgrade when you want and gives you the support you need practically whenever you need it. For complete peace of mind, the choice is Protection<360>.

Accidental Damage, Loss & Theft

Drops? Cracks? Spills? Your device will be repaired or replaced if it’s accidentally damaged. This includes a $39 screen repair service if your iPhone’s® display is cracked.

Loss/Theft

If your device is stolen, McAfFee will help in your search for it. If you cannot locate your device, McAfee may be required to provide additional documentation (such as a proof of purchase form) to process your claim.

Additional Services

More. You can upgrade your qualifying device purchased on or after 12 months or after May 15, 2016 and devices have been locked to the T-Mobile network.

Tech Support®

For all claims, you can send a text, email or phone call to get help with your device. The help you need, when you need it.

McAfee Security for T-Mobile with ID Theft Protection

McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee. For more information and legal disclaimers, visit: https://www.mcafee.com/consumer/en-us/policy/global/legal.html. McAfee Securit for T-Mobile with ID Theft Protection is a consumer reporting agency and as such may report adverse information about you to credit reporting agencies which may adversely affect your credit score.

AppleCare Services

If AppleCare Services is provided to you, this service is available during the first 12 months of your contract with T-Mobile. The service is available Monday through Friday, 6 a.m. to 8 p.m. (PT) and Saturday, 9 a.m. to 5 p.m. (PT).

What's the service fee/deductible for my device?

For Protection<360> accidental damage or Loss/Theft, you get up to three claims in any 12 month period based on the date of the first replacement.

Other important information about device protection plans:

Device Protection Warranty

• Accessories included in the original device packaging are covered in the original Device Protection Plan for 90 days.

• Reconditioned parts and products meet T-Mobile’s quality standards.

• If T-Mobile determines it is not possible to repair your device, we will replace it with a new device of like kind and quality and you will not be charged. If a reconditioned device is not available, we’ll replace it with a new device of like kind and quality. The replacement may be with a reconditioned one of like kind and quality. If a reconditioned device is not available, we’ll replace it with a new device of like kind and quality.

Monthly Cost

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<th>Device Tier</th>
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What's the service fee/deductible for my device?

For Protection<360> accidental damage or Loss/Theft, you get up to three claims in any 12 month period based on the date of the first replacement. And any accidental damage claims or other accidental damage claims are subject to an annual deductible.

Are there any claim limits I need to know about?

There’s no limit on hardware service (mechanical breakdown) claims. For Protection<360> accidental damage or loss, you get up to three claims in any 12 month period based on the date of the first replacement. And any accidental damage claims or other accidental damage claims are subject to an annual deductible.

Other important information:

Certain device protection plans may duplicate other coverage you may have. We recommend that you review the adequacy of your existing coverages. This program may duplicate other coverages you may have. The provider of this service is not responsible for any claims you may have with your insurance provider.

McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee. For more information and legal disclaimers, visit: https://www.mcafee.com/consumer/en-us/policy/global/legal.html. McAfee Security for T-Mobile with ID Theft Protection is a consumer reporting agency and as such may report adverse information about you to credit reporting agencies which may adversely affect your credit score.

Privacy Policy: T-Mobile’s privacy policy, which is subject to change, can be found at mytmoclaim.com. By using this service, you agree to be bound by this privacy policy. You may request a copy of your Privacy Notice by calling 1-877-881-8578. You can also request a copy of your Privacy Notice in writing at T-Mobile’s address above.

The information in this document does not apply to MVNOs.

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For more information, visit mytmoclaim.com.