



PROTECT THE DEVICES YOU LOVE

PROTECTION 360™

Why worry about your device when you can rest easy knowing it's covered? Protection 360™ does just that and helps protect you from life's mishaps. Coverage includes lost/stolen device replacement, unlimited accidental damage, cracked front screen repair, tech support, and more. It's access to both an insurance plan and a service contract plan designed to help you make the most of your mobile experience. You may also purchase these options separately.¹

Insurance Device Protection Plan

Accidental Damage, Loss, and Theft

- Drops? Cracks? Spills? You get unlimited repairs and replacements if your device is accidentally damaged. This includes front screen repair for \$0 and back glass repair for \$0, \$10, or \$29, depending on the device tier, for eligible smartphones repaired by Assurant-authorized repair centers.²
- Lost or stolen device? Get a replacement device so you can reconnect quickly.

Service Contract Device Protection Plan

Mechanical and Electrical Failure

- Malfunction? You're covered if your device experiences mechanical breakdown. Even after the manufacturer's warranty expires.³
- Defective or broken screen protector? If you purchase an eligible screen protector from T-Mobile for the device you're enrolling, you can get it replaced in store at no additional cost. (This excludes liquid glass screen protectors.)³

Additional Service Contract Device Protection Plan Benefits

- **JUMP!® Upgrades** - Upgrade your qualifying device purchased on an Equipment Installment Plan (EIP) when 50% of the device cost has been paid.
- **Protection 360™ app by Assurant®⁴** - File and track claims, view plan and service fee/deductible information, find useful tips tailored to your specific device, and access live support for all of your connected devices. Get support for your phone as well as your smart thermostat, voice assistants, smart lighting, streaming TV devices, and more!
- **McAfee® Security for T-Mobile with ID Theft Protection⁵** - Help protect your identity and up to 10 devices like PCs, Macs, smartphones, and tablets with one account.

[Download the app from Google Play™ or the App Store® to help you:](#)

- Safeguard your devices against online threats, viruses, data loss, and risky apps
- Eliminate the hassle of remembering passwords with the True Key™ app
- Detect and resolve identity theft to protect you from fraud



What's the monthly cost?

The cost plus tax, if applicable, is determined by device tier and plan, and will be separately itemized on your bill. Please see a T-Mobile sales associate or visit mytmoclaim.com to find your device tier. If you switch your device to one that's classified in another tier, and as device depreciation adjustments are made, the monthly charge for your new tier will be reflected on your T-Mobile bill.

Device Tier	Protection 360 Complete Benefits	Insurance Device Protection Only	Service Contract Device Protection Only
1	\$7	\$3.25	\$4.15
2	\$9	\$5.00	\$4.50
3	\$13	\$8.00	\$6.00
4	\$16	\$10.00	\$7.00
5 and BYOD	\$18	\$12.00	\$7.00
6	\$25	\$15.50	\$11.00

What devices are eligible for device protection?

Almost everything. Smartphones, feature phones, Bring Your Own Devices, tablets, wearables, hot spots, routers, and modems are all eligible.

How do I enroll?

You may enroll while making a qualified T-Mobile device activation, purchase, lease, or finance. If you'd like to enroll afterward, or if you're bringing your own device, the device will need to pass an inspection. Enrollment is optional, may be canceled at any time, and isn't required to activate, purchase, lease, or finance 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 that your device is active on the T-Mobile network.

Protection provided by



The information in this document applies to plan offerings in New York.

¹ If you buy both the Insurance Device Protection Plan and the Service Contract Device Protection Plan, you'll get a discount of up to \$1.50 on the Insurance Device Protection Plan, depending on your device tier. If you choose to buy a service contract from another provider and want to enroll in the Insurance Device Protection Plan and receive the same discount, please visit a T-Mobile store or call 1-800-937-8997 within 30 days of enrollment. You'll need to show proof of your service contract.

² This applies when and where repair service is available; otherwise, we'll provide a replacement device and collect the appropriate all other accidental damage deductible based on device tier.

³ For BYOD customers, this benefit starts after the manufacturer's warranty expires.

⁴ Download and register the Protection 360™ app by Assurant™ to have full access to features. Availability and features may vary by device and operating system.

⁵ McAfee Security for T-Mobile with ID Theft Protection is subject to McAfee's License Agreement and Privacy Notice and is for personal use on supported devices. Not all features are available for all operating systems — see System Requirements at https://www.mcafee.com/consumer/en-us/store/mO/system_requirements.html for supported devices. For more information and legal disclaimers, visit <https://www.mcafee.com/en-us/consumer-support/policy/legal.html>.

PROTECTION. UPGRADES. SUPPORT.

How do I file a claim?

Easy online self-serve access is available at mytmoclaim.com. You can also file a claim by using the **Protection 360™ app** or by calling **1-866-866-6285**. For loss/theft claims, you may need to call T-Mobile to suspend service. You may be required to disable the Find My/Find My iPhone feature, or other security features, prior to making a claim and before sending back a claimed device. Remember to file a claim within the time frame indicated in your coverage documents. Have the following information ready:

- Make, model, IMEI, and details about what happened to your damaged or lost device
- Contact info (Have your my.t-mobile.com user ID and password handy so we can verify your identity. We may ask you for your picture ID in the claims process.)
- Payment method for service fee/deductible
- Shipping information (domestic U.S. only)

If you purchase Protection 360, Apple® may provide service and technical support for eligible devices through AppleCare Services.⁶ If you purchase the Insurance Device Protection Plan, service will be provided by American Security Insurance Company. If you purchase the Service Contract Device Protection Plan, service and technical support will be provided by Federal Warranty Service Corporation. Technical support is only provided in connection with service contract coverage.

When you file a claim, you'll be presented with the repair or replacement options available to you, which may include service through Apple for eligible devices, device replacement through JUMP!® Upgrades, advanced exchange replacement by mail, or in-person repair. If your claim is authorized for replacement:

- It'll be with a reconditioned one of like kind and quality. If a reconditioned device isn't available, we'll replace it with a new device of like kind and quality. Device color may vary depending on availability.
 - It'll be shipped the next business day, when available, at no additional cost to you once Assurant approves your claim.
 - You'll have 10 days to return your damaged device. Otherwise, a nonreturn fee will apply. Instructions on how to return the device and prepaid shipping materials will be provided.
- If your claim is authorized for repair:
- You'll receive a notification with the repair location information to have your device repaired.
 - Replacement parts used for repairs will come from our authorized servicer's inventory. This may include reconditioned, rebuilt, or new parts of like kind and quality to the original device parts.

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

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.

Are there any claim limits I need to know about?

There's no limit on accidental damage claims (including front screen and back glass repair) or mechanical and electrical failure claims. For loss/theft, you get up to five claims in any rolling 12-month period based on the date of the first replacement.

Device Tier	Loss/Theft	Accidental Damage			Mechanical and Electrical Failure ⁷
		Front Screen Repair ²	Back Glass Repair ²	All Other	
1	\$10	\$0 (eligible smartphones)	\$29 (eligible iPad Pro & Air models only)	\$10 (eligible smartphones)	\$0
2	\$49			\$49	
3	\$99			\$99	
4	\$149			\$79 (Apple Watch Ultra models) \$69 (all other Apple Watch models)	
5 & BYOD	\$249			\$49 (all other iPad)	
6	\$499			\$199 \$99 (eligible iPad Pro & Air models only)	

⁶ Your new Apple device is eligible for AppleCare Services during the first 24 months from the date you enroll in Protection 360 and as long as your plan coverage remains uninterrupted.

⁷ 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.

Important stuff you need to know:

JUMP!® Upgrades Summary

You're eligible for this benefit only if you have an EIP, and after paying 50% 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. JUMP! Upgrades from T-Mobile; trade-in benefits through T-Mobile USA, Inc. Program administrative fees paid to T-Mobile USA, Inc.

Protection 360™ App by Assurant® Summary

Download and register to have access to the Protection 360™ app features. Availability and features may vary by device, operating system, or plan. Data charges may apply. During registration, you'll be provided with the End User Licensing Agreement, which includes your rights for the product and the product's terms of use.

McAfee® Security for T-Mobile Summary

McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee and subject to the McAfee License Agreement and Privacy Notice. All features may not be available in all locations. Some features may require registration to activate. For more information and legal disclaimers, visit <https://www.mcafee.com/security-for-t-mobile>.

Other important information related to insurance and service contract coverage:

We'll provide you with a copy of the coverage documents with full details on benefits, exclusions, and service fees/deductibles when you enroll in the program. Coverage documents will be delivered in English.

- Availability of insurance is not dependent upon the purchase of noninsurance services or products, and vice versa. No special advantage is available for purchasing insurance in conjunction with noninsurance services or products.
- **NY Producer Compensation Disclosure:** T-Mobile USA, Inc. ("Producer") holds a Limited License to sell Wireless Communication Equipment Insurance in the State of New York (# 538836). This Limited License authorizes trained employees to sell insurance to prospective New York customers. Compensation will be paid to the Producer based on the sale of insurance (if purchased by you) by the insurer, American Security Insurance Company ("ASIC"). Compensation paid to the Producer does not vary based on any other factors. You may obtain information about compensation expected to be received by the Producer based in whole or in part on the sale insurance to you by calling 1-866-866-6285 or asking your T-Mobile sales associate, who is authorized to provide you with such information on behalf of the Producer. T-Mobile USA, Inc. also receives compensation as the seller of the service contract (if purchased by you).
- T-Mobile employees aren't licensed insurance producers, and aren't qualified or authorized to assess the adequacy of your existing coverages. The Insurance Device Protection Plan may duplicate other coverages you may have, such as homeowners or renters insurance. The Insurance Device Protection Plan would cover you before any other insurance. You may check with your licensed agent for your own insurance assessment.
- The maximum coverage per claim is the lesser of the replacement value of the covered device or the purchase price of the claimed device, minus your service fee/deductible.
- Insurance and service contract coverage covers the device and the standard charger, standard battery, and SIM card (if applicable to your device). Accessories included in the original device packaging are covered in the event of an incident simultaneously affecting both the device and the accessory.
- If you're advanced a replacement device under the insurance or service contract coverage, you must return your damaged or malfunctioning device within 10 days of receipt of your replacement device. If you don't return the device, you'll be charged an unrecovered equipment fee no greater than the value of the replacement device plus applicable shipping costs.
- **Exclusions:** Losses caused by or resulting from abuse; misuse; service performed by anyone not authorized by us; intentional or cosmetic damage; pre-existing conditions; manufacturer's recall; certain acts of God; and consequential damage. Refer to coverage documents for a full list of exclusions.
- **Insurance and service contract term:** It's a month-to-month plan that automatically renews unless canceled. Coverage starts at 12:01 a.m. on the date you enroll.
- **Cancellation:** You can cancel your optional insurance and service contract coverage at any time by calling 1-800-937-8997 or visiting my.t-mobile.com. You may cancel at any time to receive a refund and/or credit, if any, of the unearned portion of the price paid within the time frame required by law. Insurance and service contract plans are monthly renewable and must be paid on a monthly basis, or coverage will be canceled in accordance with applicable state law for nonpayment. We won't cancel insurance or service contract coverage for nonpayment without providing you with the opportunity to pay within the applicable notice period.

Provider Information: Property insurance (loss, theft, and accidental damage coverage) is underwritten by American Security Insurance Company (NAIC#- 42978, P.O. Box 105689, Atlanta, GA 30348-5689). The Service Contract Obligor (mechanical and electrical failure) is Federal Warranty Service Corporation (License # 912691 Atlanta, GA). JUMP! Upgrades is provided by T-Mobile USA, Inc. The Protection 360™ app by Assurant is provided by The Signal (Atlanta, GA). These companies operate under the trade name Assurant. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.

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