

Device Protection



Includes
Declining
Deductibles***

Be prepared when the unexpected happens

Three ways to help you protect your investment.

AT&T Multi-Device Protection Pack*

- Includes Multi-Device Insurance, ProTech support for Multi-Device Protection Pack and the Protect Plus app† for your AT&T eligible mobile device.
- Plus the flexibility to protect your choice of two additional eligible devices, including smartphones or tablets on an AT&T rate plan or any Wi-Fi® tablet or laptop.
- Coverage for up to 6 shared claims within any 12 consecutive months.
- Covers up to three devices for \$29.99 a month.

AT&T Mobile Protection Pack*

- Includes comprehensive protection with Mobile Insurance.
- Get personalized support for each eligible smart phone or tablet with ProTech support.
- Includes the Protect Plus app† to help locate a missing device, back up content and click-to-call ProTech support.
- Coverage for up to 2 claims within any 12 consecutive months.
- All for \$9.99 per month per enrolled mobile number.

AT&T Mobile Insurance*

- Provides protection against loss, theft, physical and liquid damage and out-of-warranty malfunction for your AT&T eligible mobile device for \$6.99/month per enrolled mobile number.
- Coverage for up to 2 claims within any 12 consecutive months.

Choose the right coverage for you

	AT&T Multi-Device Protection Pack	AT&T Mobile Protection Pack	AT&T Mobile Insurance
Monthly charge	\$29.99/mo	\$9.99/mo	\$6.99/mo
Eligible devices covered	Up to 3	1	1
Claims per 12-month period	6	2	2
Repair of non-connected tablets and laptops	✓		
Covers lost, stolen, damaged device and out-of-warranty malfunctions	✓	✓	✓
As soon as next-day replacement for connected devices**	✓	✓	✓
Declining Deductibles***	✓	✓	✓
Expert technical support for your mobile device	✓	✓	
Expert technical support for two added devices	✓		
Click to call the ProTech team right from the app	✓	✓	
Back up/restore photos, video, etc.	✓	✓	

Declining Deductibles

All AT&T device protection programs include Declining Deductibles. Continuously enrolled customers who go claim-free for 6-12 consecutive months save 25% off the standard deductible; and at 12 consecutive months or more save 50% off the standard deductible.

30-Day Enrollment Period

You must enroll within 30 days of new activation or device upgrade. If you are currently enrolled in any of our device protection programs, you can switch your already-enrolled number to a different program at any time if eligible.

Eligibility

Multi-Device Insurance and Mobile Insurance are not available for and do not apply to the Samsung Galaxy Camera™ (EK-GC100A), PlayStation® Vita, Amazon Kindle™, Amazon Kindle™ Touch 3, BlackBerry® PlayBook™, phones on GoPhone® accounts, tablets with prepaid data plans, AT&T MicroCell™, docks or device models not sold by AT&T.

Note: See Key Terms and Conditions for more information.

Ready to enroll?

- Ask your sales representative
- Call AT&T at 800.331.0500

* AT&T Mobile Insurance and the insurance component of AT&T Mobile Protection Pack, and AT&T Multi-Device Protection Pack is underwritten by Continental Casualty Company, a CNA company (CNA), and administered by Asurion Protection Services, LLC (In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161. In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. All applicable taxes and surcharges extra.

** For claims approved by 5PM CST, devices 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. Non-connected device repair and replacement generally takes 3-5 business days from the date Asurion receives the equipment.

*** Continuously enrolled customers who go claim free for 6-12 consecutive months save 25% off the standard deductible; and at 12 consecutive months or more save 50% off the standard deductible.

† The Protect Plus app requires compatible device with AT&T wireless service. Technical limits may prevent certain features from working on all devices. Lock & wipe not available for iOS devices. A free version of the app with limited features is also available. The Protect Plus app provided by Asurion Mobile Applications, Inc. Not available for BlackBerry® 10, Windows® 7 & 8 devices. For add'l details & full terms and conditions, visit att.com/protectplus.



Key Terms and Conditions

Multi-Device Protection Pack	Monthly Charge: \$29.99/month per mobile account enrolled. Includes AT&T Multi-Device Insurance, Protect Plus app and ProTech support for AT&T Multi-Device Protection Pack for up to three eligible devices.																																
Mobile Protection Pack	Monthly Charge: \$9.99/month per mobile number enrolled. Includes AT&T Mobile Insurance, the Protect Plus app and ProTech support for one eligible device.																																
Mobile Insurance	Monthly Charge: \$6.99/month per mobile number enrolled. Coverage against loss, theft, physical and liquid damage and out-of-warranty malfunctions.																																
Billing	Monthly charges and applicable deductible billed to your monthly wireless bill. Monthly charges include fees paid to AT&T and Asurion.																																
Enrollment Period	30 days to enroll from activation or upgrade.																																
Coverage	Protect your device against loss, theft, accidental physical or liquid damage, and mechanical and/or electrical malfunction after the manufacturer's warranty period has expired.																																
Deductibles [†]	A non-refundable deductible will be charged for each approved claim. Deductible amounts are based on device tiers.																																
	<table border="1"> <thead> <tr> <th></th> <th>Standard Deductible</th> <th colspan="2">Declining Deductibles[†]</th> </tr> <tr> <th></th> <th></th> <th>6 months from the incident date of your last approved claim</th> <th>12 months from the incident date of your last approved claim</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>\$50</td> <td>\$37</td> <td>\$25</td> </tr> <tr> <td>Tier 2</td> <td>\$125</td> <td>\$93</td> <td>\$62</td> </tr> <tr> <td>Tier 3</td> <td>\$199</td> <td>\$149</td> <td>\$99</td> </tr> <tr> <td></td> <td></td> <td colspan="2">Non-Connected Devices</td> </tr> <tr> <td>Damage Malfunction</td> <td>\$89</td> <td>\$66</td> <td>\$44</td> </tr> <tr> <td>Theft Loss</td> <td>\$199</td> <td>\$149</td> <td>\$99</td> </tr> </tbody> </table> <p>For a partial list of eligible devices by tier, see the Device Tier list in this brochure. Multi-Device Insurance for an eligible tablet or laptop not connected to AT&T's wireless network has a non-refundable deductible for a repair (\$89) or replacement (\$199).</p>		Standard Deductible	Declining Deductibles [†]				6 months from the incident date of your last approved claim	12 months from the incident date of your last approved claim	Tier 1	\$50	\$37	\$25	Tier 2	\$125	\$93	\$62	Tier 3	\$199	\$149	\$99			Non-Connected Devices		Damage Malfunction	\$89	\$66	\$44	Theft Loss	\$199	\$149	\$99
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Claim Limits	<p>Multi-Device Protection Pack: 6 shared claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence. Claims from Multi-Device Insurance 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.</p> <p>Mobile Insurance: (Also applies to Mobile Protection Pack): 2 claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence.</p>																																
Replacement Device	As soon as next-day replacement for connected devices.* Claims may be fulfilled with new, AT&T Certified Like-New or other models of like kind and quality. Colors, features and accessory compatibility are not guaranteed.																																

Repair of Non-Connected Devices (Applies to Multi-Device Protection Pack only)	Multi-Device Protection Pack devices which 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 will most often be repaired within 3 to 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.
Cancellation Policy	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 charges will be refunded to you.

AT&T Multi-Device Protection Pack – Program Information

Get Multi-Device Insurance, ProTech support for Multi-Device Protection Pack and Protect Plus for up to three eligible mobile devices. Requires enrollment within 30 days of new activation or upgrade.

- One primary device must be connected to a monthly active AT&T wireless postpaid account (connected device).
- Second and third devices can be **connected** to a monthly active AT&T wireless postpaid account (smartphones and tablets).
- **Or** the second and third devices may be **non-connected** – that is, not connected to a monthly active AT&T wireless postpaid account.
- **Non-connected** devices can be Wi-Fi® tablets or laptops with Windows Vista®, OS X®, Android™, iOS® or newer operating systems.
- Your primary **connected** device is already registered, but your **second or third** devices can be registered later when you use any of the Multi-Device Protection Pack services. You cannot have more than 3 eligible devices registered at any one time.

Multi-Device Insurance provides:

- Protection for loss, theft, physical and liquid damage and out-of-warranty malfunction.
- Connected devices – as soon as next-day* device replacement.
- Non-connected devices – repair or replacement as soon as 3–5 business days from the date Asurion receives the equipment.
- To see a full list of devices and their applicable deductibles, please visit att.com/mdpp.
- Coverage for up to 6 shared claims within any 12 consecutive months. Continuously enrolled customers who go claim free for 6-12 consecutive months save 25% off the standard deductible; and at 12 consecutive months or more save 50% off the standard deductible.
- 30-day waiting period after enrollment for non-connected devices before insurance coverage applies.

[†] Declining Deductibles: Continuously enrolled customers who go claim free for 6-12 consecutive months save 25% off the standard deductible; and at 12 consecutive months or more save 50% off the standard deductible.

* For claims approved by 5PM CST, devices 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.

AT&T Multi-Device Protection Pack – Program Information (continued)

Multi-Device ProTech Support

Once you have your device in hand, you can contact **ProTech support** for expert help with issues like:

- Advanced troubleshooting for your devices.
- Connecting your device to your car via Bluetooth/Wi-Fi, and other electronics designed to work with your device.
- Optimizing settings on your device to maximize battery performance and extend battery life.
- Backing up and transferring music, pictures, videos and other personal content.
- Discovering and downloading mobile applications, including the Protect Plus app to help you locate a lost device.
- Streaming media to your smart TV or other entertainment device.
- Setting up email accounts, Wi-Fi or VoIP (Voice-over-Internet Protocol).
- Logging in remotely: our experts can walk you through your device or log in remotely and just do it for you!

And much more!

Call **888.562.8662** or go to **att.com/protectioncenter** to connect with the ProTech team of experts, available to help you Monday through Friday from 7 a.m. to 11 p.m. CT; Saturday and Sunday from 9 a.m. to 9 p.m. CT.

Protect Plus App*

Locate and protect a lost or stolen mobile device using the Protect Plus app that is available as part of your AT&T Mobile Protection Pack.

- Contact the ProTech team for expert tech help with a single click.
- Locate a device and sound an alarm even if the phone is on vibrate/silent.
- Back up and restore your contacts, photos and videos.



Text PROPLUS to 6583 or go to att.com/protectplus

Once you enroll, download** the Protect Plus app, then set up your account to activate.

AT&T Mobile Protection Pack – Program Information

Provides Mobile Insurance, ProTech support and Protect Plus for one eligible mobile device. Requires enrollment within 30 days of new activation or upgrade.

- Your device must be active on an AT&T postpaid wireless plan.

* The Protect Plus app requires compatible device with AT&T wireless service. Technical limits may prevent certain features from working on all devices. Lock & wipe not available for iOS devices. A free version of the app with limited features is also available. Protect Plus app provided by Asurion Mobile Applications, Inc. Not available for BlackBerry® 10, Windows® 7 & 8 devices. For add'l details & full terms and conditions, visit **att.com/protectplus**.

** Data charges may apply for downloads.

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Mobile Insurance provides:

- Protection for loss, theft, physical and liquid damage and out-of-warranty malfunction.
- As soon as next-day*** device replacement.
- You are covered for up to 2 claims within any 12 consecutive months. Continuously enrolled customers who go claim free for 6-12 consecutive months save 25% off the standard deductible; and at 12 consecutive months or more save 50% off the standard deductible.
- To see a full list of devices and their applicable deductibles, please visit **att.com/mpp**.

ProTech support

Once you have your device in hand, you can contact **ProTech support** for expert help with issues like:

- Advanced troubleshooting for your devices.
- Connecting your device to your car via Bluetooth/Wi-Fi, and other electronics designed to work with your device.
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Text PROPLUS to 6583 or go to att.com/protectplus

Once you enroll, download** the Protect Plus app, then set up your account to activate.

AT&T Mobile Insurance – Program Information

Provides Mobile Insurance for any one eligible mobile device. Requires enrollment within 30 days of new activation or upgrade.

- Your device must be active on an AT&T postpaid wireless plan.

Mobile Insurance provides:

- Protection for loss, theft, physical and liquid damage and out-of-warranty malfunction.
- As soon as next-day* device replacement.
- You are covered for up to 2 claims within any 12 consecutive months. Continuously enrolled customers who go claim free for 6-12 consecutive months save 25% off the standard deductible; and at 12 consecutive months or more save 50% off the standard deductible.
- To see a full list of devices and their applicable deductibles, please visit att.com/mobileinsurance.

How to File a Claim

To file a claim quickly and easily for AT&T Mobile Insurance or AT&T Multi-Device Insurance, visit phoneclaim.com/att or call **888.562.8662**. Representatives are available to help you:

- Monday through Friday from 7 a.m. to 9 p.m. CT
- Saturday and Sunday from 8 a.m. to 8 p.m. CT
- Report the claim within 60 days of the date of loss.
- If your device was lost or stolen, please contact AT&T Customer Care at **866.MOBILITY** to temporarily suspend service and prevent unauthorized use.
- If your device is defective or has been damaged, it 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 defective or damaged device.

For coverage to apply to a particular connected device, you must own or lease the device and have used (logged voice or data use) that device on your enrolled wireless line after initial enrollment. Coverage for a connected device applies to only one device at any given time, and the covered device will be your most recently used device on your wireless line at the time of the loss.

Covered Equipment

Phone – Includes wireless device and, if part of the covered loss, standard battery, standard battery charger, SIM card and choice of one of the following accessories: carrying case, automobile cigarette lighter adapter or standard wired earpiece (not specialty earpiece such as Bluetooth®).

Notebook – Includes wireless device, standard battery, standard battery charger and SIM card.

Wireless Home Phone device – Includes wireless home phone device, power cord, backup battery, phone cable and SIM card.

Tablets – Includes wireless device, standard battery charger, USB cable and SIM card.

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

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 regarding the Coverage Certificate, please contact:

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

* For claims approved by 5PM CST, devices 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.

Important Disclosures (continued)

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 Coverage Certificates and Terms and Conditions of the device protection products contain binding Arbitration Agreements. You can obtain a complete copy of the Arbitration Agreements by visiting att.com/protectioncenter and selecting Terms & 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.

NOTE: Taxes and surcharges extra. Offers may be modified or discontinued at any time.

Complete Terms & Conditions

You will agree to terms and conditions, including the Coverage Certificate, when you enroll. Your sales representative can also print them at your request or you can also review them at att.com/protectioncenter by selecting Terms & Conditions at the bottom of the page.

Complete terms and conditions, including the Coverage Certificate, will also be emailed or mailed to you once your mobile number is enrolled. If you provide your email or other electronic address to AT&T, program information and legal notices will be sent through electronic means. If an email is not provided, the information will be mailed to you via U.S. mail.

Partial List of Devices Covered by Device Tier

A non-refundable deductible will be charged for each approved claim and billed to your wireless account. Deductibles amounts are based on device tiers as shown in the table and in the Key Terms and Conditions section of this brochure.

For a complete and current device tier list, please visit att.com/mdpp for Multi-Device Insurance, att.com/mobileinsurance for Mobile Insurance or call Asurion at **888.562.8662**.

The comprehensive list on the website is updated regularly to include new models. Some devices may be moved to a different deductible tier during their life cycle.

Device Tier 1	LG Xpression™ LG A340™ Pantech Breeze™ III All LaptopConnect devices (data cards and MiFi® devices)
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Device Tier 2	Apple® iPhone® 4/4S Nokia Lumia™ 920 HTC Windows® Phone 8X RIM BlackBerry® Bold 9900 Motorola Moto X™*
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Device Tier 3	Apple® iPad® (all models) Apple® iPhone® 5S/6/6 Plus Samsung Galaxy S® 5 and 5 Active Samsung Galaxy S® 6 Samsung Galaxy S® 6 Edge
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* Claims on the Motorola Moto X™ will be fulfilled with the non-customized black or white model. Customized replacements will not be provided.

For more information,
call AT&T at 800.331.0500
or ask your sales representative



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