AT&T Protect Advantage® program changes

New benefits and price increases

New York customers only.

Summary of changes

	Current plan	Effective November 17, 2026
Monthly charge	**AT&T Protect Advantage® Multi-Device[1]:** $50 • Protect Insurance Multi-Device[2]: $11.75 • Protect Service Contract Multi-Device[2]: $12.25 • AT&T ProTech Support Multi-Device[2]: $26.00 **AT&T Protect Advantage® for Business Multi-Device[1]** Tier A: $50 Tier B: $125 Tier C: $175 • Protect Insurance for Business Multi-Device[2]: Tier A: $11.75, Tier B: $27.25, Tier C: $39.00 • Protect Service Contract for Business Multi-Device[2]: Tier A: $12.25, Tier B: $38.75, Tier C: $57.00 • ProTech Support for Business Multi-Device[2]: Tier A: $26.00, Tier B: $59.00, Tier C: $79.00	**AT&T Protect Advantage® Multi-Device[1]:** $55 • Protect Insurance Multi-Device[2]: $11.75 • Protect Service Contract Multi-Device[2]: $17.25 • ProTech Support Multi-Device[2]: $26.00 **AT&T Protect Advantage® for Business Multi-Device[1]** Tier A: $55 Tier B: $125 Tier C: $175 • Protect Insurance for Business Multi-Device[2]: Tier A: $11.75, Tier B: $27.25, Tier C: $39.00 • Protect Service Contract for Business Multi-Device[2]: Tier A: $17.25, Tier B: $38.75, Tier C: $57.00 • ProTech Support for Business Multi-Device[2]: Tier A: $26.00, Tier B: $59.00, Tier C: $79.00
Eligible devices (see terms and conditions for complete list of covered device categories)	**Connected devices:** • Smartphones, watches, tablets, and laptops that are connected to the AT&T Wireless℠ network • Wireless home phone **Non-connected devices:** • Wi-Fi-only tablets	**Connected devices:** • Smartphones, watches, tablets, and laptops that are connected to the AT&T Wireless℠ network • Wireless home phone **Non-connected devices:** • Wi-Fi-only smartwatches, headphones, and earbuds
Number of covered devices	**AT&T Protect Advantage® Multi-Device:** up to 4 eligible devices **AT&T Protect Advantage® Multi-Device for Business:** Tier A: up to 4 eligible devices Tier B: up to 11 eligible devices Tier C: up to 16 eligible devices	**AT&T Protect Advantage® Multi-Device:** up to 4 eligible connected devices and up to 2 eligible non-connected devices **AT&T Protect Advantage® Multi-Device for Business:** Tier A: up to 4 eligible connected devices and up to 2 eligible non-connected devices Tier B: up to 11 eligible connected devices and up to 2 eligible non-connected devices Tier C: up to 16 eligible connected devices and up to 2 eligible non-connected devices

Summary of changes (cont'd)

Covered incidents	**Insurance:** • Connected and non-connected eligible devices: loss, theft, damage (excluding accidental damage from handling) **Service contract:** • Connected and non-connected eligible devices: accidental damage from handling, out-of-warranty malfunctions	**Insurance:** • Connected eligible devices only: loss, theft, damage (excluding accidental damage from handling) **Service contract:** • Connected and non-connected eligible devices: accidental damage from handling, out-of-warranty malfunctions
Deductibles/ service fees for non-connected devices	Repair: $0 Replacement: $199	Repair/replacement: $49

Additional information for both plans

Deductibles/service fees for connected devices	• **Replacement:** Tier 1: $25, Tier 2: $100, Tier 3: $225, Tier 4: $275, Tier 5: $300, Tier 6: $400 • **Repair:** Eligible devices in all device tiers: $0
Claim limits	Unlimited number of claims, with each claim limited to $3,500.
Replacement devices	Replacement devices may be new or AT&T Certified Restored equipment of the same make and model or other models of like kind and quality and may be previously opened, used, refurbished or remanufactured, and/or may contain original or non-original replacement parts.
Cancellation policy	**Enrollment in this program will continue to renew monthly to your payment method on file with AT&T until canceled.** You can cancel your optional coverage at any time and receive a prorated refund of your monthly charge by calling 888.562.8662 or going to att.com/myatt. We may cancel or change terms by giving you prior written notice as required by law.
Arbitration	The Terms and Conditions for device protection products contain binding arbitration agreements, which can be obtained by going to phoneclaim.com/att. See additional information on page 14 of this brochure.

New York customers only

If your account address is not in New York state, please request the nationwide document.

This document supplements the AT&T Protect Advantage brochures for customers in New York. For complete program details, please refer to this document, the AT&T Protect Advantage program brochure, and the program terms and conditions. View program terms and conditions, including those effective November 17, 2026, at asurion.com/legal/att.

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Continue enjoying these benefits as an AT&T Protect Advantage® customer:

- **Unlimited number of claims**
- **$0 service fee for screen repair, for eligible devices[3]**
- **Same-day replacement and setup[4]**
- **AT&T ProTech expert support**
- **Unlimited battery replacement[5]**
- **And more!**

[1]The monthly charge for AT&T Protect Advantage® Multi-Device and AT&T Protect Advantage® for Business Multi-Device includes the cost of insurance provided in the program.

[2]These plans are available in New York and for New York customers only.

[3]Select devices are eligible for repair. Visit phoneclaim.com/att for current list of eligible devices. Repairs are available in select locations, based upon parts and technician availability, and other criteria. If a device requires multiple types of repair, for example cracked screen and back glass repair, the device must qualify as an eligible device for each of the needed repairs, or the device will be replaced (replacement deductible/service fee applies).

[4]Same-Day Replacement: Available for select devices in select areas and is subject to parts and technician availability. For Same-Day Delivery, claims must be filed and approved by 4 pm. For Same-Day Pickup, claims must be filed and approved by 5 pm. Eligibility is determined at the time of claim approval and is contingent on certain criteria.

[5]Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after diagnostic testing. Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.

You agree to receive program communications, including legal notices and terms and conditions, by electronic communication using the last email address on file with Asurion or AT&T, the mobile number identified in the Asurion or AT&T system as the account owner and/or any other email address or mobile number you provide to Asurion or AT&T. If electronic delivery is not possible, this information will be mailed to you.

You can access electronic communications on any mobile device or computer that receives electronic communications. You have the right to receive any communication by mail and can withdraw consent of electronic communications by submitting a webform at asurion.com/privacyrights at any time. This will apply to all program communications related to the products and services Asurion provides to you. Withdrawal will not apply to actions already taken or initiated in reliance on your consent.

As shown on page 2 of this brochure, AT&T Protect Advantage programs are a combination of insurance and service contract plans. The insurance plans are underwritten by Continental Casualty Company, a CNA company (CNA) 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. Protect Service Contract plans are provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. Protect Service Contract Multi-Device and Protect Service Contract for Business Multi-Device are service contracts that are separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.

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