

Protection and support for your business devices



2 ways to help you protect your investment:

AT&T Mobile Protection Pack for Business¹

- Includes comprehensive protection with AT&T Mobile Insurance.
- Get support for each eligible smart phone or tablet with ProTech support.²
- Includes the Protect Plus app³ to help locate a missing device, back up content and provide click-to-call ProTech support.
- Coverage for up to two claims within any 12 consecutive months.
- Exclusive Administrative Portal to manage claims and support activity for all Mobile Protection Pack for Business covered devices.
- Support for AT&T Mobility Business Applications⁴ and other popular cloud-based business services and applications.
- All for \$11.99/month per enrolled mobile number for Corporate Responsibility User lines.

AT&T Mobile Insurance¹

- Provides protection against loss, theft, physical and liquid damage, and out-of-warranty malfunctions for your eligible mobile device.
- Coverage for up to two claims within any consecutive 12-month period.
- Available on AT&T postpaid wireless plans for \$8.99/month per enrolled number.

Declining Deductibles

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

AT&T device protection programs include declining deductibles for replacement of connected devices. Declining deductibles are not applicable to the screen repair of connected devices, and the screen repair of a connected device does not impact your declining deductible eligibility.

30-Day Enrollment Period

You must enroll within 30 days of new activation or device upgrade. However, 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.



Screen Repair

The screen repair⁵ option is available for eligible devices in select locations with an \$89 deductible.

- Repair as soon as the same day you file the claim.
- A certified technician will come to your location.
- Keep your phone. No need to transfer your content.
- 1-year warranty.

Learn more at phoneclaim.com/att. Locations subject to change.

Eligibility

A partial list of eligible devices may be found in the Device Tier section in this brochure. Mobile Insurance is not available for the Samsung Galaxy Camera™ (EK-GC100A), PlayStation® Vita, Amazon Kindle™, Amazon Kindle™ Touch 3, BlackBerry® PlayBook™, AT&T MicroCell™, docks, or devices on GoPhone® accounts. Only devices purchased from AT&T are eligible for enrollment as connected devices.

NOTE: See Device Protection Key Terms and Conditions for more information.

¹ AT&T Mobile Insurance is 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.

² ProTech support may also be purchased separately for \$9.00/month.

³ **Protect Plus app:** Requires compatible device (excludes BlackBerry® 10, Windows® phones). Technical limits prevent certain features from working on all devices. Lock and erase not available for iOS devices. App functionality requires device powered on and connected to the Internet. Data charges apply for app download. Accuracy, availability and timeliness not guaranteed. Free version of app with limited features also available for iOS/Android®. Protect Plus app provided by Asurion Mobile Applications, Inc. For additional restrictions and full terms, visit att.com/protectplus.

⁴ Scope of app support may vary based on customer app customization and enterprise limitations.

⁵ **Screen Repair:** \$89 deductible applies. Limited to eligible devices in select markets. Same-day repair appointments available between 9 a.m.–7 p.m. local time, subject to technician's availability in applicable service area. Claim must be approved by 2 p.m. local time to be eligible for same day repair. Repairs are performed by an Asurion-certified technician and come with a 12-month warranty. Repairs may use new or refurbished parts, may contain original or non-original manufacturer parts, and may void the manufacturer warranty. Declining deductibles not applicable to screen repair and selecting screen repair option will not impact customer's declining deductible eligibility. For a partial list of eligible devices, see the Partial List of Screen Repair Eligible Devices in this brochure. Go to phoneclaim.com/att for complete list of eligible devices and available markets, both of which are subject to change at any time.

Device Protection Key Terms and Conditions

AT&T Mobile Protection Pack	Monthly Charge: \$11.99/month per mobile number enrolled. Includes AT&T Mobile Insurance, ProTech support and Protect Plus app for one eligible device.
AT&T Mobile Insurance	Monthly Charge: \$8.99/month per mobile number enrolled.
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. Already-enrolled numbers can switch to another program at any time if eligible.
Coverage	Device coverage against loss, theft, accidental physical or liquid damage, and out-of-warranty malfunctions.
Replacement for Connected Devices	Claims fulfilled with a replacement device and approved by 6 p.m. ET 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. Claims may be fulfilled with new or AT&T Certified Restored equipment, which is previously opened, and/or used (which may be refurbished or remanufactured, and may contain original or non-original replacement parts) of the same model or other models of like kind and quality. See att.com/certifiedrestored for details on these devices. Colors, features and accessory compatibility are not guaranteed.
Screen Repair for Eligible Connected Devices	\$89 deductible applies. Limited to eligible devices in select markets. Same-day repair appointments available between 9 a.m.–7 p.m. local time, subject to technician's availability in applicable service area. Claim must be approved by 2 p.m. local time to be eligible for same day repair. Repairs are performed by an Asurion-certified technician and come with a 12-month warranty. Repairs may use new or refurbished parts, may contain original or non-original manufacturer parts, and may void the manufacturer warranty. Declining deductibles not applicable to screen repair and selecting screen repair option will not impact customer's declining deductible eligibility. For a partial list of eligible devices, see the Partial List of Screen Repair Eligible Devices in this brochure. Go to phoneclaim.com/att for complete list of eligible devices and available markets, both of which are subject to change at any time.
Claim Limits	Mobile Insurance and Mobile Protection Pack for Business: Two claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence.
Deductibles	A non-refundable deductible will be charged for each approved claim. Deductible amounts are based on device tiers. For eligible devices by tier, see the Partial List of Devices Covered by Device Tier in this brochure. For a full list of devices by deductible, call Asurion at 888.562.8662 , or go to phoneclaim.com/att/mimppdeductibletiers .

Replacement Deductibles for Connected Devices	Standard		Declining Deductibles		
	Standard Replacement Deductible		6 months ⁶		12 months ⁶
	Tier A	\$25	\$18		\$12
	Tier B	\$75	\$56		\$37
	Tier C	\$150	\$112		\$75
	Tier D	\$225	\$168		\$112
	Tier E	\$299	\$224		\$149
Screen Repair Deductibles for Eligible Connected Devices	Tier A N/A	Tier B N/A	Tier C \$89	Tier D \$89	Tier E \$89
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/charge will be refunded to you.				

⁶From the Date of Loss of your last approved claim.

AT&T Mobile Protection Pack for Business – Program Information

Provides AT&T Mobile Insurance, ProTech support and the Protect Plus app for one eligible mobile device. Requires enrollment within 30 days of new activation or upgrade. Already-enrolled numbers can switch to another program at any time if eligible.

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

Mobile Insurance

- Protection for loss, theft, physical and liquid damage, and out-of-warranty malfunctions.
- As soon as next-day⁷ device replacement and as soon as same-day screen repair.⁸
- You are covered for up to two 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 after 12 consecutive claim-free months or more, save 50% off the standard deductible. Declining deductibles are not applicable to the screen repair of connected devices, and the screen repair of a connected device does not impact your declining deductible eligibility. (Refer to chart in the Key Terms and Conditions section of this brochure.)
- To see a full list of devices and their applicable deductibles, visit phoneclaim.com/att/mimppdeductibletiers.

ProTech Support

When you enroll in AT&T Mobile Protection Pack, our U.S.-based ProTech support team can help you do the things you want to do with your eligible device. Contact the ProTech support team for help with issues like:

- Virus/Malware discovery and removal.
- Creating a secure backup so if your phone is lost, stolen or damaged, you can restore photos, videos and contacts to your new device.
- Connecting your device to your car via Bluetooth, Wi-Fi® and other electronics.
- Removing unwanted programs and adjusting settings.
- Optimizing settings on your device to maximize battery performance and extend battery life.
- And much more.

Tap once to call the ProTech support team from your Protect Plus app, call **4PROTECH (888.477.6832)**, or go to the MPP for Business portal at att.com/mppforbiz. The ProTech support team is available to help you:

- Monday through Friday from 8 a.m. to midnight ET
- Saturday and Sunday from 10 a.m. to 10 p.m. ET



To download, text **PROPLUS** to **6583** or go to att.com/ProtectPlus. Once you download the Protect Plus app, set up your account to activate.

Protect Plus App⁹

The Protect Plus app helps you secure the personal content you keep on your eligible device. You can contact ProTech support right from the app when you need device help.

You can also locate and protect a lost or stolen mobile device using the app (lock and erase not available on iOS). The app is included as part of your AT&T Mobile Protection Pack enrollment.

- 50GB of secure storage space to back up and restore content.
- Contact the ProTech support team for expert tech help with a single tap.
- Locate a device and sound the alarm even if the phone is on vibrate/silent.

AT&T Mobile Insurance – Program Information

Provides AT&T Mobile Insurance for one eligible mobile device. Requires enrollment within 30 days of new activation or upgrade. Already-enrolled numbers can switch to another program at any time if eligible.

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

Mobile Insurance

- Protection for loss, theft, physical and liquid damage, and out-of-warranty malfunctions.
- As soon as next-day¹⁰ device replacement and as soon as same-day screen repair.¹¹
- You are covered for up to two 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 after 12 consecutive claim free months or more, save 50% off the standard deductible. Declining deductibles are not applicable to the screen repair of connected devices, and the screen repair of a connected device does not impact your declining deductible eligibility. (Refer to chart in the Key Terms and Conditions section of this brochure.)
- To see a full list of devices and their applicable deductibles, visit phoneclaim.com/att/mimppdeductibletiers.

⁷Claims fulfilled w/replacement device and approved by 6 p.m. ET, ship, and in most cases, are delivered next day. Deliveries to Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands cannot ship for next-day delivery. See full disclaimer on page 2 under Replacement for Connected Devices.

⁸See page 2 for Screen Repair for Eligible Connected Devices in Key Terms and Conditions.

⁹See page 1 for full disclaimer for the Protect Plus app.

¹⁰See page 2 for full disclaimer under Replacement for Connected Devices.

¹¹See page 2 for Screen Repair for Eligible Connected Devices in Key Terms and Conditions.

How to File a Claim

To file a claim quickly and easily for AT&T device protection, visit phoneclaim.com/att or call **888.562.8662**. Representatives are available Monday through Friday from 8 a.m. to 10 p.m. ET; Saturday and Sunday from 9 a.m. to 9 p.m. ET.

- 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.
- A non-refundable deductible will be charged to your wireless bill following each approved claim.
- If your device is defective or has been damaged, and you are receiving a replacement device, 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 wireless line after initial enrollment. Coverage for connected devices applies only to one device per covered wireless line 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.

Other Important Information

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 (non-specialty earpiece such as Bluetooth).

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

Tablets – Includes wireless or Wi-Fi®-only tablet, and if part of the loss, standard battery charger and SIM card.

Insurance is Optional

AT&T Mobile Insurance is an **optional insurance coverage** that you are not required to purchase in order to purchase services or devices. Program enrollment and replacement authorization shall be at the sole discretion of Continental Casualty Company, a CNA member company; Asurion, the plan administrator; or any other authorized representative of CNA in accordance with the terms of the Coverage Certificate and applicable law.

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
Iowa License #1001002300
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**.

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 Terms and Conditions of the device protection products contain binding Arbitration Agreements. You can obtain a complete copy of the Arbitration Agreements at the MPP for Business portal. Go to att.com/mppforbiz and then select Terms and 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.

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. Deductible 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, call Asurion at **888.562.8662** or go to the MPP for Business portal at **att.com/mppforbiz**.

The comprehensive list on the website is updated regularly to include new models. Some devices may be moved to a different deductible tier during the term of your enrollment.

Device Tier A	AT&T Trek 2 LG K10™
Device Tier B	LG G Pad™ Samsung Galaxy Tab® 4 8.0 Samsung Gear S 2
Device Tier C	Apple® iPhone® 4/4S Kyocera DuraForce LG G Vista™ 2 Samsung Galaxy S4 Mini
Device Tier D	Apple® iPhone® 6/6 Plus/6S/6S Plus Apple® iPhone® 7/7 Plus Apple® iPad LG V20 Samsung Galaxy S®6/S®7
Device Tier E	Apple® iPhone® 7 Plus 256GB

iPhone and iPad are registered trademarks of Apple Inc.

Partial List of Screen Repair Eligible Devices

Below is a partial list of screen repair eligible devices. For a complete list and available markets, go to **phoneclaim.com/att**. Eligible devices and available markets are subject to change at any time.

\$89 Repair Deductible	Apple® iPhone® 6/6 Plus Apple® iPhone® 6S/6S Plus Apple® iPhone® 7/7 Plus Apple® iPhone® SE Samsung Galaxy Note® 4 Samsung Galaxy S®5/S®6/S®7
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For more information, call
AT&T Business Care at **800.331.0500**
and enter your active telephone
number for correct routing