

AT&T Protect Advantage® Device Protection Plans

Protection and support when it matters most

Key terms and conditions

AT&T Protect Advantage® plans					
AT&T Protect Advantage monthly charge per mobile number enrolled	Tier 1	Tier 2	Tier 3	Tier 4a	Tier 4b/4c
	\$16/mo.*	\$16/mo.*	\$19/mo.*	\$19/mo.*	\$25/mo.*
AT&T Protect Insurance	\$2.25/mo.	\$2.35/mo.	\$2.50/mo.	\$4.80/mo.	\$4.80/mo.
AT&T Protect Service Contract	\$5.35/mo.	\$5.65/mo.	\$6.00/mo.	\$5.45/mo.	\$9.95/mo.
AT&T ProTech support	\$8.65/mo.	\$8.25/mo.	\$10.75/mo.	\$9.50/mo.	\$11.00/mo.
AT&T Protect Advantage Multi-Device monthly charge			Device Tiers 1 - 6		
			\$50/mo.*		
Protect Insurance Multi-Device			\$11.75/mo.		
Protect Service Contract Multi-Device			\$12.25/mo.		
ProTech support Multi-Device			\$26/mo.		

*The monthly charge for Protect Advantage plans includes the cost of insurance provided in the program. All applicable taxes and surcharges are extra.

For information about your applicable device tiers, see the "Deductible/Service Fee Amounts" table in this document, go to phoneclaim.com/ATT, or call **888.562.8662**.

Protect Insurance, Protect Insurance Multi-Device, Protect Service Contract, Protect Service Contract Multi-Device, ProTech, and ProTech Multi-Device may each be purchased separately for the prices indicated above. Contact AT&T Customer Service or Asurion for information. If you are enrolled in Protect Insurance, and you can submit proof that you have purchased and maintain a separate service contract, the premium for Protect Insurance will be reduced by: \$.25 - Tiers 1 - 3, and \$.75 - Tier 4a/b/c.

Protect Advantage is a combination of Protect Insurance, Protect Service Contract, and ProTech. Protect Advantage Multi-Device is a combination of Protect Insurance Multi-Device, Protect Service Contract Multi-Device, and ProTech. Protect Insurance and Protect Insurance Multi-Device are underwritten by Continental Casualty Company, a CNA Company (CNA), Chicago, IL, and administered by Asurion Protection Services, LLC, (in Iowa, Lic. #1001002300; in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #0D63161; and in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. Protect Service Contract and Protect Service Contract Multi-Device are provided by Asurion Warranty Protection Services, LLC, or one of its affiliates.

New York Producer Compensation

AT&T (Producer) has a limited license to sell wireless communications equipment insurance in New York (license #LR-1133676) and will be paid a portion of your contract purchase price by the insurer, Continental Casualty Company. The Producer will be compensated by the insurer if you purchase the insurance. The Producer's compensation may vary based on the product you purchased. For more information about compensation, please ask your sales representative.

Key terms and conditions

Additional information (both plans)

Coverage	<p>Insurance: Loss, theft, and damage (excluding accidental damage from handling). Service Contract: Accidental damage from handling and out-of-warranty malfunctions.</p> <p>For coverage to apply to a connected device, you must own or lease the device, and have used the device (logged use of voice or data) on your wireless number after enrollment. Coverage applies to the most recently used device on your enrolled wireless number at the time of loss. If you change your device, your device tier may change. If you are enrolled in AT&T Protect Advantage®, your monthly charge on your bill will be updated to reflect the new device tier.</p>
Enrollment	Enrollment in these programs will continue to renew monthly on your AT&T WirelessSM bill until canceled.
AT&T ProTech support	Includes tech support.
Insurance deductibles and Service Contract service fees	A non-refundable deductible or service fee will be charged for each approved claim. Deductible and service fee amounts are based on device tiers. See a partial list of eligible devices and associated deductibles/service fees on page 4 of this brochure. For a complete list and the deductible/service fee amount for your device, go to phoneclaim.com/att or call Asurion at 888.562.8662 .
Replacement deductibles/ service fees for connected devices (depending on device model)	<p>Protect Advantage: Tier 1 - \$25, Tier 2 - \$100, Tier 3 - \$225, Tier 4a/b/c - \$275</p> <p>Protect Advantage Multi-Device: Tier 1 - \$25; Tier 2 - \$100; Tier 3 - \$225; Tier 4 - \$275; Tier 5 - \$300; Tier 6 - \$400</p>
Replacement for connected devices	<p>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 Pre-owned equipment of the same make and model or other make or model of like kind and quality and may be previously opened, used, refurbished, or remanufactured, and/or may contain original or non-original replacement parts. Colors, brand, and features may be different. Compatibility of accessories is not guaranteed.</p> <p>Protect Advantage program customers may be able to receive a replacement device the same day. For same-day delivery, claims must be filed and approved by 4 p.m. For same-day pickup, claims must be filed and approved by 5 p.m.</p>

Additional information (both plans) *cont'd.*

Replacement and repair & deductibles/ service fees for non-connected devices (Wi-Fi-only tablets)	<p>Repair \$0 Replacement \$199</p> <p>Applies to Protect Advantage Multi-Device only. Protect Advantage Multi-Device devices that are not connected to the AT&T network (Wi-Fi-only tablets) are provided a repair or replacement (at the option of Asurion, the plan administrator). Devices most often will be repaired within 3 - 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.</p>
Repair of connected devices (including battery replacement) & service fees	<p>Protect Advantage: Tiers 1, 2, 3, 4a/b/c: \$0</p> <p>Protect Advantage Multi-Device: Tiers 1, 2, 3, 4, 5, 6: \$0</p> <p>See page 6 for important conditions and limitations.</p>
Bring your own device	When you bring your own device and activate service with it on the AT&T network, it may be eligible for enrollment in device protection within 30 days. If the device make/model is currently or was previously sold by AT&T, the applicable replacement and screen repair deductible/service fee for that specific make/model tier applies for all approved claims. For a device make/model that has never been sold by AT&T, the deductible/service fee and monthly fee for Device Tier 2 applies. Replacement options will vary. Device must be in good working condition and may be subject to inspection prior to enrollment.
Cancellation policy	You can cancel your optional coverage at any time by calling 888.562.8662 or going to att.com/myatt , and you will receive a prorated refund of any unearned monthly premium/charges. 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 6 of this brochure.
Claim limits	<p>Insurance: Unlimited number of claims, with each claim limited to \$3,500.</p> <p>Service Contract: Unlimited number of claims, with each claim limited to \$3,500.</p>

What is included in AT&T Protect Advantage® device protection plans?

Want to protect 1 device?

Protect Advantage

- Unlimited number of claims for accidental damage from handling (ADH)¹ and out-of-warranty malfunctions
- Unlimited number of claims for loss, theft, and physical damage (excluding ADH)
- Unlimited screen repairs, back glass repairs, and battery replacements, for select devices²
- AT&T ProTech support

More than 1 device to protect?

Protect Advantage Multi-Device (covers up to 4 eligible devices)

- Unlimited number of claims for ADH and out-of-warranty malfunctions
- Unlimited number of claims for loss, theft, and physical damage (excluding ADH)
- Unlimited screen repairs, back glass repairs, and battery replacements, for select devices²
- AT&T ProTech support

Everything you need in one place

Access all your protection coverage information including tech support, benefits, and claims. Log in at att.com/myprotectadvantage.

AT&T Protect Insurance and Protect Insurance Multi-Device

- Coverage for loss, theft, or physical damage (excluding ADH)
- Unlimited number of claims

AT&T Protect Service Contract and Protect Service Contract Multi-Device

- Coverage for out-of-warranty malfunctions and ADH
- Unlimited number of claims, including eligible screen and back glass repairs as soon as same day for a \$0 service fee³ and unlimited battery replacements⁴

AT&T ProTech support

Same-day replacement Don't let a lost or broken device ruin your day! With AT&T Protect Advantage, your replacement device may be delivered and set up as soon as the same day. A limited number of replacement devices will be available in select uBreakiFix® by Asurion stores and may be available for same-day pickup for customers who are within an available service area. Devices and locations are subject to change at any time in our discretion. Availability will be determined at the time of claim approval.⁵

ProTech experts Get help from our team of ProTech experts—so you can keep talking, streaming, watching, or playing.

Cleaning and optimization Visit a uBreakiFix® by Asurion location (appointment required)⁶ to get your phone sanitized, optimize device performance, or get help restoring data from your damaged device to your replacement device.⁷

Streaming support Set up and optimize AT&T streaming services for the best entertainment experience.

Have questions?

Go to att.com/myprotectadvantage and log in to chat with a ProTech expert or call **888.4PROTECH**.

Mon - Fri, 8 a.m. - 12 a.m. ET; Sat - Sun, 10 a.m. - 10 p.m. ET.

¹Accidental damage from handling (ADH) refers to the accidental damage that can occur while handling the device during normal use, including cracks, drops, and spills. ²Screen and back glass repairs and device repairs by battery replacement may be provided for certain device types in select locations. See page 4 for additional details. Go to phoneclaim.com/att to check current eligibility.

³See page 4 for additional details. ⁴Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after ProTech diagnostic testing. ⁵Same-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 p.m. For same-day pickup, claims must be filed and approved by 5 p.m. Eligibility is determined at time of claim approval and is contingent on certain criteria. ⁶Go to att.com/myprotectadvantage and log in to your account to make an appointment prior to visiting a store for services. ⁷The device must be able to connect to a network and have access to cloud or data storage. Data recovery results are limited and not guaranteed.

What you should know before you enroll

Replacement deductibles/service fees

For complete deductible/service fee information and to see the amount for your device, go to phoneclaim.com/att.

Partial list of eligible devices (10/20/2025)

Deductibles/service fees

Tier 1 \$25	Apple® Watch SE GPS + Cellular 40mm (Aluminum Case - All Bands) AT&T Cingular Flip IV Netgear Nighthawk M6 Samsung Galaxy A14 5G/A15 5G/A16 5G/A51/A51 5G Samsung Galaxy Watch 5 40mm
Tier 2 \$100	Apple® Watch SE GPS + Cellular 44mm (Aluminum Case - All Bands) Apple® Watch Series 8/9 GPS + Cellular (Aluminum Case - All Bands) Apple® Watch Series 10 GPS + Cellular (Aluminum Case - All Bands) Apple® iPhone® SE/SE 2020/SE 2022 Google Pixel Watch Samsung A36/A52 5G/A53 5G/A54 5G Bring Your Own Device (a make/model not previously sold by AT&T)
Tier 3 \$225	Apple® Watch Series 8/9 GPS + Cellular (Stainless Steel Case - All Bands) Apple® Watch Series 10 GPS + Cellular (Titanium - All Bands) Google Pixel 8 5G 128GB/Pixel 9 128GB Samsung Galaxy S22 5G 128GB/S23 5G 128GB Microsoft Surface Go 3/Surface Duo
Tier 4a \$275 (Multi-Device 4 \$275)	Apple® iPhone® 14/14 Plus/14 Pro/14 Pro Max Apple® iPhone® 15/15 Plus/15 Pro/15 Pro Max Apple® iPhone® 16/16 Plus/16 Pro/16 Pro Max Apple® iPad® Pro 12.9-inch (2022)/13-inch (2024) Samsung Galaxy S22 5G 256GB/S22+/S22 Ultra Samsung Galaxy Tab S10+ 5G 256GB Samsung Galaxy S23 5G 256GB/S23+ 5G/S23 Ultra 5G Samsung Galaxy S24/S24+/S24 Ultra Samsung Galaxy S25/S25 Edge/S25+/S25 Ultra
Tier 4b \$275 (Multi-Device 5 \$300)	Samsung Galaxy Z Flip4 5G/Z Flip5 5G/Z Flip6 5G/Z Flip7 Motorola RAZR 5G/Plus/Ultra
Tier 4c \$275 (Multi-Device 6 \$400)	Samsung Galaxy Z Fold4 5G/Z Fold5 5G/Z Fold6 5G/Z Fold7 Google Pixel Fold 5G

Fast replacement⁸

As soon as next-day device replacement for loss, theft, damage, and out-of-warranty malfunctions. You may also be able to get your replacement device delivered and set up as soon as the same day.

Unlimited eligible screen and back glass repairs⁹

- As soon as same-day repair service for eligible connected devices is available in select areas for a \$0 service fee each time you need it.
- Repair options include visiting an authorized repair location, having a technician come to you, or in some areas, you can mail in your device for repair.¹⁰
- Screen and back glass repairs are backed by a 1-year limited warranty.

• Partial list of devices eligible for back glass repair:

Apple® iPhone® 14/14 Plus	Samsung Galaxy S25/ S25+/S25 Ultra
Apple® iPhone® 15/15 Plus/ 15 Pro/15 Pro Max	Samsung Galaxy Z Flip4/ Z Flip5 5G/Z Flip6 5G
Apple® iPhone® 16/ 16 Plus/16 Pro/16 Pro Max	Samsung Galaxy Z Fold4/Z Fold 5 5G
Samsung Galaxy S23/ S23 FE/S23+/S23 Ultra	Z Fold6 5G
Samsung Galaxy S24 S24+/S24 Ultra	Google Pixel Fold 5G
	Google Pixel 8/8A/ 8 Pro/9/9A/9Pro

⁸See replacement for connected devices section in key terms and conditions on page 2. Also see same-day replacement disclaimer on page 3.

⁹**Unlimited Number of Screen and Back Glass Repairs:** Select devices are eligible for repair. Go to 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). Same-day repair option depends upon claim approval time and part and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts; may contain original or non-original manufacturer parts; and may void the manufacturer warranty. ¹⁰All repair options may not be available in all locations; repair options are presented at the time of claim approval; subject to technician and parts availability. In most cases, mail-in repairs are ready within five business days of receipt. Go to phoneclaim.com/att to check eligibility and the repair option(s) available in your area.

Devices may be moved to a different device tier during your enrollment. Device tier changes will be updated online and available at phoneclaim.com/att.

What you should know before you enroll

Battery replacement for AT&T Protect Advantage® plans¹¹

- You have unlimited out-of-warranty battery replacements for your eligible phone.
- If your battery isn't working as it should, take advantage of this benefit by calling **888.562.8662** or going to **phoneclaim.com/att**.
- An AT&T ProTech expert will test your battery and let you know if it's eligible for replacement.
- They'll also provide you with performance-boosting tips and tricks.
- Go to **att.com/myprotectadvantage** and log in to your account to test your battery performance at any time.

List of devices eligible for repair

Go to **phoneclaim.com/att** to see if your device is eligible for battery replacement or screen or back glass repair. The list of repair types, devices, and locations may be updated over time.

Covered device types

Phone – Includes the device and standard battery and, if part of the covered loss, standard battery charger and SIM/eSIM.

Wireless home phone – Includes the device plus power cord, backup battery, phone cable, and SIM/eSIM.

Tablet – Includes tablet and standard battery and, if part of the covered loss, standard battery charger and SIM/eSIM.

Connected laptop¹² – Includes laptop and standard battery and, if part of the covered loss, standard battery charger.

Watch – Includes device and standard battery and, if part of the covered loss, standard battery charger and SIM/eSIM.

If you bring your own device

When you activate your own device on the AT&T network, it may be eligible for device protection.

- You have 30 days to enroll from the date you activated AT&T WirelessSM service.
- The device must be in good working condition.
- If your device make/model is or has been sold by AT&T, the applicable deductible/service fee applies. For a device make/model that has never been sold by AT&T, the deductible/service fee and monthly charge for Device Tier 2 applies.

Replacement options may vary. Not all devices are eligible for enrollment in the program.

Enrollment period

You must **enroll within 30 days** of new activation or device upgrade, or during an AT&T open enrollment period. You can switch your already-enrolled number to a different plan at any time, if eligible. To enroll, ask your sales rep for more information or go to **att.com/protectadvantage**.

Agreement to terms and conditions

You agree to the Terms and Conditions, including the Coverage Certificate, Service Contract, and Terms of Service, when you enroll. Your sales representative can print them at your request or you can review them at **att.com/legal/wireless/device-protection**.

Terms and Conditions, including the Coverage Certificate, Service Contract, and Terms of Service, will also be sent to you once your mobile number is enrolled in the program.

Electronic communications

Program communications, including legal notices and Terms and Conditions, may be sent to you electronically using the last email address on file with AT&T, the mobile number identified in the AT&T system as the account owner, and/or any other email address or mobile number you provide to AT&T or Asurion, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

Coverage is optional

Insurance and service contract coverage is optional, and you are not required to enroll in these programs in order to purchase services or equipment. Program enrollment and device repair/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.

¹¹Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after ProTech diagnostic testing. Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.

¹²Connected laptops must have a data plan to connect to the AT&T network without using Wi-Fi. Wi-Fi-only laptops are not covered.

What you should know before you enroll

Non-return fee

If your device is damaged or malfunctions, or if your lost device is later found, you can avoid non-return fees of up to \$850 (the fee is based on the cost of the claim to the insurance company) by simply returning the device as directed by us in the return envelope that we provide to you.

Exclusions and limitations

AT&T Protect Advantage®: Coverage under this program is subject to limitations and exclusions. The following are excluded from the Coverage Certificate: Loss due to indirect or consequential loss, intentional acts, dishonest acts, fraudulent acts, criminal acts, abuse, technological obsolescence or depreciation, cosmetic damage, accidental damage from handling, unauthorized repair or replacement, pollutants, failure to follow the manufacturer's instructions, manufacturer recall,

mechanical or electrical failure, malware, nuclear reaction or radiation, war, governmental action, damage to data, nonstandard external media, nonstandard software, and failure to reasonably protect the device from any further loss. While accidental damage from handling and mechanical and electrical failure are excluded under the Coverage Certificate, the Service Contract provides coverage for such perils, subject to the limitations and exclusions specified in the Service Contract. Complete exclusions and limitations can be found in the Terms and Conditions at att.com/legal/wireless/device-protection.

AT&T Protect Advantage Multi-Device: The insurance coverage contains the same limitations and exclusions as those listed above for AT&T Protect Advantage. Additionally, loss caused by power surge and losses for Non-Connected Covered Property that occur within thirty (30) days from the submission of your request for enrollment are excluded. All exclusions and limitations can be found in the Terms and Conditions.

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 insurance coverage provided.

For questions, contact:

Mail: Asurion Protection Services, LLC (Iowa License #1001002300), Asurion Protection Services Insurance Agency, LLC (CA License #OD63161) Customer Care, PO Box 332024, Nashville, TN 37203. **Phone: 888.562.8662**

For residents of California and Maryland: The consumer hotline for the California Department of Insurance is **800.927.HELP (4357)** and for the Maryland Insurance Administration is **800.492.6116**.

For residents of Washington: For WA residents only, we may change the insurance terms and conditions with at least 30 days' notice and we may only cancel for the following reasons and notice: (i) 15 days for fraud or material misrepresentation in obtaining coverage or the presentation of a claim; (ii) 10 days for nonpayment; (iii) immediately for no longer having active service with AT&T; or (iv) 30 days based on a determination by AT&T or the Agent that the program should no longer be offered. We will not increase the premium or deductible or restrict coverage more than once in any 6-month period but will provide to each WA policyholder a 30-day advance written notice of any premium or deductible increase.

Service contract: AT&T Protect Advantage® plans include a service contract that is 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.

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. In Oregon, this section does not apply.

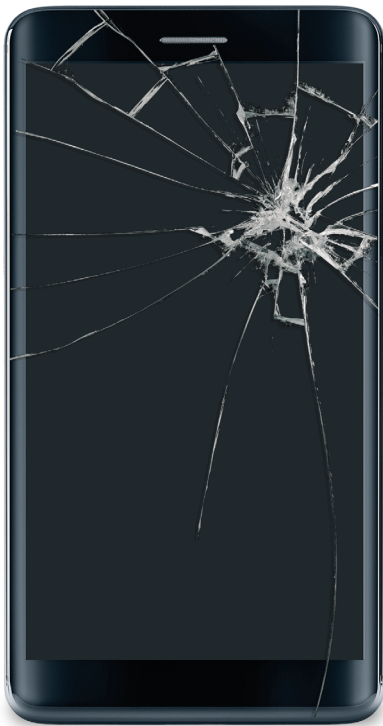
BINDING ARBITRATION: THE SERVICE CONTRACT AND COVERAGE CERTIFICATE EACH CONTAIN A BINDING AND INDIVIDUAL ARBITRATION AGREEMENT THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE SERVICE CONTRACT AND IN THE COVERAGE CERTIFICATE (SECTION VII(F) FOR PROTECT INSURANCE AND SECTION VIII(G) FOR PROTECT INSURANCE MULTI-DEVICE). In the unlikely event we cannot informally resolve any disputes, you will be required to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL-CLAIMS COURT ACTIONS INSTEAD OF THROUGH THE COURTS OF GENERAL JURISDICTION; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTIONS OR CLASS ARBITRATIONS. (EXPRESS STATE EXEMPTIONS MAY APPLY; PLEASE SEE YOUR PROGRAM TERMS AND CONDITIONS.)

Important disclosures

AT&T Protect Advantage® Multi-Device: How it works

- One primary eligible device must be connected to a monthly AT&T postpaid wireless plan (connected device).
- The second, third, and fourth eligible devices can be connected to a monthly AT&T postpaid plan (including smartphones and connected tablets on the same account). They may also be non-connected Wi-Fi-only tablets that are not connected to a monthly AT&T rate plan.
- Your primary connected device is automatically registered at the time of enrollment, but your second, third, and fourth devices can be registered later when you file a claim.
- You cannot have more than four eligible devices registered at any time.
- 30-day waiting period after enrollment for non-connected devices is required before coverage applies.
- Once a claim is approved your mobile number (connected device) or device (non-connected device) is registered and will remain registered as one of your four covered mobile number/devices for a period of 12 months.
- After 12 months (from the date of the approved claim), your covered mobile number (connected) or device (non-connected) registration can be changed.
- Each approved claim restarts the 12-month registration period for that mobile number/device.
- Although unlimited, each approved repair or replacement requires the repaired or replaced device to be registered (registration can be changed 12 months from the date of the approved claim).

3 ways to file a claim



- ✓ Go to **phoneclaim.com/att**.
- ✓ Go to **att.com/myprotectadvantage** and log in. You can also check the status of a claim anytime.
- ✓ Call **888.562.8662**. Claims reps available Monday through Friday, from 8 a.m. to 10 p.m. ET; weekends, from 9 a.m. to 9 p.m. ET. Holidays may affect hours of operation.

Be sure you remember:

- File the claim as soon as possible, but within 60 days of the incident.
- If your device was lost or stolen, contact AT&T to temporarily suspend service and prevent unauthorized use.
- If you receive a replacement device, your original device must be returned using the prepaid shipping label provided with your replacement device. Non-return fees of up to \$850 will be added to your wireless bill for failure to return your original device.
- You will be requested to provide information to support each claim.
- A non-refundable deductible/service fee applies per approved claim.