AT&T Mobile Protection Pack

Get comprehensive protection and support for your mobile life. Your information and your device are protected, plus live ongoing support is just a call or click away. Mobile Protection Pack combines Mobile Insurance,* Mobile Locate and Enhanced Support. Mobile Insurance and Enhanced Support purchased separately cost $15.99, but now you can get both services plus the AT&T Mobile Locate app for $9.99 per month per mobile number enrolled.

Replace It: AT&T Mobile Insurance
Replace a lost, stolen, damaged or out-of-warranty malfunctioning device and get reconnected quickly. Also available as a standalone service for just $6.99 per month per enrolled mobile number. Includes billing fees paid to AT&T and administration fees paid to Asurion.

Support It: AT&T Enhanced Support
Call or click for personalized setup, view interactive guides and access troubleshooting support for your device. Also available as a standalone service for $9 per month per enrolled mobile number.

Locate It: AT&T Mobile Locate
Download the AT&T Mobile Locate app to back up and restore your personal contacts, photos and videos in the cloud. Locate your lost device with GPS or an alarm and remotely lock and wipe it to protect your privacy.

Visit att.com/mobileprotectionpack to learn more.

* AT&T Mobile Insurance is underwritten by Continental Casualty Company, a CNA member company, and administered by Asurion Protection Services, LLC, CNA’s licensed agent for the customers of AT&T. All applicable taxes and surcharges extra.

Mobile Insurance program details

<table>
<thead>
<tr>
<th>Monthly Charge</th>
<th>$6.99/per enrolled mobile number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Deductible</td>
<td>Device Tier 1: $50, Device Tier 2: $125, Device Tier 3: $199 To see a full list of devices by deductible att.com/mobileinsurance. You may be eligible for a discount on your device deductible, starting on 8/1. See the Declining Deductible table on the right for more information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Claim Limits</th>
<th>2 claims within any consecutive 12 months with a maximum device value of $1500 per occurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement Device</td>
<td>As soon as next-day* device replacement. Claims may be fulfilled with new, AT&amp;T Certified Like-New or other models of like kind and quality. To learn more about the AT&amp;T equipment certification process, visit att.com/mobileinsurance. Colors, features and accessory compatibility are not guaranteed.</td>
</tr>
<tr>
<td>Cancellation Policy</td>
<td>You can cancel your optional coverage at any time and receive a refund of your unearned monthly premium/charge. We may cancel or change terms by giving you prior written notice as required by law. Any unearned monthly premium/charges will be refunded to you.</td>
</tr>
<tr>
<td>Covered Equipment</td>
<td>Phone – Includes wireless device, standard battery, standard battery charger and SIM card. If part of the covered loss, choice of one of the following accessories: carrying case, automobile cigarette lighter adapter or standard wired earpiece (not specialty earpiece such as Bluetooth*). Wireless Home Phone – Includes wireless device, power cord, back-up battery, phone cable and SIM card. Netbook/Notebook – Includes wireless device, standard battery charger, USB cable and SIM card. Tablets – Includes wireless device, standard battery charger, USB cable and SIM card.</td>
</tr>
<tr>
<td>Dispute Resolution</td>
<td>In the unlikely event we cannot resolve any disputes, including any claims under this Certificate, the Mobile Insurance program requires you to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL CLAIMS COURT ACTIONS INSTEAD OF THROUGH COURTS OF GENERAL JURISDICTION; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTIONS OR ARBITRATIONS.</td>
</tr>
<tr>
<td>Coverage Certificate</td>
<td>Asurion will send you complete Terms and Conditions after your enrollment; however, if you would like to review the complete Terms and Conditions before you enroll, you may: ask your sales rep, visit phoneclaim.com/att, or call 888.562.8662.</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Declining Deductible Details</th>
<th>Effective August 1, 2014 New Declining Deductibles*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Deductible</td>
<td>At 6 months since the incident date of your last approved claim</td>
</tr>
<tr>
<td>$50</td>
<td>$37</td>
</tr>
<tr>
<td>$125</td>
<td>$93</td>
</tr>
<tr>
<td>$199</td>
<td>$149</td>
</tr>
</tbody>
</table>

* Claims approved by 5PM CST will be shipped and, in most cases, delivered the next day.
Partial list of devices covered by Mobile Insurance

**Device Tier 1**
- All LaptopConnect devices (data cards and MiFi® devices)
- AT&T Unite (AC7705)
- HTC One™ VX (PM36100)
- LG A340™
- LG Xpression™ (C395)
- Nokia Lumia™ 820
- Pantech Breeze™ III (P2030)
- Samsung Galaxy Rugby Pro™ (I547)

**Device Tier 2**
- Apple® iPhone® 4/4S
- HTC Windows® Phone 8X (PM23300)
- Motorola ATRIX™ HD (MB886)
- Nokia Lumia™ 920
- RIM BlackBerry® Bold 9900
- Samsung Galaxy Express™ (I437)

**Device Tier 3**
- Apple® iPad® (all models)
- Apple® iPhone® 5/5c/5s
- HTC One™ (PN07120)
- LG Optimus G Pro™ (E980)
- Motorola Moto X™ (XT1058)*
- RIM BlackBerry® Z10 (STL100-3)
- Samsung Galaxy Note™ II (I317)
- Samsung Galaxy S® 4 Active (I537)

Filing a Mobile Insurance claim is easy

You can file lost, stolen, damaged and out-of-warranty claims quickly and easily. Once your claim is approved, you will receive a replacement device as soon as the next day.* You can receive status updates and tracking information via email. The nonrefundable deductible associated with your device model is charged to your monthly wireless bill.

- Visit phoneclaim.com/att or call Asurion at 888.562.8662. Asurion representatives are available to help Monday through Friday from 7 a.m. to 9 p.m. CST; Saturday and Sunday from 8 a.m. to 8 p.m. CST.
- Have the make and model of your device available.
- All claims must be filed within 60 days of incident.
- For lost and stolen claims on mobile devices, 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. Non-return charges of up to $850 may be added to your wireless bill for failure to return your defective or damaged device.

* Claims approved by 5PM CST will be shipped and, in most cases, delivered the next day.

Don’t delay. Enroll today.

To enroll your mobile number, ask a sales representative, or visit att.com/mobileprotectionpack. You may choose to enroll in the optional Mobile Insurance or Mobile Protection Pack feature within 30 days of new activation or device upgrade. If you are currently enrolled in Mobile Insurance, you may enroll in the Mobile Protection Pack at any time. Enhanced Support may be purchased standalone (outside of the Mobile Protection Pack) at any time.

Be sure to give your email address when activating or upgrading service with AT&T so you will receive Mobile Insurance/Mobile Protection Pack notices electronically once you are enrolled.

If an email is not provided, a copy will be mailed to you at the mailing address you provide.

* Customer must be enrolled in Mobile Protection Pack and remain claim-free for 6 or 12 consecutive months in order to receive the Declining Deductible discount.

** Motorola Moto X is eligible for Mobile Protection Pack (MPP)/Mobile Insurance. Claims on this device will be fulfilled with the non-customized black or white model. Customized replacements will not be provided.

A partial list of devices provided by AT&T with associated deductible amounts effective March 2014. For a complete and current list, please visit att.com/mobileinsurance 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 lifecycle.

Technical help

Once you have your new device in hand, you can contact Enhanced Support for expert help with your smartphone, tablet or other covered device for issues like:

- Connecting to the Internet
- Backing up and/or transferring data
- Printing on your wireless printer
- Retrieving lost files
- Configuring Bluetooth® and USB settings
- Setting up email and VoIP (Voice over Internet Protocol)
- Activating GPS
- Blocking spam
- Troubleshooting SIM card errors

Call 888.562.8662 to connect with Enhanced Support representatives available to help you Monday through Friday from 7 a.m. to 11 p.m. CST; Saturday and Sunday from 9 a.m. to 9 p.m. CST.
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 included 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, which will be sent to you upon enrollment, 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, or to obtain a full-size copy of the insurance 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 #0D63161
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.

NOTE: 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.

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