

Fast replacement for your lost, stolen or broken device⁵ with AT&T device protection

Save with declining deductibles⁶



AT&T Multi-Device Protection Pack¹

- Includes comprehensive protection with AT&T Multi-Device Insurance, expert technical assistance from the U.S.-based ProTech² support team and the Protect Plus app³ for up to three eligible mobile devices.
- Your primary mobile device must be on an AT&T postpaid wireless plan.
- Plus, you have the flexibility to protect up to two additional eligible devices, including Wi-Fi[®] tablets or laptops, or other smartphones or tablets, on an AT&T wireless postpaid plan.
- Coverage for up to six shared claims within any consecutive 12-month period.
- Coverage and support for up to three devices for \$29.99/month.

AT&T Mobile Protection Pack¹

- Includes comprehensive protection with AT&T Mobile Insurance, expert technical assistance from the U.S.-based ProTech² support team and the Protect Plus app³ for your eligible mobile device.
- Available on AT&T postpaid wireless plans for \$10.99/month per enrolled number.
- Coverage for up to two claims within any consecutive 12-month period.

AT&T Mobile Insurance¹

- Provides protection against loss, theft, physical and liquid damage, and out-of-warranty malfunctions for your eligible mobile device.
- Available on AT&T postpaid wireless plans for \$7.99/month per enrolled number.
- Coverage for up to two claims within any consecutive 12-month period.

Declining Deductibles

AT&T device protection programs include declining deductibles for replacement of connected devices, and for MDPP only, declining deductibles also apply to repair and replacement of non-connected devices.

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

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

	AT&T Multi-Device Protection Pack	AT&T Mobile Protection Pack	AT&T Mobile Insurance
Monthly charge ⁴	\$29.99	\$10.99	\$7.99
Eligible devices covered	Up to 3	1	1
Insurance			
Claims per 12-month period	6	2	2
Repair of non-connected tablets and laptops	✓		
Covers lost, stolen, damaged devices and out-of-warranty malfunctions	✓	✓	✓
As soon as next-day replacement ⁵	✓	✓	✓
File claims online 24/7	✓	✓	✓
Savings with declining deductibles ⁶	✓	✓	✓
ProTech² support			
U.S.-based technical support	✓	✓	
Tech support for up to three devices	✓		
Protect Plus app³			
Text PROPLUS to 6583 to download and set up the Protect Plus app			
One-tap access for tech support	✓	✓	
50GB of secure storage to back up content	✓	✓	

¹AT&T Mobile Insurance and AT&T Multi-Device Insurance 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.

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

³The 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. The Protect Plus app provided by Asurion Mobile Applications, Inc. For additional restrictions and full terms, visit att.com/protectplus.

⁴All monthly charges billed directly to your AT&T wireless account. Cancel any time.

⁵Claims approved by 5 p.m. CT 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 devices (applies to Multi-Device Protection Pack only) are shipped within approximately 3-5 business days from the date Asurion receives the device.

⁶A non-refundable deductible will be charged for each approved claim. Continuously-enrolled customers who go claim free for 6-12 consecutive months, save 25% off the standard deductible; and for 12 consecutive months or more, save 50% off the standard deductible.



Device Protection Key Terms and Conditions

AT&T Multi-Device Protection Pack	Monthly Charge: \$29.99/month per mobile account enrolled. Includes AT&T Multi-Device Insurance, ProTech support and Protect Plus app for up to three eligible devices.				
AT&T Mobile Protection Pack	Monthly Charge: \$10.99/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: \$7.99/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. 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 Device	Claims approved by 5 p.m. CT 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 Like-New equipment of the same or other models of like kind and quality. Colors, features and accessory compatibility are not guaranteed.				
Repair or Replacement of Non-Connected Devices (Applies to MDPP 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 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.				
Claim Limits	Multi-Device Protection Pack: Six shared claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence. Claims 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. Mobile Protection Pack and Mobile Insurance: Two claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence.				
Deductibles for Replacement of Connected Devices and Repair/Replacement of Non-Connected Devices	A non-refundable deductible will be charged for each approved claim. Deductible amounts are based on device tiers. Tier deductibles below effective for claims with a date of loss on or after September 1, 2016.				
	Standard		Declining Deductibles ⁷		
	Standard Deductible		6 months ⁸	12 months ⁸	
	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	
	Non-Connected/Wi-Fi® Devices				
	Wi-Fi only Tablet/Laptop Repair ⁹	\$89	\$66	\$44	
	Wi-Fi only Tablet Replacement for Lost/Stolen Claims	\$199	\$149	\$99	
	Laptop Replacement for Lost/Stolen Claims	\$299	\$224	\$149	
	For a partial list of eligible devices by tier, see the Device Tier list in this brochure. To see a full list of devices by deductible, call Asurion at 888.562.8662, or go to phoneclaim.com/att/mimppdeductibletiers for Mobile Insurance and Mobile Protection Pack, or to phoneclaim.com/att/mdppdeductibletiers for Multi-Device Protection Pack.				
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.				
Connected-Device Repair Deductibles (Future Enhancement)	A non-refundable deductible will be charged for each approved repair claim. Deductible amounts are based on device tiers.				
Standard Repair Deductibles	Tier A N/A	Tier B N/A	Tier C \$89	Tier D \$89	Tier E \$89

Screen Repair (Future Enhancement)

We plan to offer the option to repair your cracked screen¹⁰ with these benefits:

- As soon as same-day screen repair by a certified technician (subject to appointment availability).
- \$89 deductible with one-year warranty on the screen repair.
- Avoid transferring content to a new device.

Learn more at protectioncenter.att.com/attmdpp/en/notification.html

Eligibility for Device Protection

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.

AT&T Multi-Device Protection Pack – Program Information

Get AT&T Multi-Device Insurance, ProTech support and the Protect Plus app for up to three eligible devices. Requires enrollment within 30 days of new activation or upgrade. Already-enrolled numbers can switch to another program at any time if eligible.

- One primary device must be connected to an active AT&T wireless postpaid account (connected device).
- Second and third devices can be connected to an active AT&T wireless postpaid account (smartphones and tablets).
- Or the second and third devices may be Wi-Fi® or non-connected – that is, not connected to an 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 automatically registered when you enroll. Your second or third device can be registered when you need Multi-Device Protection Pack services, including filing a claim. However, for non-connected laptops and tablets, there is a 30-day waiting period after your initial enrollment in MDPP before coverage begins. To register your additional devices, call **888.562.8662** or go to www.phoneclaim.com/att. You cannot have more than three eligible devices registered at any one time.

⁷A non-refundable deductible will be charged for each approved claim. Continuously-enrolled customers who go claim-free for 6-12 consecutive months, save 25% off the standard deductible; and for 12 consecutive months or more, save 50% off the standard deductible.

⁸From the Date of Loss of your last approved claim.

⁹In the sole discretion of Asurion, the program administrator, a replacement for a damaged or malfunctioning device may be provided if the device is beyond repair.

¹⁰Screen repair will be available in select markets for eligible devices only. \$89 repair deductible applies. Declining deductibles are not applicable to the repair of connected devices, and the repair of a connected device will not impact your declining deductible eligibility.

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

Multi-Device Insurance

- Protection for loss, theft, physical and liquid damage, and out-of-warranty malfunctions.
- Connected devices – As soon as next-day¹¹ device replacement in most cases.
- 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 **phoneclaim.com/att/mdppdeductibletiers**.
- Coverage for up to six shared claims within any consecutive 12-month period.
- Continuously-enrolled customers who go claim-free for 6-12 consecutive months, save 25% off the standard deductible; and for 12 consecutive months or more, save 50% off the standard deductible. (Refer to chart in the Key Terms and Conditions section of this brochure.)

ProTech Support

When you enroll in AT&T Multi-Device Protection Pack, our ProTech support team can help you do the things you want to do with all your eligible devices.

From personalizing settings, to identifying and fixing software errors, our experts can tell you how to do it or do it for you. (See list of support topics on page 6.)

Tap once to call from your Protect Plus app, call **888.562.8662**, or go to **att.com/protectioncenter**. The ProTech support team is available Mon.- Fri. 7 a.m. to 11 p.m. CT, Sat. and Sun. 9 a.m. to 9 p.m. CT.

Protect Plus App¹²

When you need help, the Protect Plus app lets you contact ProTech support right from the app. You also get 50GB of secure storage space to backup and restore personal content on your device. More information on page 6.

AT&T Mobile Protection Pack – Program Information

Provides AT&T Mobile Insurance, ProTech support and 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-day¹¹ device replacement.
- 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 for 12 consecutive months or more, save 50% off the standard deductible. (Refer to 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 ProTech support team can help you do the things you want to do with your eligible device.

From personalizing settings, to identifying and fixing software errors, our experts can tell you how to do it or do it for you. (See list of support topics on page 6.)

Tap once to call from your Protect Plus app, call **888.562.8662**, or go to **att.com/protectioncenter**. The ProTech support team is available Mon.- Fri. 7 a.m. to 11 p.m. CT, Sat. and Sun. 9 a.m. to 9 p.m. CT.

Protect Plus App¹²

When you need help, the Protect Plus app lets you contact ProTech support right from the app. You also get 50GB of secure storage space to backup and restore personal content on your device. More information on page 6.

¹¹ Claims approved by 5 p.m. CT 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.

¹² The 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. The Protect Plus app provided by Asurion Mobile Applications, Inc. For additional restrictions and full terms, visit **att.com/protectplus**.

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-day¹³ device replacement.
- Coverage 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 for 12 consecutive months or more, save 50% off the standard deductible. (Refer to Key Terms and Conditions section of this brochure.)
- To see a full list of devices and their applicable deductibles, visit phoneclaim.com/att/mimppdeductibletiers.

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 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.
- A non-refundable deductible will be charged to your wireless bill following each approved claim.
- 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 connected devices applies only to one device per covered wireless line at any given time (up to three devices per Multi-Device Protection Pack enrollment), 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.

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

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**.

¹³Claims approved by 5 p.m. CT 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 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.

Complete Terms and Conditions

You agree to Terms and Conditions, including the Coverage Certificate, when you enroll. Your sales representative can print them at your request or you can review them at att.com/protectioncenter by selecting Terms and 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. 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 for Multi-Device Insurance, visit phoneclaim.com/att/mdppdeductibletiers. For Mobile Insurance, visit phoneclaim.com/att/mimppdeductibletiers. 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 A	There are currently no devices in Tier A.
Device Tier B	Motorola Moto G HTC Desire® 626 LG Escape2™ Samsung Galaxy Tab® 4 8.0
Device Tier C	Apple® iPhone® 4/4S LG G Vista™ 2 Kyocera DuraForce - all models HTC One®A9
Device Tier D	Apple® iPhone® SE/5S/6/6 Plus/6s/6s Plus Apple® iPad – all models Samsung Galaxy Note – all models Samsung Galaxy S®6 – all models LG G4
Device Tier E	There are currently no devices in Tier E.

ProTech Support and Protect Plus App

Get expert device help from the ProTech¹⁴ support team.

When you enroll in **AT&T Mobile Protection Pack** or **AT&T Multi-Device Protection Pack**, our ProTech support team can help you with everything listed below and more. ProTech support experts can tell you how to do it – or do it for you! Tap once to call from the Protect Plus app.

- Virus/Malware discovery and removal.
- Creating a secure backup so if your phone is lost, stolen or damaged, you can restore your 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.
- Remote-in support for Android, Windows Phone, BlackBerry and Mac.
- Identifying and fixing software errors.
- Retrieving lost files.
- Blocking spam or junk mail.
- Streaming media to your smart TV or other entertainment device.
- And much more.

Make tech support simple! Enroll in AT&T Mobile Protection Pack or AT&T Multi-Device Protection Pack; then call **888.562.8662**, or tap once to call from the app to speak to a team of U.S.-based experts who are ready 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 App¹⁵

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 (lock and erase not available on iOS). The app is included as part of your AT&T Mobile Protection Pack or AT&T Multi-Device 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.



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.

For more information or to enroll:

- See your sales representative
 - Go to **att.com/deviceprotection**
 - Call AT&T at **800.331.0500**
-



¹⁴ ProTech support may also be purchased separately for \$9.00 per month.

¹⁵ The 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. The Protect Plus app provided by Asurion Mobile Applications, Inc. For additional restrictions and full terms, visit **att.com/protectplus**.

