

# Protection and support for your business devices

## AT&T device protection

### Two options to protect your investment

#### AT&T Mobile Protection Pack for Business<sup>1</sup>

- Includes comprehensive protection with Mobile Insurance.
- Get support for each eligible smart phone or tablet with ProTech support.<sup>2</sup>
- Includes the Protect Plus app<sup>3</sup> 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 Applications<sup>4</sup> and other popular cloud-based business services and applications.
- All for \$10.99/month per enrolled mobile number for Corporate Responsibility User lines.

#### AT&T Mobile Insurance<sup>1</sup>

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

### How it works

#### 30-day enrollment period

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

#### Declining deductibles

All AT&T device protection programs now include declining deductibles. 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.

#### Eligibility

A partial list of eligible devices may be found in the device tier section of this brochure. Mobile Insurance and Mobile Protection Pack are not available for and do not apply to the Samsung Galaxy Camera™ (EK-GC100A), PlayStation® Vita, Amazon Kindle™, Amazon Kindle™ Touch 3, BlackBerry® PlayBook™, phones on GoPhone® accounts, tablets with prepaid data plans, AT&T MicroCell™, docks or device models not sold by AT&T. Note: See Key Terms and Conditions for more information.



Includes declining deductibles

### Choose the right coverage for you

	AT&T Mobile Protection Pack	AT&T Mobile Insurance
Monthly charge	\$10.99/mo	\$7.99/mo
Eligible devices covered	1	1
Claims per 12-month period	2	2
Insurance <sup>1</sup>	Covers lost, stolen, damaged device and out-of-warranty malfunctions	✓
	As soon as next-day replacement <sup>5</sup>	✓
	Declining deductibles	✓
ProTech support	Expert technical support for your mobile device	✓
	Support for AT&T Mobility Business Applications <sup>4</sup> and other popular cloud-based business services and applications	✓
Protect Plus app <sup>3</sup>	Click-to-call the ProTech team right from the app	✓
	Back up/restore photos, video, etc.	✓
Administrative Portal	File and manage claims	✓
	Access support resources for devices on your account	✓
	Click-to-chat with ProTech support	✓

### Ready to enroll?

Contact your Solution Provider.

<sup>1</sup> AT&T Mobile Insurance and the insurance component of AT&T Mobile Protection Pack are underwritten by Continental Casualty Company, a CNA company (CNA), and administered by Asurion Protection Services, LLC (In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161. In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. All applicable taxes and surcharges extra.

<sup>2</sup> ProTech support may also be purchased separately for \$10.99 per month.

<sup>3</sup> The Protect Plus app requires compatible device with AT&T wireless service. Technical limits may prevent certain features from working on all devices. Lock and wipe not available for iOS devices. A free version of the app with limited features is also available. Protect Plus app provided by Asurion Mobile Applications, Inc. Not available for BlackBerry® 10, Windows® 7 and 8 devices. For add'l details, and full terms and conditions, visit [att.com/protectplus](http://att.com/protectplus).

<sup>4</sup> Scope of app support may vary based on customer app customization and enterprise limitations.

<sup>5</sup> Claims approved by 5PM CST 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.



## Key Terms and Conditions

Mobile Protection Pack	Monthly Charge: \$10.99/month per mobile number enrolled. Includes Mobile Insurance, ProTech support and Protect Plus app.																												
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.																												
Coverage	Protect your device against loss, theft, accidental physical or liquid damage, and mechanical and/or electrical malfunctions after the manufacturer's warranty period has expired.																												
Deductibles <sup>6</sup>	A non-refundable deductible will be charged for each approved claim. Deductible amounts are based on device tiers. For a partial list of eligible devices, see the Device Tier list in this brochure.																												
	<table border="1"> <thead> <tr> <th></th> <th>Standard</th> <th colspan="2">Declining Deductibles<sup>6</sup></th> </tr> <tr> <th></th> <th>Standard Deductible</th> <th>6 months from the incident date of your last approved claim</th> <th>12 months from the incident date of your last approved claim</th> </tr> </thead> <tbody> <tr> <td>Tier A</td> <td>\$25</td> <td>\$18</td> <td>\$12</td> </tr> <tr> <td>Tier B</td> <td>\$50</td> <td>\$37</td> <td>\$25</td> </tr> <tr> <td>Tier C</td> <td>\$125</td> <td>\$93</td> <td>\$62</td> </tr> <tr> <td>Tier D</td> <td>\$199</td> <td>\$149</td> <td>\$99</td> </tr> <tr> <td>Tier E</td> <td>\$299</td> <td>\$224</td> <td>\$149</td> </tr> </tbody> </table>		Standard	Declining Deductibles <sup>6</sup>			Standard Deductible	6 months from the incident date of your last approved claim	12 months from the incident date of your last approved claim	Tier A	\$25	\$18	\$12	Tier B	\$50	\$37	\$25	Tier C	\$125	\$93	\$62	Tier D	\$199	\$149	\$99	Tier E	\$299	\$224	\$149
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Claim Limits	Two claims within any consecutive 12 months with a maximum device value of \$1,500 per occurrence.																												
Replacement Device	As soon as next-day replacement. 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.																												
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 charges will be refunded to you.																												

<sup>6</sup> 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.

<sup>7</sup> For claims approved by 5PM CST, devices 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.

<sup>8</sup> The Protect Plus app requires compatible device with AT&T wireless service. Technical limits may prevent certain features from working on all devices. Lock and wipe not available for iOS devices. A free version of the app with limited features is also available. Protect Plus app provided by Asurion Mobile Applications, Inc. Not available for BlackBerry® 10, Windows® 7 and 8 devices. For add'l details, and full terms and conditions, visit [att.com/protectplus](http://att.com/protectplus).

## AT&T Mobile Protection Pack – program information

Provides Mobile Insurance, ProTech support and Protect Plus for one eligible mobile device. Requires enrollment within 30 days of new activation or upgrade.

- 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-day<sup>7</sup> device replacement.
- You are covered for up to two claims within any 12 consecutive months.
- Continuously-enrolled customers who maintain coverage for six consecutive months or more, and have not filed a claim will save 25% to 50% off of the standard deductible (refer to chart in the Key Terms and Conditions section of this document).<sup>6</sup>
- To see a full list of devices and their applicable deductibles, please visit [phoneclaim.com/att/mimppdeductibletiers](http://phoneclaim.com/att/mimppdeductibletiers).

### ProTech support

Once you have your device in hand, you can contact ProTech support for expert help with issues like:

- Advanced troubleshooting for your devices.
- Connecting your device to your car via Bluetooth/Wi-Fi and other electronics designed to work with your device.
- Optimizing settings on your device to maximize battery performance and extend battery life.
- Backing up and transferring music, pictures, video, and other personal content.
- Discovering and downloading mobile applications including the Protect Plus app to help you locate a lost device.
- Streaming media to your smart TV or other entertainment device.
- Setting up email accounts, Wi-Fi or VoIP (Voice-over-Internet Protocol).
- Logging in remotely.

To connect with ProTech support representatives, call **888.562.8662**, or go to the MPP for Business portal at [att.com/mppforbiz](http://att.com/mppforbiz). Our experts are 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.

### Protect Plus app<sup>8</sup>

Locate and protect a lost mobile device using the Protect Plus app that is available as part of your AT&T Mobile Protection Pack.

- Contact the ProTech support team for expert tech help with a single click.
- Locate a device and sound an alarm even if the phone is on vibrate/silent.
- Back up and restore your contacts, photos and video.



**Text PROPLUS to 6583 or go to [att.com/protectplus](http://att.com/protectplus)**

Once you download<sup>8</sup> the Protect Plus app, set up your account to activate.

## AT&T Mobile Insurance – program information

Provides Mobile Insurance for one eligible mobile device. Requires enrollment within 30 days of new activation or upgrade.

- 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-day<sup>9</sup> device replacement.
- Coverage for up to two claims within any 12 consecutive months.
- Continuously-enrolled customers who go claim-free for six consecutive months or more, and have not filed a claim will save 25% to 50% on the standard deductible (refer to Key Terms and Conditions section in this document).

## How to file a claim

To file a claim quickly and easily, visit [phoneclaim.com/att](http://phoneclaim.com/att) or call **888.562.8662**. Representatives are available to help you:

- 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 Business Care at **800.331.0500** 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 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 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 a device applies to only one device 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.

### 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 (not a specialty earpiece such as Bluetooth®).

**Notebook** – Includes wireless device, standard battery, standard battery charger and SIM card.

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

**Tablets** – Includes wireless device, standard battery charger, USB cable and SIM card.



## 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**  
**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 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 at the MPP for Business portal. Go to [att.com/mppforbiz](http://att.com/mppforbiz) and then select "Terms and Conditions" at the bottom of the page. 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.



<sup>9</sup> For claims approved by 5PM CST, devices 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)

**NOTE:** Taxes and surcharges extra. Offers may be modified or discontinued at any time.

### Complete Terms and Conditions

You will agree to the Terms and Conditions, including the Coverage Certificate, when you enroll. You can review them at the MPP for Business portal. Go to [att.com/mppforbiz](http://att.com/mppforbiz) and select "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, visit [phoneclaim.com/att/mimppdeductibletiers](http://phoneclaim.com/att/mimppdeductibletiers).

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	No devices at this time
Device Tier B	LG Xpression™ LG A340™ Pantech Breeze™ III All LaptopConnect devices (data cards and MiFi® devices)
Device Tier C	Apple® iPhone® 4/4S Nokia Lumia™ 920 HTC Windows® Phone 8X RIM BlackBerry® Bold 9900 Motorola Moto X™ <sup>10</sup>
Device Tier D	Apple® iPad® (all models) Apple® iPhone® 5S/6/6 Plus Samsung Galaxy S® 5 and 5 Active and Samsung Galaxy S 6 Edge
Device Tier E	No devices at this time

<sup>10</sup> Claims on this device will be fulfilled with the non-customized black or white model. Customized replacements will not be provided.

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**For more information,  
Contact your Solution Provider.**

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