



**Premium Handset Protection®**  
with Lookout Mobile Security®

**Get  
protected.  
Stay  
connected.**



Protection provided by



**ASSURANT®**

The information in this brochure applies to the Premium Handset Protection offering in all states, except NY.

## Premium Handset Protection® with Lookout Mobile Security®

### Get the most out of worry-free protection.

Your device is essential to keeping you connected. Whether you use it to surf the web or keep up with your family and friends, it's important that your device is ready when you need it. Choose from Premium Handset Protection® with the premium version of Lookout Mobile Security® for added protection and security, or protect your device from the unexpected with Premium Handset Protection (PHP) only. The monthly cost per device will be separately itemized on your bill and is determined by device tier, based on the value of your device. To find your device's tier, please see a T-Mobile® Sales Associate or visit [myPHPinfo.com](http://myPHPinfo.com).

	Premium Handset Protection with Mobile Security					Premium Handset Protection				
	Device Tier					Device Tier				
Monthly Cost per Device	1	2	3	4	5	1	2	3	4	5
Lookout Mobile Security			•							
<b>Premium Handset Protection</b>										
Accidental Damage			•						•	
Loss			•						•	
Theft			•						•	
Mechanical or Electrical Breakdown			•						•	

**Premium Handset Protection** has you covered in case your device experiences any of the following:

- **Accidental damage** (including liquid damage)
- **Loss**
- **Theft**
- **Malfunction due to mechanical or electrical breakdown**

**The premium version of Lookout Mobile Security\*** helps you keep your device safe and secure. Lookout Premium, included with PHP, delivers powerful mobile security and theft protection that allows you to:

- **Keep app downloads secure:** Lookout Premium helps you keep your mobile device safe from threats like malware and viruses with automatic app scanning, web browsing protection and real-time security updates.
- **Find your device:** Use Lookout.com to help locate your device or sound a loud alarm if it is ever lost or stolen.
- **Get theft alerts:** Lookout Premium sends email alerts when suspicious activity is detected that could mean your device has been stolen.
- **Back up your data:** Designed to back up unlimited contacts and photos and access them virtually any time at Lookout.com.

The premium version of Lookout Mobile Security is also available as a standalone service for \$4 per month per device.

### Live your life with confidence. Enroll today!

To enroll in Premium Handset Protection, you must do so within 14 days of a qualified T-Mobile device purchase.\*\* Enrollment is optional and is not required to purchase the device or obtain T-Mobile wireless services.

Please remember to send or receive a call, send a text or access data on the device (not using Wi-Fi) to verify your device is active on the T-Mobile network.

#### Electronic Document Delivery

Receive your Premium Handset Protection terms and conditions electronically. It's a greener way to get your documents by reducing the amount of paper sent by mail. Shortly after you enroll, we will send a message with instructions to get your documents electronically.

### Get reconnected — fast — with Premium Handset Protection.

If your device is accidentally damaged, lost or stolen, or malfunctions due to mechanical/electrical breakdown, a fast and friendly claims process will help get you reconnected.

#### Deductibles

Once your claim is approved, a deductible based on your device tier will be collected from you by credit card, debit card or eCheck.

A **\$20, \$50, \$100, \$150 or \$175 deductible** will apply for each approved accidental damage, loss or theft claim depending on your device tier. A \$5 processing fee will apply for approved mechanical or electrical breakdown claims. Please see a T-Mobile Sales Associate or visit [myPHPinfo.com](http://myPHPinfo.com) to see which deductible applies to your device.

\* Available on select devices. Certain device requirements apply for features to function. May be disabled or uninstalled by other applications, software, devices or hacking and may not function properly. Lookout Mobile Security Premium is a service provided by Lookout.

\*\* Not all devices sold by T-Mobile are eligible for Premium Handset Protection coverage. This offering excludes Prepaid devices and services.

### File a claim quickly and easily at myPHPinfo.com.

#### To file a mechanical or electrical breakdown claim

If your device malfunctions due to a defect in materials or workmanship, please contact T-Mobile at 1-800-937-8997 or visit your closest T-Mobile store.

#### To file an accidental damage, loss or theft claim

If your device is accidentally damaged, lost or stolen, simply visit [myPHPinfo.com](http://myPHPinfo.com) 24 hours a day, 7 days a week. It's a convenient way to complete and track your claim. If the claim involves an accidentally damaged device, you will be provided with detailed information on how to return the device when the claim is approved. You may also call 1-866-866-6285, and a Customer Service Representative will work with you to process your claim. Proof of loss may be required.

#### Claim limits

With Premium Handset Protection, you are eligible for a maximum of two approved claims within a 12-month period for events involving accidental damage, loss or theft, subject to your deductible. There is no maximum on the amount of replacements for mechanical or electrical breakdowns.

Replacement devices are shipped overnight, at no charge where available, for delivery within 1–2 business days once you are notified that your claim is approved by Assurant®

Your device will be replaced with a reconditioned device of like type and quality. If a reconditioned device is not available, the replacement will be made with a new device of like type and quality. Device color may vary, depending on availability. Every replacement device comes with a six-month warranty or the original manufacturer's warranty; the longer term applies.

#### Have your information ready.

The claim must be filed by you within 90 days of the incident, unless additional time is required by state law. Please be sure to have the following information handy:

- Your device's mobile number
- Device manufacturer, make and model
- Electronic Serial Number or IMEI
- Credit card/debit card/eCheck for deductible payment



#### Premium Handset Protection Coverage Summary

This section briefly describes what's covered and excluded for Premium Handset Protection. We will provide you with a copy of the coverage forms with full details on benefits, exclusions and deductibles when you enroll in the program. Coverage documents are provided in English.

- T-Mobile employees are not fully licensed insurance agents. Premium Handset Protection may duplicate other coverages you may have such as homeowner's or renter's insurance. Premium Handset Protection would cover you before any other insurance. T-Mobile and its employees are not qualified or authorized to assess the adequacy of your existing coverage. You may check with your licensed agent for your own insurance assessment.
- T-Mobile receives compensation for services performed in connection with this program.
- For accidental damage, loss or theft, the program allows you up to two covered claims within 12 months of no more than \$1,500 each. There is no limit to covered mechanical breakdown claims.
- Premium Handset Protection covers the device and the standard charger, standard battery and SIM card (if applicable to your device). Accessories provided as part of your original purchase are covered only in the event of the simultaneous loss or theft of both the device and the accessory.
- You must return your damaged or malfunctioning device within 10 days of receipt of your replacement device. If you do not return the device, you will be charged an unrecovered equipment fee of up to \$900.
- **Exclusions:** Losses caused or resulting from corrosion or rust; pre-existing conditions; failure to follow manufacturer's maintenance guidelines; intentional or dishonest acts; unauthorized repair or service; power fluctuations; and delay or loss of market, loss of income or interruption of business. Refer to coverage forms for a full list of exclusions.
- **Term:** Coverage starts at 12:01 a.m. on the date you enroll. You must enroll in the plan within 14 days of buying your new eligible T-Mobile device.
- **Cancellation:** You can cancel your optional coverage at any time by calling 1-800-937-8997 or visiting [my.T-Mobile.com](http://my.T-Mobile.com). Your cancel request will be reflected on your next bill. The monthly charge will be adjusted (prorated) to include only the days you were covered before the cancellation was processed. This is a monthly renewable plan and must be paid on a monthly basis. If you don't pay the monthly charge, the plan will terminate.
- **Provider Information:** Property insurance (for loss and theft coverage) is underwritten by: American Bankers Insurance Company of Florida (NAIC 10111; Principal address: 11222 Quail Roost Drive, Miami, FL 33157, 1-305-253-2244; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL) in all states. Coverage is provided under a Master Policy issued to T-Mobile. You will be the Certificateholder on T-Mobile's Insurance Policy for loss and theft coverage benefits. The Service Contract Obligor is: Federal Warranty Service Corporation in all states, except: in CA — Sureway, Inc.; in FL — United Service Protection, Inc.; in OK — Assurant Service Protection, Inc. These companies operate under the trade name Assurant. The Signal CA license is 0D79676. CA licensee's address and phone number are 676 Swedesford Rd, Suite 300, Wayne, PA 19087; (1-610-341-1300). For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-492-6116. In UT, coverage for this plan is provided under form number AB3460PPC-1112.
- **Administrator Information:** Premium Handset Protection is administered by The Signal, LP. The Signal CA license is 0D79676. CA licensee's address and phone number are 676 Swedesford Rd, Suite 300, Wayne, PA 19087; (610-341-1300).

Limited-time offer; subject to change. Participating locations only. All prices plus taxes and fees. Premium Handset Protection not available for devices with EIP in some locations. Deductible may vary by device. Equipment Installation Plan required for device financing. See Sales Associate for details or go to [T-Mobile.com](http://T-Mobile.com) for more information.

#### Lookout Mobile Security Summary

Mobile Security is a service provided by Lookout. You must install and then register for Mobile Security and then you will be provided the End User Licensing Agreement from that third party, which will include your rights for the product and the product's terms of use. Mobile Security is not an insurance product or a service contract, but can be sold as part of the JUMP! program, Premium Handset Protection or on its own for \$4 a month per device. Available on select devices; technical limitations may prevent certain features (e.g., LOCK) from working on certain phones. Phone must be powered on with the SIM card installed, have text messaging capability, and be within the T-Mobile network coverage area for features to function. Enabling location history features can cause phone battery life to diminish more quickly. Once phone is WIPEd, the data is not retrievable. Data usage applies for download and use of Mobile Security. As with other software, Mobile Security may be disabled or uninstalled by other applications, software, devices or hacking. In this event, the protective features of Mobile Security may not function properly. In addition, even though installed, Mobile Security may not function properly due to other prior installed software on your device.

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