



Premium Handset Protection®
with Lookout Mobile Security®

**Get
protected.
Stay
connected.**



Protection provided by



ASSURANT®

The information in this brochure only applies to the Premium Handset Protection offering in 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.

	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			•							
Premium Handset Protection										
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 security 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 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 breakdown claims. Please see a T-Mobile Sales Associate or visit myPHPinfo.com to see which deductible applies to your device.

* Benefits may also be purchased separately through an insurance program that offers coverage in the event of accidental damage, loss or theft and is underwritten by American Security Insurance Company for a charge of \$5 per month for devices in tiers 1-3 and \$8 per month for devices in tiers 4-5; and through an extended service contract that offers coverage against mechanical breakdown for a charge of \$4 per month for devices in tiers 1-3 and \$7 per month for devices in tiers 4-5.

** 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 a loss, theft or accidental damage claim

If your device is lost, stolen or accidentally damaged, simply visit 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 provided 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's employees are not fully licensed insurance agents. Premium Handset Protection may duplicate other insurance 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 coverages. 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 receiving your replacement device. If you don't return the device, you will be charged an unrecovered equipment fee not to exceed \$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. 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 accidental damage, loss or theft coverage) is underwritten by American Security Insurance Company, home office Atlanta, GA. The Service Contract Obligor is Federal Warranty Service Corporation. Both companies operate under the trade name Assurant. The Signal New York License is PC-780151.
- **Administrator Information:** Premium Handset Protection is administered by The Signal, LP.

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 Installment Plan required for device financing. See Sales Associate for details or go to 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.

Assurant's attributes © 2016 Assurant, Inc. Premium Handset Protection is a registered trademark of T-Mobile USA, Inc. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. © 2016 T-Mobile USA, Inc. MS10794-NY-0316