



Premium Handset Protection[®]
for Prepaid customers

**Get
protected.
Stay
connected.**

Protection provided by



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

Premium Handset Protection[®] for Prepaid customers

Protect your device... you'll be glad you did.

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. With **Premium Handset Protection*** you won't miss a beat if your device is:

- **Accidentally damaged** (including liquid damage)
- **Lost**
- **Stolen**
- **Malfunctioning due to mechanical or electrical breakdown****

Live your life with confidence. Enroll today!

You can enroll in Premium Handset Protection within 14 days of purchasing your T-Mobile device with accompanying T-Mobile Prepaid service.*** Premium Handset Protection 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.

Enjoy peace of mind for \$8 per month.

That's all it takes to get worry-free protection for your device. For \$8 per month, per device, you will receive accidental damage, loss, theft and mechanical or electrical breakdown coverage benefits. The \$8 monthly charge per device will be separately itemized on your refill notification.

Deductibles

Once your claim is approved, a deductible based on the value of your device 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 claim depending on the device. Please see a T-Mobile Sales Associate or visit myPHPinfo.com to see which deductible applies to your device.

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.

File a claim quickly and easily at myPHPinfo.com.

For Prepaid customers

To file a claim, 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 approved claim involves a damaged or malfunctioning device, you will be provided with detailed information on how to return the device.

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.

You are eligible for a maximum of two approved claims within a 12-month period.

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 Solutions. Your device will be replaced with a reconditioned device of like type and quality. In the event 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. Additionally, because your satisfaction is so important to us, every replacement device comes with a six-month warranty or the original manufacturers warranty; the longer terms 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

* 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 monthly charge of \$6 per month; and through an extended service contract that offers coverage against mechanical breakdown for a monthly charge of \$5. To enroll separately in the insurance or extended service contract programs, please call 1-866-778-1044.

** Excludes mechanical or electrical breakdown covered by the manufacturer's warranty.

*** Not all devices sold by T-Mobile are eligible for Premium Handset Protection coverage.

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 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.
- You are eligible for a maximum of two approved claims within a 12-month period. A per occurrence limit of \$1,500 applies to each covered loss.
- Premium Handset Protection covers the device and the standard chargers, 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; or costs recoverable under any product warranty. 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 1-877-778-2106 or visiting my.T-Mobile.com and will receive a pro-rated refund or credit, if any, of your unearned premium within the time frame required by law. This is a monthly renewable plan and must be paid on a monthly basis. If you don't pay the monthly charge, the plan on your device will terminate and can not be reinstated for that device.
- **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 Solutions. 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. Deductible may vary by device. See Sales Associate for details or go to T-Mobile.com for more information.

