Important changes to Protection<360>® are happening — effective April 15, 2020.

ASSURANT® | T-Mobile®

Here's what's happening.

As part of our commitment to provide premium features that keep our customers protected and connected, we've had to assess our program offer. As a result, the monthly cost of the Protection<360>® plan is increasing for certain device tiers.

See if this impacts your device.

Find the tier your device belongs to in the device list below and match it to the corresponding Monthly Charge table to see what your monthly price will be as of April 15, 2020.*

DEVICE LIST

Alcatel	Tier
3T 8 A30 Fierce 4 Fierce XL GO FLIP, GO FLIP 3 JOY TAB LINKZONE REVVL	1
JOY TAB Kids	2
IDOL 4S	3

Apple	Tier
iPad iPad 7th Gen iPad Mini 4 iPhone 6s iPhone SE Watch Series 3 Watch Series 5	3
iPad Pro 9.7 iPhone 6s Plus iPhone 7, iPhone 7 Plus Watch Series 4	4
iPad Pro 10.5-inch iPad Pro 11-inch iPad Pro 12.9-inch iPhone 6 Plus iPhone 8, iPhone 8 Plus iPhone X iPhone XR iPhone XS, iPhone XS MAX iPhone 11 iPhone 11 Pro, iPhone 11 Pro Max Watch Nike+ Series 3	5

BlackBerry	Tier
Classic	2
Priv	4

Coolpad	Tier
Classic Rogue Snap Surf	1

Geotab	Tier
GO8	1

Google	Tier
Pixel 3a Pixel 3a XL	3
Pixel 3 Pixel 3 XL Pixel 4	4
Pixel 4 XL	5

HTC	Tier
Desire	1
life One M9	2
10	3

KonnectONE	Tier
Moxee Signal	1

Kyocera	Tier
Hydro WAVE	1
DuraForce PRO, DuraForce XD	3

LG	Tier
Aristo Aristo 2 Plus Aristo 4+ K7, K10 K20 Plus	1
G Pad X 8.0 G Pad X2 8.0 Plus G Stylo K30 K40 Stylo 2 PLUS, Stylo 3 PLUS Stylo 4 Stylo 5	2
G6 Q7+	3
G7 G8 V30	4
V10 V30+	5

Microsoft	Tier
Lumia 640	1

Motorola	Tier
e4 e6 REVVLRY	1
E5 Play E5 Plus G7 Power REVVLRY+	2
Z2 Force	5

OnePlus	Tier
6T 7T	3
7 Pro	4

Samsung	Tier
Galaxy A10e Galaxy Core Prime Galaxy Grand Prime Galaxy J3 Prime Galaxy J3 Star	1
Galaxy A20 Galaxy J7 Prime Galaxy J7 Star Galaxy Tab A Gear S Gear S2	2
Galaxy S3 Classic Galaxy S7 Galaxy Watch Galaxy Watch Active2 Gear S3	3
Galaxy Note 5 Galaxy S7 Edge Galaxy S8 Active Galaxy S8, Galaxy S8+ Galaxy S9, Galaxy S9+ Galaxy Tab S6	4
Galaxy Note 8 Galaxy Note 9 Galaxy Note 10+ 5G Galaxy S10 Galaxy S10 5G Galaxy S10+ Galaxy S10e	5

Timex	Tier
Family Connect	2

T-Mobile / WondaLink Inc.	Tier
LineLink REVVL 2 Test Drive SyncUP DRIVE, SyncUP DRIVE 2	1
REVVL 2 Plus	2

ZTE	Tier
Avid Plus, Avid Trio Cymbal Falcon Obsidian ZMAX PRO	1
Quartz	2
Spro 2	3

PROTECTION<360>® MONTHLY CHARGE

Device tier	Current monthly charge	New monthly charge on or after 04/15/2020*
1	$ 7	$ 7
2	$ 9	$ 9
3	$ 12	$ 13
4	$ 14	$ 16
5 & BYOD	$ 15	$ 18

There is no change to service fees/deductibles.

Provider and Administrator 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, 305-253-2244; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL) in all states except New York. Coverage is provided under a Master Policy issued to T-Mobile USA, Inc. ("T-Mobile"). You will be the Certificate holder 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. The address and phone number of each service contract provider is P.O. Box 105689, Atlanta, GA 30348-5689; 1-877-881-8578. These programs are administered by The Signal P/C License #53379 (PA); P/C License #0D79676 (CA); 480 E. Swedesford Rd, Suite 350, Wayne, PA 19087; 1-877-881-8578. In OK, the Service Contract Administrator is The Signal, L.P. Tech PHD by Assurant is provided by The Signal. These companies and CWork Solutions, LP operate under the trade name Assurant. 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, insurance coverage is provided under form number AB3460PPC-1112. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.

* Effective date is based on the start of your first billing cycle on or after April 15, 2020.

CL07084-0220_NW

© 2020 Assurant, Inc.

Protection.
Upgrades. Support.

PROTECTION<360>™

T-Mobile®

Protection provided by
ASSURANT®

The information in this document does not apply to NY residents.

Protection<360>™

Why worry about your device when you can rest easy knowing it's covered? Protection<360>™ does just that.

It helps protect your device from life's mishaps, lets you upgrade when you want and gives you the support you need practically whenever you need it.

For complete peace of mind, the choice is Protection<360>.

Accidental Damage, Loss and Theft
- Drops? Cracks? Spills? Your device will be repaired or replaced if it's accidentally damaged. This includes a $29 screen repair service fee if your iPhone® is eligible for AppleCare Services.*
- Lost or stolen device? Get a replacement device so you can reconnect quickly.

Hardware Service Issues (Mechanical Breakdown)
- Malfunction? You're covered if your device experiences mechanical breakdown. Even after the manufacturer's warranty expires.
- Broken screen protector? If you purchase and install a screen protector from a T-Mobile® store when you buy a new device or upgrade, you can get it replaced in-store at no additional cost.

Additional Services
- **JUMP!® Upgrades** - Upgrade your qualifying device purchased on an Equipment Installment Plan (EIP) after 12 months or when 50 percent of the EIP device balance has been paid.
- **Tech PHD by Assurant®**** - File claims, view plan and deductible information, find useful tips tailored to your specific device, and access live support for all your connected devices.
- **McAfee® Security for T-Mobile with ID Theft Protection***** - Protect your identity and up to 10 devices like PCs, Macs, smartphones and tablets with one account. Download the app on the Google Play™ store or App Store® to help you:
  - Safeguard your devices against online threats, viruses, data loss and risky apps
  - Track your lost device, sound an alarm and lock and wipe data remotely
  - Eliminate the hassle of remembering passwords with the True Key™ app
  - Detect and resolve identity theft to protect you from fraud

AppleCare Services†

- Service and support direct from Apple® for eligible Apple devices
- 24/7 priority access to Apple experts via chat or phone
- Software support for iOS, iCloud, and Apple-branded iOS apps
- Hardware coverage for your Apple device, battery and included accessories
- Apple-certified repair or replacement with Express Replacement Service††
- Service at Apple Stores and Apple Authorized Service Providers

* The $29 accidental damage iPhone screen-only repair service fee only applies to the first two claims during the eligibility period. After that, and for all other accidental damage claims, the service fee is $99.

** Download and register the Tech PHD by Assurant app to have full access to features. Availability and features may vary by device and operating system.

*** McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee. For more information and legal disclaimers, visit: https://www.mcafee.com/consumer/en-us/policy/global/legal.html

† Your new Apple device is eligible for AppleCare Services during the first 24 months from the date you enroll in Protection<360>, and as long as your plan coverage remains uninterrupted. You will be charged a service fee of $99 for iPhone screen damage if you lose service due to non-payment or device ineligibility. Once your Apple device is no longer eligible for AppleCare Services, our obligations to you will be provided by another authorized repair center.

†† Express Replacement Service may require a credit card authorization to serve as security for the retail price of the covered device. If you don't return the replaced device or part as instructed, or return a replaced device or part that is ineligible for service, your credit card will be charged for the authorized amount.

What's the monthly cost?

The cost is determined by device tier and will be separately itemized on your bill. Please see a T-Mobile sales associate or visit **mytmoclaim.com** to find your device tier. If you switch your device to one that's classified in another tier, and as device depreciation adjustments are made, the monthly charge for your new tier will be reflected on your T-Mobile bill.

Device Tier	Protection<360> Monthly Cost
1	$7
2	$9
3	$12
4	$14
5 and BYOD	$15

There's a basic Device Protection option for $1 less per month with coverage that only includes accidental damage, loss, theft and hardware service protection (excluding broken screen protector replacement), and none of the Additional Services listed (including AppleCare Services). You'll also pay a higher accidental damage deductible if you have a device that's in Tier 4 or higher. (This plan is not available for BYOD.)

What devices are eligible for device protection?

Almost everything. Smartphones, feature phones, Bring Your Own Devices, wearables, hotspots, routers and modems are all eligible.

How do I enroll?

You may enroll while making a qualified T-Mobile device purchase, lease or finance. If you'd like to enroll afterward, or if you're bringing your own device, it must be within 30 days of your transaction and the device will need to pass a Virtual Mechanical Inspection. Enrollment is optional, may be cancelled at any time, and is not required to purchase or finance 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.

How do I file a claim?

Easy online, self-serve access is available at **mytmoclaim.com**. You can also file a claim by calling **1-866-866-6285** or using the Tech PHD app. Remember to file a claim within the time frame indicated in your coverage documents. Have the following information ready:
- Make, model, IMEI and details about what happened to your damaged or lost device
- Contact info (Have your **my.t-mobile.com** user ID and password handy so we can verify your identity. We may ask you for your picture ID in the claims process.)
- Payment method for service fee/deductible
- Shipping information

You may be required to provide additional documentation – such as a proof of loss form – to process your claim.

When you file a claim, you'll be presented with the replacement options available to you, which may include service through Apple, device replacement through JUMP! Upgrades and advanced exchange replacement by mail. If your device is replaced:
- It'll be with a reconditioned one of like kind and quality. If a reconditioned device is not available, we'll replace it with a new device of like kind and quality. Device color may vary depending on availability.
- It'll be shipped the next business day, when available, at no additional cost to you, once your claim is approved by Assurant.
- You'll have 10 days to return your damaged device. Otherwise, a non-return fee will apply. Instructions on how to return the device and prepaid shipping materials will be provided.
- The replacement comes with a six-month warranty or the original manufacturer's warranty; the longer term applies.

What's the service fee/deductible for my device?

Once your claim is approved, a service fee/deductible (based on your device tier and the type of claim) will be collected from you by credit card, debit card or eCheck.

Device Tier	Loss/Theft	Accidental Damage§	Hardware Service§§
1	$10	$10	$0
2	$49	$49	
3	$99	With AppleCare Services: $29 iPhone Screen Repair§§§ $49 iPad® $69 Apple Watch	
4	$149		
5	$249	All other: $99	
BYOD	$249	$99	

§Not applicable to basic Device Protection. Refer to Loss/Theft column for the amounts that would apply to accidental damage claims for basic Device Protection.
§§There is a $5 processing fee collected by T-Mobile when devices are exchanged through T-Mobile. The exception is BYOD claims which are handled through Assurant after the manufacturer's warranty expires.
§§§The $29 accidental damage iPhone screen-only repair service fee only applies to the first two claims during the eligibility period. After that, and for all other accidental damage claims, the service fee is $99.

Are there any claim limits I need to know about?

There's no limit on hardware service (mechanical breakdown) claims. For Protection<360> accidental damage or loss/theft, you get up to three claims in any 12-month period based on the date of the first repair or replacement, and any accidental damage claims serviced through AppleCare Services will count toward this limit.

For basic Device Protection accidental damage or loss/theft, you get up to two claims in any one 12-month period based on the date of the first repair or replacement.

Important stuff you need to know:

JUMP!® Upgrades Summary

You are eligible for this benefit only if you have an EIP, and after paying 50 percent of your device cost. You must also be current with your scheduled EIP payments and your wireless service payments. The device must be in good working order. JUMP! Upgrades from T-Mobile; trade-in benefits through CWork Solutions, LP. Program administrative fees paid to CWork Solutions, LP.

Tech PHD Summary

Download and register to have access to the Tech PHD features. Availability and features may vary by device, operating system or plan. Data charges may apply. During registration, you'll be provided the End User Licensing Agreement, which includes your rights for the product and the product's terms of use.

McAfee® Security for T-Mobile Summary

McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee. For more information and legal disclaimers, visit https://www.mcafee.com/consumer/en-us/policy/global/legal.html. Fraud Reimbursement Recovery Coverage is subject to the terms and conditions of the policy. Identity Theft Protection Essentials: Eligibility requires a qualifying free trial or a paid subscription with McAfee or a participating partner, enrollment in automatic renewal (turned on) and a valid credit card, debit card or other payment mechanism on file for your account. The subscription will be granted to the registered McAfee accountholder. Fair Credit Reporting Act (FCRA): You have numerous rights under the FCRA, including the right to dispute inaccurate information in your credit report(s). Consumer reporting agencies are required to investigate and respond to your dispute, but are not obligated to change or remove accurate information that is reported in compliance with applicable law. While this plan can provide you assistance in filing a dispute, the FCRA allows you to file a dispute for free with a consumer reporting agency without the assistance of a third party. Offered only in the U.S. Some features may require registration and a valid SSN to activate. See System Requirements for additional information. While McAfee Identity Theft Protection provides you tools and resources to protect yourself from and recover from identity theft, no identity can be completely secure. For more information and terms, visit https://www.mcafee.com/consumer/en-us/policy/global/legal.html.

Other important information about device protection plans:

Device Protection Summary

We'll provide you with a copy of the coverage documents with full details on benefits, exclusions and service fees/deductibles when you enroll in the program. Coverage documents will be delivered in English. The language in this advertisement is for informational purposes only and may differ from your coverage documents due to linguistic differences. Your English-language documents contain the official terms of your policy and will take precedence in the event of a dispute.
- T-Mobile employees are not licensed insurance agents, and are not qualified or authorized to assess the adequacy of your existing coverages. This program may duplicate other coverages you may have, such as homeowner's or renter's insurance. This program would cover you before any other insurance. 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, you're allowed up to three covered claims for Protection<360>, or two covered claims for basic Device Protection, within 12 months of no more than $1,500 each. There is no limit to covered hardware service (mechanical breakdown) claims.
- This program covers the device and the standard charger, standard battery and SIM card (if applicable to your device). Accessories included in the original device packaging are covered in the event of a simultaneous incident affecting 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'll be charged an unrecovered equipment fee of up to $1,200.
- **Exclusions:** Losses caused or resulting from abuse, misuse; service performed by anyone not authorized by us; intentional or cosmetic damage; pre-existing conditions; manufacturer recall; certain acts of God; consequential damage; and losses covered under a manufacturer's warranty. Refer to coverage documents 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 30 days of a qualified T-Mobile device purchase.
- **Cancellation:** You can cancel your optional coverage at any time by calling 1-800-937-8997 or visiting my.t-mobile.com. You may cancel at any time and receive a refund and/or credit, if any, within the time frame required by law. This is a monthly renewable plan and must be paid on a monthly basis, or coverage will be cancelled in accordance with applicable state law for non-payment. We will not cancel coverage for non-payment without providing you with the opportunity to pay within the applicable notice period.

Provider and Administrator 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, 305-253-2244; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL) in all states except New York. Coverage is provided under a Master Policy issued to T-Mobile USA, Inc. ("T-Mobile"). You will be the Certificate holder 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. The address and phone number of each service contract provider is P.O. Box 105689, Atlanta, GA 30348-5689; 1-877-881-8578. These programs are administered by The Signal P/C License #53379 (PA); P/C License #0D79676 (CA); 480 E. Swedesford Rd, Suite 350, Wayne, PA 19087; 1-877-881-8578. In OK, the Service Contract Administrator is The Signal, L.P. Tech PHD by Assurant is provided by The Signal. These companies and CWork Solutions, LP operate under the trade name Assurant. 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, insurance coverage is provided under form number AB3460PPC-1112. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.

©2019 T-Mobile USA, Inc.
CL02931-0319_NW
100889.T1012712