



PROTECTION 360™

Why worry about your device when you can rest easy knowing it's covered? Protection 360™ does just that and helps protect you from life's mishaps. Coverage includes lost/stolen device replacement, unlimited accidental damage, tech support, and more. For complete peace of mind, the choice is Protection 360™.

Accidental Damage, Loss, and Theft

- Drops? Cracks? Spills? You get unlimited replacements if your device is accidentally damaged.¹
- Lost or stolen device? Get a replacement device so you can reconnect quickly.

Mechanical and Electrical Failure

- Malfunction? You're covered if your device experiences mechanical breakdown. Even after the manufacturer's warranty expires.²
- Defective or broken screen protector? If you purchase an eligible screen protector from T-Mobile for the device you're enrolling, you can get it replaced in-store at no additional cost. (This excludes liquid glass screen protectors.)

Additional Services

- JUMPI® Upgrades - Upgrade your qualifying device purchased on an Equipment Installment Plan (EIP) when 50% of the device cost has been paid.
- Protection 360™ app by Assurant³ - File and track claims, view plan and deductible information, find useful tips tailored to your specific device, and access live support for all of your connected devices. Get support for your phone as well as your smart thermostat, voice assistants, smart lighting, streaming TV devices, and more.
- McAfee® Security for T-Mobile with ID Theft Protection⁴ - Online protection for your identity, privacy, and devices. Download the app from Google Play™ or the App Store™ to help you:

- Detect and resolve identity theft to protect you from fraud
- Secure up to 10 devices including smartphones, tablets, Macs, and PCs against online threats
- Eliminate the hassle of remembering passwords with the True Key™ app



Basic Device Protection

Want protection but without the extras? With Basic Device Protection, get unlimited accidental damage coverage. You also get protection in the event of loss and theft and mechanical and electrical failure. You can also file and track claims, view your plan and deductible information, and find useful tips tailored specifically to your device — all from the app.

What devices are eligible for device protection?

Almost everything. Smartphones, feature phones, BYODs, tablets, wearables, and hot spots are all eligible.

What's the monthly cost?

The cost plus tax, if applicable, is determined by device tier and plan, and will be separately itemized on your bill. Please see a T-Mobile sales associate or visit mytmoclaimpr.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	Monthly Cost	
	Protection 360™	Basic
1	\$7	\$6
2	\$9	\$8
3	\$13	\$11
4	\$16	\$13
5 and BYOD ⁵	\$18	\$14
6	\$25	\$24

How do I enroll?

You may enroll while making a qualified T-Mobile device activation, purchase, lease, or finance. If you'd like to enroll afterward, or if you're bringing your own device, the device will need to pass an inspection. Enrollment is optional, may be canceled at any time, and isn't required to activate, 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 that your device is active on the T-Mobile network.

¹ We'll provide a replacement device and collect the appropriate deductible fee based on device tier for accidental damage.
² For BYOD customers, this benefit starts after the manufacturer's warranty expires.
³ Download and register the Protection 360™ app by Assurant™ to have full access to features. Availability and features may vary by device and operating system.
⁴ McAfee Security for T-Mobile with ID Theft Protection is subject to McAfee's License Agreement and Privacy Notice and is for personal use on supported devices. Not all features are available for all operating systems — see System Requirements at https://www.mcafee.com/consumer/en-us/store/m0/system_requirements.html for supported devices. For more information and legal disclaimers, visit <https://www.mcafee.com/en-us/consumer-support/policy/legal.html>
⁵ Bring Your Own Device.

PROTECT THE DEVICES YOU LOVE



PROTECTION. UPGRADES. SUPPORT.

How do I file a claim?

Easy online self-serve access is available at mytmclaimpr.com. You can also file a claim by using the **Protection 360™ app** or by calling **1-877-281-9767**. For loss/theft claims, you may need to call T-Mobile to suspend service. You may be required to disable the Find My/Find My iPhone feature prior to making a claim and before sending back a claimed device. 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 the accountholder's picture ID in the claims process.)
- Payment method for deductible fee
- Shipping information (domestic U.S., Puerto Rico, and USVI only)

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

When you file a claim, depending on the device protection plan you're enrolled in, we'll present you with the replacement option available to you, which may include device replacement through JUMP!® Upgrades or advanced exchange replacement by mail. If your claim is authorized for replacement:

- It'll be with a reconditioned one of like kind and quality. If a reconditioned device isn't 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 Assurant approves your claim.
- You'll have 10 days to return your damaged device. Otherwise, a nonreturn fee will apply. Instructions on how to return the device and prepaid shipping materials will be provided.

What's the deductible fee for my device?

Once your claim is approved, a deductible fee based on your device tier and the type of claim plus tax, if applicable, will be collected from you by credit card or debit card.

Protection 360™ and Basic

Device/Tier	Loss/Theft	Accidental Damage	Mechanical & Electrical Failure ⁶
1	\$10	\$10	\$0
2	\$49	\$49	
3	\$99	\$99	
4	\$149		
5 and BYOD	\$249		
6	\$499	\$199	

⁶ There's a \$5 processing fee for mechanical breakdown claim exchanges. There's no processing fee for eligible mechanical breakdown claims handled by the manufacturer.

Are there any claim limits I need to know about?

For Protection 360™, there's no limit on accidental damage claims or mechanical and electrical failure claims. For loss/theft, you get up to five claims in any rolling 12-month period based on the date of the first replacement. For Basic Device Protection, there's no limit on accidental damage claims or mechanical and electrical failure claims. For loss/theft, you get up to two claims in any 12-month period based on the date of the first repair or replacement.

Important stuff you need to know:

JUMP!® Upgrades Summary: You're eligible for this benefit only if you have an EIP and you've paid 50% 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 T-Mobile USA, Inc. Program administrative fees paid to T-Mobile USA, Inc. **Protection 360™ App by Assurant® Summary:** Download and register to have access to the Protection 360™ app features. Availability and features may vary by device, operating system, or plan. Data charges may apply. During registration, you'll be provided with 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 and subject to the McAfee License Agreement and Privacy Notice. All features may not be available in all locations. Some features may require registration to activate. For more information and legal disclaimers, visit <https://www.mcafee.com/security-for-t-mobile>.

• Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company under group or blanket policy(ies). The description herein is a summary and intended for informational purposes only. It doesn't include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. Review the Summary of Benefits and additional Product Terms of Service at <https://www.mcafee.com/consumer/en-us/policy/global/legal.html?tab=product>.

• While McAfee Identity Theft Protection provides you with tools and resources to protect yourself and recover from identity theft, no identity can be completely secure.

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 deductible fees when you enroll in the program. Coverage documents will be delivered in Spanish. The language in this advertisement is for informational purposes only and may differ from your coverage documents due to linguistic differences. Your Spanish-language documents contain the official terms of your policy and will take precedence in the event of a dispute.

- T-Mobile employees aren't licensed insurance agents, and aren't qualified or authorized to assess the adequacy of your existing coverages. This program may duplicate other coverages you may have, such as homeowners and renters 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.
- The maximum coverage per claim is the lesser of the replacement value of the covered device or the purchase price of the claimed device, minus your deductible fee.
- 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 an incident simultaneously 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 don't return the device, you'll be charged an unrecovered equipment fee no greater than the value of the replacement device plus applicable shipping costs.
- **Exclusions:** Losses caused by 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; and consequential damage. Refer to coverage documents for a full list of exclusions.
- **Term:** This is a month-to-month program that automatically renews unless canceled. Coverage starts at 12:01 a.m. on the date you enroll.
- **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 to receive a refund and/or credit, if any, of the unearned portion of the price paid 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 canceled in accordance with applicable state law for nonpayment. We won't cancel coverage for nonpayment without providing you with the opportunity to pay within the applicable notice period.

Provider and Administrator Information: Property insurance is underwritten by Caribbean American Property Insurance Company. Insurance coverage is provided under a master policy issued in the name of T-Mobile. You will be the certificate holder of the insurance certificate in favor of T-Mobile with the right to receive the benefits of coverage against loss and theft. The service contract (for accidental damage or mechanical/electrical failure coverage) is provided through a service contract administered by Assurant Services of Puerto Rico, Inc. The Assurant Protection 360™ app is provided by The Signal. These companies operate under the trade name Assurant. The protection program applies to postpaid customers only.

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