

Quick Start Guide

1. Activate

Have the SIM card from your old device?

Move it over to your replacement device and you're good to go.

Got a new SIM card with your replacement device?

Insert it in this device, call T-Mobile at 1-800-937-8997, and provide the SIM ESN (located on the replacement box label). Make sure it's the primary account holder or billing responsible party who makes the call.

Activating an eSIM?

Go to t-mobile.com/support/devices/sim-esim#activate or call 1-800-937-8997.

We'll help you set up your device.

If you need help setting it up just the way you want it, including transferring data, please schedule a virtual appointment at p360.pocketgeek.com. Same-day appointments are available.



Helpful tips

Visit the FAQs section of mytmclaimpr.com to find handy info such as where to locate prepaid materials to return an original device.

Reach out and let us know if your lost or stolen device is recovered. Call T-Mobile at 1-877-281-9767 to have it unblocked before you send it back to us.

2. Download

Download and register the Protection<360>® app by Assurant® to discover all of the benefits included in your plan:

- + Access unlimited live technical support via call or chat for all of your smart devices
- + View your coverage details
- + File and track a claim
- + Troubleshoot your device with helpful device-specific step-by-step guides



Scan the QR code or download directly from the App Store® or Google Play™.

3. Return

Please return your damaged device to us within 10 days of the date you receive your replacement. Otherwise, you'll be charged an unrecovered equipment fee as indicated in your coverage documents.

Before you do that, remember to:

- + Transfer the data you want and erase the rest.
- + Disable all security features. For Apple customers only, refer to the additional instructions card to disconnect from iCloud.
- + Place your original device in the enclosed USPS First-Class Mail® prepaid materials. Complete the "From" section and choose one of these options:
 - Leave it in your home mailbox
 - Schedule a free pickup at usps.com/pickup
 - Drop it in any USPS Collection Box; for locations, visit tools.usps.com/find-location.htm

You'll get an email when we receive your device. To track the return, write down the tracking number located underneath the bar code on the box's prepaid shipping label and visit usps.com/manage.

Call us ASAP at 1-877-281-9767 if your device is acting up.

For the replacement device warranty, visit mytmclaim.com/warranty.