



AT&T HomeTech ProtectionSM

When it comes to home tech, we've got you covered

AT&T HomeTech ProtectionSM

Repair, replacement and 24/7 expert support for virtually all your home electronics.

Note: Excludes coverage for smartphones and most devices connected to a wireless data plan. Routers or modems leased from your internet service provider are not covered.

What you get

- Coverage for all your eligible home tech devices for mechanical and electrical breakdowns.
- 24/7 tech support to keep your home tech running smoothly, plus quick repair or replacement for all eligible products.
- Protection against accidental drops, cracks, and spills for eligible portable devices.¹
- Protect an unlimited number of eligible devices regardless of manufacturer or where you bought them (subject to claim limits).
- Expert installation of select home tech for \$49 per installation.²
- Two in-home visits every 12-month period to optimize your home network and help with any connection issues.³



What you need to know before you enroll

- Coverage starts at Day 31 after enrollment, but tech support starts the day you enroll.
- Pre-existing conditions, or breakdowns that occur within the first 30 days from the date of enrollment, are not covered.
- The term and monthly billing begins on the date you enroll as indicated on your enrollment confirmation and continues on a month-to-month basis unless cancelled.
- If AT&T HomeTech Protection is being added at the same time as a new AT&T Broadband service, enrollment begins on the date your Broadband service is activated.

¹HomeTech Protection covers accidental damage from handling as a result of normal use for: laptops, non-connected tablets, portable DVD/Blu-ray players, portable gaming devices, non-connected wearables, audio headsets, virtual reality headset and printer display screens only. "Wi-Fi only" and "non-connected" mean not connected to a data plan. This plan does not cover any devices for loss or theft.

Key Terms

Monthly price	\$25 monthly charge, plus applicable taxes, that will continue to renew monthly unless canceled.
Coverage	For in-home devices: Manufacturer defects, normal wear and tear, damage from power surges and more. For eligible portable devices: Same coverage as in-home devices as well as accidental damage from handling, including drops, spills, and cracked screens.
Claim Limits	Per Claim Limit: The maximum amount we will pay for any single claim on a covered product is \$2,000. Aggregate Claim Limit: The maximum amount we will pay for all claims in any 12 month rolling period is \$5,000. The twelve (12) month rolling period begins on the date of your first claim.
Non-refundable Service Fees⁴	\$0 for routers, modems, and keyboards. \$49 for Wi-Fi only health and fitness bands, Wi-Fi only smart watches, audio headsets. Applicable for approved claims plus taxes. \$99 for TVs, laptops, Wi-Fi only tablets, portable gaming devices, desktops, printers, gaming systems, and Wi-Fi enabled speakers.
Replacements	New, refurbished or remanufactured product of equal or similar features and functionality that performs to the factory specifications of the original covered product.
Repairs	Non-original parts may be used for repair of the covered product.
Cancellation Policy	You can cancel your plan at any time by going to att.com/hometech or calling 866.642.4170 . You will receive a pro-rata refund equal to 100% of the unearned portion of the monthly plan fee.

²Installations are available for select locations for eligible devices only with a \$49 installation fee per installation. Call **866.642.4170** to check current eligibility and to schedule your appointment. ³Visit hometechprotection.com for details and to see if your device is eligible for in-home visit optimization. Call **866.642.4170** to schedule your appointment. ⁴For a full list of covered products and applicable service fees please visit hometechprotection.com and/or see the AT&T HomeTech Protection Terms and Conditions.

How it works

Call to get all your home tech equipment set up and connected.

If your device stops working, we'll help you troubleshoot, then repair or replace when needed.

What's covered

Examples of eligible devices are listed below. To see a full list of eligible home tech equipment covered visit hometechprotection.com. Limitations and exclusions apply.⁵



Home entertainment

Gaming systems
Home theater systems
TVs⁶



Smart home devices

Smart thermostats
Smart door locks
Video doorbells



Home office

Desktops, Wi-Fi-only tablets⁵, and laptops⁷
Printers, routers, modems and keyboards



Wearables

Wi-Fi only smartwatches⁵
Wi-Fi only health and fitness bands⁵
Audio headsets⁵

It's like having your own IT professional

Enjoy 24/7 support, expert installations for \$49 per installation, and in-home network assessments for all your eligible home tech. You'll avoid down time, get expert advice on products, keep devices synced, troubleshoot issues, and more.

Filing a Claim

Ways to file a claim

- Go to hometechprotection.com
- Call **866-642-4170**

Things to know when filing a claim

- You can file a claim for any breakdowns that occur after 31 days of enrollment.
- No receipt needed.
- While there is no limit to the number of claims you can file, there is a \$2,000 per claim limit with maximum coverage of \$5,000 per 12 month rolling period.
- A \$0, \$49 or \$99 service fee will apply to each approved claim. The fee may be paid to Asurion by debit or credit card.
- We'll repair, replace, or reimburse you for any covered breakdown.

A safety net for your devices

Quick and easy repair or replacement if your eligible home tech stops working. And, coverage for accidental drops, spills or cracks to your eligible portable devices, like laptops, Wi-Fi only tablets and fitness bands.⁵

A dedicated repair store at your service⁸

Visit your local uBreakiFix by Asurion® location.

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⁶LCD and LED TVs only. TVs include coverage for the original remote control.

⁷PCs eligible for coverage under this Plan are those equipped with a Windows Operating System version Windows 8 or newer or Android version 1.6 or newer and Apple computers which are equipped with an Apple operating system version OS X (10) or newer or Chrome OS.

⁸Customers can walk into their local uBreakiFix by Asurion® location for troubleshooting. An approved claim is required for repair or replacement prior to visiting the store.



How we keep your home tech amazing

24/7 expert tech support

via chat or a call

In-store service

uBreakiFix® by Asurion

Repair or replacement

if your equipment stops working

Expert installations

for \$49 per home tech device installed



How to get help

Expert support is available 24/7 the day you enroll. Go to **hometechprotection.com** to log in to your account, connect with an expert and access your benefits.

Or call us at **866.642.4170**.

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Important Disclosures

Reimbursement: This Plan covers replacement costs or parts and labor costs to repair your covered product in the event it experiences a breakdown that is not covered under any insurance policy, warranty or other service contract, up to the Plan limits of \$2,000 per any single claim and an aggregate claim limit of \$5,000 for all claims made in any 12 month rolling period. We will repair or replace the covered product at our discretion. Reimbursement may be in the form of a check or digital payment for the replacement cost of the covered product, as determined by us, based on its value immediately prior to the breakdown.

Replacement: If we opt to provide you a replacement product, we reserve the right to take ownership of the original covered product. We may require that you return or send pictures of the original covered product to us for inspection as a condition to receiving a replacement product or reimbursement. We will pay shipping and handling costs associated with the return of the original covered product.

Limitations and exclusions apply: See terms and conditions for complete details.

Arbitration: The Terms and Conditions of the device protection products contain binding Arbitration Agreements (except where express state exemptions are provided), which can be obtained by visiting **hometechprotection.com**. You should read the Arbitration Agreements carefully and completely, since they affect your rights. **The Arbitration Agreements require you to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL CLAIMS COURT ACTIONS; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND YOUR RIGHTS TO PARTICIPATE IN CLASS ACTIONS OR CLASS OR CONSOLIDATED ARBITRATIONS.** The Arbitration Agreements do not prevent you from informing federal, state or local agencies of any dispute. If you do not agree to submit disputes to binding and individual arbitration, or you do not agree to any other provision of the Arbitration Agreements, you should not enroll in HomeTech Protection.

To sign up,
call **AT&T**,
ask your sales
rep or go to
att.com/hometech

