


CRICKET PROTECTION PLANS ARE CHANGING EFFECTIVE FEBRUARY 14, 2025

Effective February 14, 2025, Cricket Protect and Cricket Protect Plus will be known as Cricket Protect. Your monthly charge and your deductible may change on February 14, 2025 depending on your device. These changes are not applicable to New York customers.¹

This document supplements the Cricket Protection Plans brochure. For complete program details, please refer to this document, the Cricket Protection Plans brochure and the program terms and conditions.

SUMMARY OF CHANGES	CURRENT PLANS (two)		NEW PLAN (one) Effective February 14, 2025
	Cricket Protect Plus	Cricket Protect	Cricket Protect
PLAN			
MONTHLY CHARGE	\$11	\$8	Device Tiers 1-4: \$8 Device Tier 5: \$12 Please see deductible table in Cricket Protect Terms and Conditions effective February 14, 2025 or Asurion.com/cricket for your device tier.
COVERAGE	Insurance: Loss, theft, and accidental or liquid damage Service Contract: Out-of-warranty mechanical or electrical malfunctions Tech Support: myExpert support and myExpert app	Insurance: Loss, theft, and accidental or liquid damage Service Contract: Out-of-warranty mechanical or electrical malfunctions	Insurance: Loss, theft, and accidental or liquid damage Service Contract: Out-of-warranty mechanical or electrical malfunctions, device cleaning ² , and myExpert tech support, including the Asurion app
MYPHOTOVAULT APP ³	Unlimited storage for one eligible device	16GB storage for one eligible device	Unlimited storage for one eligible device
CRACKED SCREEN REPAIR DEDUCTIBLE ⁴	\$29 for eligible smartphones	\$29 for eligible smartphones	\$0 for eligible smartphones
BATTERY REPLACEMENT SERVICE FEE	Not available	Not available	\$0 for eligible smartphones ⁵
CLAIM LIMITS	3 claims per 12-month period, except cracked screen repairs which are unlimited. \$2,500 maximum device value per claim	3 claims per 12-month period. Cracked screen repairs count towards claim limit. \$2,500 maximum device value per claim	Unlimited number of claims. \$2,500 maximum device value per claim
COVERED EQUIPMENT	Includes the device and battery, and if part of the loss, charger and SIM.	Includes the device and battery, and if part of the loss, charger and SIM.	Includes the device and battery, and if part of the loss, charging cord and SIM.

ADDITIONAL INFORMATION FOR ALL PROGRAMS	
REPLACEMENT DEDUCTIBLES AND SERVICE FEES	Tier 1: \$10, Tier 2: \$40, Tier 3: \$75, Tier 4: \$130, Tier 5: \$250 Your device tier may change on February 14, 2025. Please see deductible table in Cricket Protect Terms and Conditions effective February 14, 2025 or www.asurion.com/cricket for your device tier.
REPLACEMENT DEVICES	Replacement devices may be new or refurbished of the same or a like kind and quality model. Phone color, brand, model and features may be different. Compatibility of accessories is not guaranteed.
CANCELLATION	Coverage auto-renews monthly until canceled. You can cancel your optional coverage at any time by calling 1-800-274-2538, and you will receive a prorated refund of any unearned monthly premium/charges.
ARBITRATION	The Terms and Conditions for device protection products contain binding Arbitration Agreements, which can be obtained by visiting asurion.com/cricket or by visiting the links below.



View terms effective February 14, 2025
asurion.com/pdf/cricket-protect-en-25



View current terms
asurion.com/cricket/terms-and-conditions

Continue for important program information.

Asurion may send you program communications, including legal notices and terms and conditions, electronically using the last email address on file with Cricket, the mobile number identified in the Cricket system as the account owner, and/or any other email address or mobile number you provide to Cricket or Asurion, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

Cricket Protect is a combination of Cricket Protect Insurance and Cricket Protect Service Warranty. Cricket Protect Plus is a combination of Cricket Protect Plus Insurance and Cricket Protect Plus Service Warranty and myExpert. The monthly charge for Cricket protection includes the cost of insurance provided in the program. Cricket Protect and Cricket Protect Plus Insurance is insurance coverage underwritten by Continental Casualty Company, Chicago, IL, a CNA company (CNA), and administered by Asurion Protection Services, LLC (In Iowa, Lic. #1001002300, in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161, in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. The Cricket Protect and Cricket Protect Plus Service Warranty is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. Cricket Protection Plans include a service contract that is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.

Cricket Protect effective February 14, 2025 includes insurance similar to other insurance sold separately for up to \$5.50 per month.

1 New York customers are excluded from the plan changes effective February 14, 2025. If you change your Cricket address to a New York address after February 14, 2025, you may no longer be eligible for your Cricket Protect plan.

2 For select devices, services may include device cleaning in select locations. Device cleaning availability is contingent upon certain criteria, including location, technician availability, and device type. Device cleaning may be provided with Cricket Protect repairs or may be accessed by scheduling an appointment at my.asurion.com.

3 The myExpert, Asurion and myPhotoVault apps require a compatible device with Cricket Wireless service. Technical limits may prevent certain features from working on all devices. There may be limitations on the size of each video that can be backed up and secured with the myPhotoVault app. App functionality requires device powered on and connected to the internet. Data charges may apply for app download. Accuracy, availability and timeliness are not guaranteed. Free versions of the apps with limited features are also available. myExpert, Asurion, myPhotoVault and other related apps provided by Asurion Mobile Applications, LLC. Only available for devices running iOS 9.0 and up, or Android 5.0 and up.

4 Limited to eligible devices in select areas, based upon parts and technician availability. Visit asurion.com/cricket or call 855-309-8342 to check current eligibility. Same-day repair option depends upon claim approval time, parts and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts; may contain original or non-original manufacturer parts; and may void the manufacturer warranty.

5 Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an electrical charge in accordance with the applicable performance threshold as shown on www.asurion.com/cricket. Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.

COV56520

Welcome to
Cricket®
Protection
Plans

Device protection, \$29 cracked screen repair¹
and cloud storage for all your device needs.

Cricket® Protect⁴
\$8/mo.

Cricket® Protect Plus⁴
\$11/mo.

We've got you covered

Our Cricket device protection plans.

- **\$29 cracked screen repair**¹ as soon as same-day, for eligible smartphones in select locations (insurance)
- **As soon as next-day device replacement**²
 - Loss, theft, physical damage (insurance)
 - Out of warranty mechanical and/or electrical malfunctions (service contract)
- **myPhotoVault** cloud storage for photos and videos³
- **3 claim limit** per any consecutive 12-month period (Excludes cracked screen repair for Cricket Protect Plus)

Cricket® Protect⁴ | \$8

- \$29 cracked screen repairs (subject to claim limit)
- 16GB of myPhotoVault storage³

Cricket® Protect Plus⁴ | \$11

- Unlimited \$29 cracked screen repairs
- Unlimited myPhotoVault storage³
- **myExpert**^{TM4} live support for your everyday tech needs

Don't Wait. You must enroll within 45 days of activation or device upgrade.

A broken phone shouldn't break the bank

Get peace-of-mind protection

Cricket Protection Plans take the headache out of replacing a lost, stolen or damaged device.

See the difference a Cricket Protection plan makes!

Full Retail Cost to replace a device

Without a Cricket® Protection Plan

$$\underline{\hspace{2cm}} + \$25 = \underline{\hspace{2cm}}$$

(Original Price) (Upgrade Fee) (Total)

With a Cricket® Protection Plan

$$\underline{\hspace{2cm}} + \underline{\hspace{2cm}} = \underline{\hspace{2cm}}$$

(3x monthly charge) (Deductible) (Total)

To see the Partial List of Smartphones Eligible for Cracked Screen Repair, please refer to page 8.



Key terms and conditions

Monthly Charge

Cricket Protect⁴: \$8 per month. Includes Cricket Protect Insurance and Cricket Protect Service Contract, and 16GB storage with myPhotoVault app for one eligible device.

Cricket Protect Plus⁴: \$11 per month. Includes Cricket Protect Plus Insurance, Cricket Protect Plus Service Contract, myExpert support, myExpert app and unlimited storage with myPhotoVault app for one eligible device.

Auto Pay Option: Enrollment in this payment feature is optional. If you elect to enroll in the Auto Pay feature, **your enrollment in the program is for a continuous service that will renew monthly until cancelled.** All applicable taxes and surcharges are extra.

For New York residents, the following may be purchased separately by calling Cricket at 1-800-274-2538: Cricket Protect Insurance for \$5.25 per month, Cricket Protect Service Warranty for \$3.75 per month, Cricket Protect Plus Insurance for \$5.50 per month, Cricket Protect Plus Service Warranty for \$3.50 per month, and myExpert support for \$3.00 per month. If you are enrolled in Cricket Protect Insurance, and you can submit proof that you have purchased and maintain a separate extended service contract, the premium for Cricket Protect Insurance will be reduced by \$1.00.

Replacement Deductibles/ Service Fees (depending on Device Tier)

Tier 1: \$10, Tier 2: \$40, Tier 3: \$75, Tier 4: \$130, Tiers 5/6: \$250. Devices may be moved to a different deductible/ service fee tier during your enrollment and these changes are updated online. For a complete and current list of devices with current associated deductible/service fee amounts, visit asurion.com/cricket or call 855-309-8342.

<p>Cracked Screen Deductible</p>	<p>Cricket Protect⁴: Up to 3 cracked screen repairs (cracked screen repair will be counted towards your claim limit). \$29 deductible applies. Cricket Protect Plus⁴: Unlimited cracked screen repairs (cracked screen repairs will not count towards your claim limit). \$29 deductible applies.</p>
<p>Bring Your Own Devices (BYOD)</p>	<p>Select devices with an MSRP of \$49.99 or higher that are manufactured by Apple, Samsung, Motorola, LG or Google, and that are compatible with the Cricket network, should be eligible for enrollment in Cricket Protect or Cricket Protect Plus. Tablets, hotspots, and some Certified Like New phones are not eligible. The device must be in good working condition and not damaged. Deductibles/service fees for BYOD devices depend on device tier. You can check eligibility and deductible at asurion.com/cricket. To enroll, customers will need to visit a Cricket store.</p>
<p>Claim Limits</p>	<p>Cricket Protect⁴: Maximum of 3 claims within any consecutive 12-month period with a maximum device value of \$2,500 per occurrence. Each approved cracked screen repair will be counted towards your claim limit. Cricket Protect Plus⁴: Maximum of 3 claims within any consecutive 12-month period, except for cracked screen repairs which are unlimited. Maximum device value of \$2,500 per occurrence.</p>
<p>Coverage</p>	<p>Insurance provides coverage for loss, theft, and accidental or liquid damage (doesn't cover cosmetic damage). The service contract provides coverage for out-of-warranty mechanical and/or electrical malfunctions. For coverage to apply to a connected device, you must own or lease the device, and have used the device (logged use of voice or data) on your wireless number after enrollment. Coverage applies to the most recently used device on your wireless number.</p>

Replacement Devices	Replacement devices may be new or refurbished of the same or a like kind and quality model. Phone color, brand, model and features may be different. Compatibility of accessories is not guaranteed.
Cancellation	You can cancel your optional coverage at any time by visiting My Account online, the myCricket App, or by calling 1-800-274-2538, and you will receive a prorated refund of any unearned monthly premium/charges. We may cancel or change terms by giving you prior written notice as required by law.
Enrollment	Enrollment is optional. You must enroll within 45 days of activation or device upgrade. To enroll, please visit a Cricket Wireless store or online at cricketwireless.com .
Arbitration	The Terms and Conditions for device protection products contain binding Arbitration agreements, which can be obtained by visiting asurion.com/cricket .
Covered Equipment	Includes the device and battery, and if part of the loss, battery charger and SIM.



Download and register the apps to get started!



Free up space with the **myPhotoVault³** app



- Securely back up photos & videos and keep photo collections at your fingertips, ready to edit and share



Download
myPhotoVault app



Get device help and manage your plan with the **myExpert** app³



CLAIMS

- File and track claims



UNDERSTAND YOUR BENEFITS & TECH

- Easily find your protection plan benefits



GET SUPPORT

(Cricket Protect Plus only)

- Chat with our team of trained experts
- Get help setting up your new device and learning how to use it



Download
myExpert app

You can also contact myExpert by calling

855-309-8342

MON – FRI 8 a.m. – midnight EST

SAT – SUN 10 a.m. – 10 p.m. EST

To enroll, visit a Cricket store or online at cricketwireless.com, or call 1-800-CRICKET (274-2538) when you activate service or upgrade a device.

To file a claim, visit asurion.com/cricket or call 855-309-8342 Mon-Sat, 8 a.m. EST–11 p.m. EST, and Sun, noon EST–9 p.m. EST.

- File claim within 60 days of the date of loss or damage
- If your device was lost or stolen, contact Cricket to temporarily suspend service and prevent unauthorized use
- Pay the non-refundable deductible/service fee per approved claim
- If your device is defective or damaged, return it using the prepaid shipping label provided with your replacement device. Non-return charges of up to \$850 (based on the value of your replacement device) may be added to your wireless bill for failure to return your defective or damaged device

Partial List of Smartphones Eligible for Cracked Screen Repair¹ as of 08/23

- All smartphone cracked screen repairs come with a 12-month limited warranty
- Find current eligible smartphones at asurion.com/cricket or call 855-309-8342

Apple iPhone: 12 / 12 Mini / 12 Pro / 12 Pro Max / 13 / 13 mini / 13 Pro / 13 Pro Max / 14 / 14 Plus / 14 Pro / 14 Pro Max

Samsung Galaxy: A51 / A52 / A53 / A54 / S21 FE 5G / S6 / S7 / S7 Edge / S8 / S9 / S10 / S20 FE 5G / S20 Plus 5G

LG: V35 ThinQ

Google: Pixel 4 / Pixel 4 XL / Pixel 4A 5G / Pixel 5 / Pixel 6 / 6A 5G / 6 Pro / 7 5G / 7 Pro 5G

- The cracked screen deductible/service fee is \$29 for each approved cracked screen repair
- Eligible smartphones and available markets are subject to change

Replacement Deductibles/ Service Fees

The deductible/service fee schedule is occasionally updated, as some devices may be moved to a different tier during the term of enrollment. For a complete list of devices with associated deductible/service fee amounts, visit asurion.com/cricket or call 855-309-8342.

Abbreviated Eligibility List:

TIER 1 \$10	Cricket Vision Plus, TCL 30 Z, Cricket Debut Smart, LG Phoenix 4, LG Phoenix 5
TIER 2 \$40	Motorola G Stylus 2023, Motorola g Power, Cricket Ovation 2, Motorola g Play, Cricket Ovation 3, Samsung A03s, Cricket Icon 4
TIER 3 \$75	Motorola g Stylus 5G 2023, Samsung A14 5G, Motorola g 5G 2023, Cricket Innovate E 5G, Samsung A13
TIER 4 \$130	Apple iPhone: SE 2022 64GB / 128GB; Samsung A54, 5G; Google Pixel: 4A, 5A, 6A, 7A
TIER 5/6 \$250	Apple iPhone: SE 2022 256GB, 11, 11 Pro Max, 12, 12 Mini, 12 Pro, 12 Pro Max, 13, 13 mini, 13 Pro, 13 Pro Max, 14, 14 Plus, 14 Pro, 14 Pro Max; Samsung Galaxy: S21 FE 5G, S21 5G, S21+ 5G, S21 Ultra 5G, S22 5G, S22+ 5G, S22 Ultra 5G, S23 5G, S23+ 5G, S23 Ultra 5G; Google Pixel: 5, 6, 6 Pro, 7, 7 Pro

What you need to know

New York Producer Compensation

Cricket (producer) has a limited license to sell wireless communications equipment insurance in New York (license # LR-1294361) and will be paid a portion of your contract purchase price by the insurer, Continental Casualty Company. The producer will be compensated by the insurer if you purchase the insurance. The producer's compensation may vary based on the product you purchased. For more information about compensation, please ask your sales representative.

Agreement to Terms and Conditions

You agree to the Terms and Conditions, including the Coverage Certificate when you enroll. If you would like to review the complete terms and conditions before you enroll, you can ask your sales representative or visit asurion.com/cricket, or call 855-309-8342. Complete Terms and Conditions including the Coverage Certificate will also be sent to you

after your enrollment.

Coverage Is Optional Cricket Protect is an optional coverage that you are not required to purchase in order to buy Cricket services or devices. Program enrollment and replacement authorization shall be at the sole discretion of Continental Casualty Company, a CNA company; Asurion, the plan administrator; or any other authorized representative of CNA in accordance with the terms of the Coverage Certificate and applicable law.

Non-Return Fee If your device is damaged or if your lost device is later found, you can avoid non-return fees of up to \$850 (the fee is based on the cost of the claim to the insurance company) by simply returning the device as directed by us in the return envelope that we provide to you.

Customer Satisfaction Asurion and CNA strive to satisfy every customer and ask that you allow us the opportunity to resolve any question, concern or complaint you may have by calling us at 855-309-8342.

For residents of California, Indiana, Maryland, and Illinois: The consumer hotline for the California Department of Insurance is 800-927-HELP (4357), for the State of Indiana Department of Insurance is 800-622-4461, and for the Maryland Insurance Administration is 800-492-6116. The Illinois Department of Insurance can be contacted by mail at 320 W. Washington St., Springfield, IL 62767, by phone at 1-877-527-9431 or online at <https://mc.insurance.illinois.gov/messagecenter.nsf> (online form) or <https://insurance.illinois.gov/Complaints/PropertyCasualtyComplaintForm.pdf>

Communications We may send you program communications, including legal notices and terms and conditions, electronically using the last email address on file with Cricket, the mobile number identified in the Cricket system as the account owner and/or any other email address or mobile number you provide to us or Asurion as our agent, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

BINDING ARBITRATION THE SERVICE CONTRACT AND COVERAGE CERTIFICATE EACH CONTAIN A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE SERVICE CONTRACT AND IN SECTION VIII (G) OF THE COVERAGE CERTIFICATE.

In the unlikely event we cannot informally resolve any disputes, you will be required to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL-CLAIMS COURT ACTIONS INSTEAD OF THROUGH THE COURTS OF GENERAL JURISDICTION; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTIONS OR CLASS ARBITRATIONS. (EXPRESS STATE EXEMPTIONS MAY APPLY; PLEASE SEE YOUR PROGRAM TERMS AND CONDITIONS).

Fraud Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree. In Oregon, this section does not apply.

Other Coverage The Coverage Certificate may provide a duplication of coverage already provided by a consumer's personal auto insurance policy, homeowner's insurance policy, renter's insurance policy, personal liability insurance policy or other source of coverage. This insurance is primary over any other insurance you may have. Unless otherwise licensed, Cricket associates are **not qualified or authorized** to evaluate the adequacy of your existing insurance coverage. Questions regarding this plan should be directed to CNA's licensed agent, Asurion Protection Services, LLC., by calling **855-309-8342**.

Service Contract Cricket Protect Plans include a service contract that is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.

Exclusions and Limitations This insurance coverage does contain limitations and exclusions. Loss caused by indirect or consequential loss, intentional parting with the covered property, intentional acts, obsolescence, cosmetic damage, faulty repair, unauthorized repair or replacement, discharge, dispersal or seepage, abuse, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, damage to batteries (unless otherwise covered as part of a Covered Accessory when part of a Loss to other Covered Property), malware, nuclear reaction, war, seizure, nonstandard software, and failure to reasonably protect the device from further loss are excluded. All exclusions and limitations can be found in the full terms and conditions.

Cracked Screen Repair: Limited to eligible devices in select areas. Newly launched device models may not be eligible. Visit asurion.com/cricket or call 855-309-8342 to check current eligibility. Same-day repair option depends upon claim approval time, parts and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts; may contain original or non-original manufacturer parts; and may void the manufacturer warranty.

Next-day replacement: Claims fulfilled with a replacement device and approved by 7 p.m. EST. will be shipped and, in most cases, delivered the next day. Deliveries to Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands cannot be shipped for next-day delivery.

myExpert and myPhotoVault apps: The myExpert and myPhotoVault apps require a compatible device with Cricket Wireless service. Technical limits may prevent certain features from working on all devices. There may be limitations on the size of each video that can be backed up and secured with the myPhotoVault app. App functionality requires device powered on and connected to the internet. Data charges may apply for app download. Accuracy, availability and timeliness are not guaranteed. Free versions of the apps with limited features are also available. myExpert, myPhotoVault and other related apps provided by Asurion Mobile Applications, LLC. Only available for devices running iOS 9.0 and up, or Android 5.0 and up. For additional details as well as full terms and conditions, visit asurion.com/cricket. myExpert and myPhotoVault are trademarks of Asurion, LLC. All rights reserved.

Cricket Protect: Includes Cricket Protect Insurance and Cricket Protect Service Warranty. **Cricket Protect Plus:** Includes Cricket Protect Plus Insurance and Cricket Protect Plus Service Warranty and myExpert. The monthly charge for Cricket protection includes the cost of insurance provided in the program. Cricket Protect and Cricket Protect Plus Insurance is insurance coverage underwritten by Continental Casualty Company, Chicago, IL, a CNA company (CNA), and administered by Asurion Protection Services, LLC (In Iowa, Lic. #1001002300, in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161, in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. The Cricket Protect and Cricket Protect Plus Service Warranty is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. Terms and conditions are subject to change. Coverage terms may vary by state and eligibility may vary by device. All applicable taxes and surcharges extra. For complete terms, conditions, and limitations, including premiums and deductibles, visit asurion.com/cricket.

For WA residents only, we may cancel the insurance policy or change the insurance terms and conditions with at least 30 days notice unless we cancel for the following reasons and notice: (1) 15 days for fraud or material misrepresentation in obtaining coverage or in the presentation of a claim; (2) 10 days for non-payment; (3) immediately for no longer having active service with Cricket or exhausting your aggregate claim limit. We will not increase the premium or deductible or restrict coverage more than once in any 6 month period but will provide to each WA policyholder a 30 day advance written notice of any premium or deductible increase; or (4) 30 days based on a determination by Cricket or the Agent that the program should no longer be offered. We will not increase the premium or deductible or restrict coverage more than once in any 6 month period but will provide to each WA policyholder a 30 day advance written notice of any premium or deductible increase.