



smart protect Mobile



Device protection that
provides peace of mind.



Liberty
Mobile

CNA

asurion

What is included in Smart Protect Mobile?

Want to protect 1 device?

Smart Protect Mobile for 1

- 2 claims for accidental damage from handling (ADH)* per consecutive 12 month period
- 3 claims for physical damage (excluding ADH), loss and theft per consecutive 12 month period
- Unlimited screen repairs, battery replacements and out of warranty malfunction claims**
- Tech Assist by Asurion support

More than 1 device to protect?

Smart Protect Mobile for 4 (covers up to 4 eligible devices)

- 6 shared claims for accidental damage from handling (ADH) per consecutive 12 month period
- 8 shared claims for physical damage (excluding ADH), loss and theft per consecutive 12 month period
- Unlimited screen repairs, battery replacements and out of warranty malfunction claims**
- Tech Assist by Asurion support

Tech Assist by Asurion

Expert support when and how you need it. Visit asurion.com/liberty or call **1-877-828-2772** and we will help you get the most out of your device.



Asurion Photos App

Get unlimited storage for all of your photos and videos by using the **Asurion Photos app**¹

Free up space by using the Asurion Photos app

- Automatically back up your photos and videos without sacrificing quality.
- Your entire photo collection is at your fingertips, and ready to edit and share.

Download the Asurion Photos app through the Apple store or Google Play.

Unlimited eligible screen and malfunction repairs²

As soon as same-day repair for eligible connected devices in select areas. Pay only a \$29 service fee each time you need it.

Unlimited battery replacements

Keep your phone running like it should. If your battery isn't working as it should, we will test it and let you know if the battery is eligible for replacement.³

Tech Assist Support

Get help from our team of experts – so you can keep talking, streaming, watching, or playing.

New device setup support

Set up your new device the way you want. You can either contact our team of tech experts or go to liberty.my.asurion.com for easy-to-use setup guides.

Unlimited photo and video storage⁴

Never miss a moment with unlimited storage with the Asurion Photos app.

*Accidental damage from handling refers to the accidental damage that can occur while handling the device during normal use, including cracks, drops, and spills.

**Claims that qualify for unlimited benefits will not be accounted for in your ADH claim limit.

¹Video size limitations may apply. Asurion Photos app requires a compatible device with Liberty Mobile wireless service. Technical limits may prevent certain features from working on all devices. App functionality requires the device to be powered on and connected to the internet. Accuracy, availability and timeliness are not guaranteed. Free version of the app with limited features is also available. Data charges may apply. Asurion Photos app provided by Asurion Mobile Applications, LLC. Only available for devices running iOS 12 and up or Android 7.1 and up. For additional details, as well as full terms and conditions, go to <https://www.asurion.com/pdf/photos-terms-of-service/>.

²See Screen Repair disclaimer on page 11.

³Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after a diagnostic testing.

⁴Video size limitations may apply.

Performance promise

Keep your device working well with periodic checkups to improve speed, signal and battery performance.

Streaming support

Set up and optimize streaming services for the best entertainment experience.

Take photos like a pro

Learn how to take the perfect photo with tips to help you better capture, edit and share photos.

Have questions?

Access your Smart Protect Mobile dashboard for a comprehensive view of your protection benefits and claim status, as well as to contact a Tech Assist expert.

Visit liberty.my.asurion.com

Smart Protect Mobile

Smart Protect Mobile for 1

for one eligible device

Monthly Charge

\$14 Device Tiers 1 & 2*

per mobile number enrolled

\$17 Device Tiers 3 & 4*

per mobile number enrolled

Includes Smart Protect Mobile Insurance for 1, Smart Protect Mobile Extended Service Contract for 1, Asurion Photos app, and Tech Assist by Asurion support for the enrolled eligible device.

Claim Limits

Insurance Claim Limits:

Maximum of 3 claims within any 12 consecutive month period with a maximum device value of \$3,500 per occurrence.

Extended Service Contract Claim Limits:

2 claims for accidental damage from handling within any consecutive 12 month period. Unlimited repairs or replacements for screen and out of warranty malfunction claims, including battery replacements. Maximum device value of \$3,500 per occurrence.

Smart Protect Mobile for 4

for up to four eligible devices

Monthly Charge

\$45.00* per mobile account enrolled. Includes Smart Protect Mobile Insurance for 4, Smart Protect Mobile Extended Service Contract for 4, Asurion Photos app, and Tech Assist by Asurion support for up to four eligible devices.

*See disclaimer at the bottom of page 9 for important details.

Key terms and conditions

	<p>Claim Limits</p> <p>Insurance Claim Limits: Maximum of 8 shared claims within any 12 consecutive month period with a maximum device value of \$3,500 per occurrence.</p>
	<p>Extended Service Contract Claim Limits: 6 shared claims for accidental damage from handling within any consecutive 12 month period. Unlimited repairs or replacements for screen and out of warranty malfunction claims, including battery replacements. Maximum device value of \$3,500 per occurrence.</p>
Additional Information (both plans)	
Coverage	<p>Smart Protect Mobile Insurance: Loss, theft and physical damage (excluding ADH). Smart Protect Mobile Extended Service Contract: Accidental Damage from Handling (ADH), screen claims, and out of warranty malfunctions (mechanical and electrical failure). 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 prior to the Date of Loss. Coverage applies to the most recently used device on your wireless number.</p>
Enrollment	<p>Enrollment in these programs will continue to renew monthly on your Liberty Mobile wireless bill until cancelled.</p>
Deductibles/ Service Fees	<p>A non-refundable deductible/ service fee will be charged for each approved claim. Deductible/service fee amounts are based on device tiers. See a Partial List of eligible devices and associated Deductibles/ Service Fees on page 9 of this brochure. For a complete list and the deductible/service fee amount for your device, go to asurion.com/liberty or call Asurion at 1-877-868-8772.</p>

<p>Replacement Deductibles/ Service Fees <small>for Connected Devices (depending on device model)</small></p>	<p>Tier 1 - \$25 Tier 2 - \$100 Tier 3 - \$225 Tier 4 - \$275</p>
<p>Replacements for Connected Devices</p>	<p>Claims may be fulfilled with replacement devices that may be new, used, refurbished or remanufactured, may be of the same model or other model of like kind and quality, and may contain original or nonoriginal replacement parts. Colors, features and accessory compatibility are not guaranteed.</p>
<p>Replacement and Repair & Deductibles/ Service Fees <small>for Non-Connected Devices (applies to Smart Protect Mobile for 4 only)</small></p>	<p>Repair \$89 Replacement \$199 Smart Protect Mobile for 4 devices that are not connected to the Liberty Mobile network (Wi-Fi only tablets) are provided a repair or replacement (at the option of Asurion, the Plan Administrator). Devices most often will be repaired within 3-5 business days from the date Asurion receives the equipment. Replacement equipment will be new or refurbished, and of like kind and quality to the claimed device. Colors, features and accessory compatibility are not guaranteed.</p>
<p>Screen and Malfunction Repair Service Fee <small>(for Connected Devices)</small></p>	<p>Eligible devices in Tiers 1, 2, 3, 4- \$29</p> <p>See page 11 for important conditions and limitations.</p>

Battery Replacement Service Fee (connected phones only)	Eligible phones in Tiers 1, 2, 3, 4 – \$0
Bring Your Own Device	When you activate your own device on the Liberty Mobile network, it may be eligible for enrollment in device protection. If the device make/model is currently or was previously sold by Liberty Mobile, the applicable replacement and screen repair deductible/service fee for that specific make/model tier applies for all approved claims. For a device make/model that has never been sold by Liberty Mobile, the deductible/service fee and monthly fee for Device Tier 2 applies. Replacement options will vary. Device must be in good working condition and may be subject to inspection prior to enrollment.
Cancellation Policy	You can cancel your optional coverage at any time by calling 1-877-868-8772 , 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.
Arbitration	The Terms and Conditions for Smart Protect Mobile device protection products contain binding Arbitration Agreements, which can be obtained by visiting asurion.com/liberty . See additional information on page 17 of this brochure.

Replacement deductibles/service fees

For a complete list and the deductible/service fee amount for your device, go to **asurion.com/liberty** or call **1-877-868-8772**.

Partial list of eligible devices (April 2024)	
Deductibles/Service Fees	
Device Tier 1 \$25	Samsung Galaxy A12 32GB / A13 5G 64GB / A14 5G 64GB Samsung Tab A7 Lite 32GB Netgear Nighthawk M6 Apple Watch SE GPS + Cellular 40 mm (Aluminum Case – All Bands) Motorola One 5G ACE 64GB
Device Tier 2 \$100	Samsung Galaxy A54/A71 5G 128GB Samsung Galaxy Tab S5e 64GB Samsung Watch5 44mm Apple iPhone 7 32GB Apple iPhone 7 Plus 32GB/128GB Apple iPhone 8 128GB/256GB Apple iPhone 8 Plus 128GB Apple iPad 7th Generation 128GB Netgear Nighthawk M6 Pro Bring Your Own Device (a make/model not previous sold by Liberty Mobile)

*The monthly charge for Smart Protect Mobile includes the cost of insurance provided in the program. All applicable taxes and surcharges are extra.

For information about your applicable device tiers, see the "Deductible/Service Fees" table in this document, go to **asurion.com/liberty** or call **1-877-868-8772**.

Smart Protect Mobile for 1 and 4 are a combination of Smart Protect Mobile Insurance for 1 or 4 (Smart Protect Mobile Insurance), Smart Protect Mobile Extended Service Contract for 1 or 4 (Smart Protect Mobile Extended Service Contract), and Tech Assist by Asurion for 1 or 4. Smart Protect Mobile Insurance is underwritten by Continental Casualty Company, a CNA Company (CNA), Chicago, IL, and is administered by Asurion Protection Services, LLC (in Iowa, Lic. #1001002300; in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161; and in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. Smart Protect Mobile Extended Service Contract is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates.

What you should know before you enroll

Device Tier 3 \$225	Apple iPhone 13 Mini 128GB Apple Watch Ultra GPS + Cellular (49mm Titanium) Samsung Galaxy S22/S23/S24 5G 128GB Samsung Galaxy S7/S7 Edge 32gb Samsung Galaxy Tab S7 5G 128GB Google Pixel 7 5G 128GB Microsoft Surface Go 3 128GB
Device Tier 4 \$275	Apple iPhone 13 Pro 128GB/256GB Apple iPhone 13 Pro Max 128GB/256GB Apple iPhone 14 128GB/14 Pro Max 256GB Apple iPhone 15 128GB/15 Pro Max 256GB/15 Plus 256GB Samsung Galaxy Note 10 Plus 256GB Samsung Galaxy Note 20 5G 128GB Samsung Galaxy S24 Plus/Ultra 5G 256GB Samsung Galaxy Z FOLD4 5G 256GB

If you don't see your device in the partial replacement or repair list, or to see the deductible/service fee for a specific device, go to asurion.com/liberty.

Devices may be moved to a different device tier during your enrollment. Device tier changes will be updated online and available at asurion.com/liberty.

Unlimited eligible screen and malfunction repairs¹

- As soon as same day repair service for eligible connected phones is available in select areas for a \$29 service fee each time you need it.
- Repair options when available may include visiting an authorized repair location, having a technician come to you or, in some areas mailing in your device for repair.²
- Screen repairs are backed by a 12 month limited warranty offered by Asurion.

Easy replacement³

As soon as next day device replacement for loss, theft, damage and out of warranty malfunctions. You may also be able to get your device set up as soon as the same day.

Partial list of devices eligible for screen repair:

- Apple® iPhone® 11/11 Pro/11 Pro Max
- Apple iPhone 12/12 Mini/12 Pro/12 Pro Max
- Apple iPhone 13/13 Mini/13 Pro/13 Pro Max
- Apple iPhone 14/14 Plus/14 Pro/14 Pro Max
- Apple iPhone 15/15 Plus/15 Pro/15 Pro Max
- Samsung Galaxy S20 FE
- Samsung Galaxy S21 FE
- Samsung Galaxy S22/S22+/S22 Ultra
- Samsung Galaxy S23/S23+/S23 Ultra
- Samsung Galaxy S24/S24+/S24 Ultra
- Samsung Galaxy Note 20/20 Ultra

Battery replacement for Smart Protect Mobile plans⁴

- You have unlimited post-warranty battery replacements for an eligible phone.
- If your battery isn't working as it should, take advantage of this benefit by calling **1-877-868-8772** or visit asurion.com/liberty.
- An expert will test your battery and let you know whether it's eligible for replacement.
- They'll also provide you with performance-boosting tips and tricks.

¹**Unlimited Number of Screen and Malfunction Repair Claims:** Select devices are eligible for repair. Visit asurion.com/liberty or call **1-877-868-8772** to check current eligibility. Repairs are available in select locations, based upon parts and technician availability, and other criteria.

Same day repair option depends upon claim approval time, part 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. Some colors of eligible devices are not available.

² Remote technicians are not available in United States Virgin Islands. All repair options may not be available in all locations; repair options are presented at the time of claim approval; subject to technician and parts availability. In most cases, mail-in-repairs are ready within five business days of receipt. Visit asurion.com/liberty to check eligibility and the repair option(s) available in your area.

³ Available for select devices in select areas and is subject to parts and technician availability. Claims must be approved by 8 PM CST. Eligibility is determined at time of claim approval.

⁴ Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after expert diagnostic testing. Available for select devices in select areas.

What you should know before you enroll

Device coverage

Phone – Includes the device and standard battery and, if part of the covered loss, standard battery charger and SIM/eSIM

Wireless home phone – Includes the device plus power cord, backup battery, phone cable and SIM/eSIM

Tablet – Includes tablet and standard battery and, if part of the covered loss, standard battery charger and SIM/eSIM

Connected laptop – Includes laptop and standard battery and, if part of the covered loss, standard battery charger

Watch – Includes device and standard battery and, if part of the covered loss, standard battery charger and SIM/eSim

If you bring your own device

When you activate your own device on the Liberty Mobile network, it may be eligible for device protection.

- You have 30 days to enroll from the date you activated Liberty Mobile wireless service.
- The device must be in good working condition.
- If your device make/model is or has been sold by Liberty Mobile, the applicable deductible/service fee applies. For a device make/model that has never been sold by Liberty Mobile, the deductible/service fee for Device Tier 2 applies.

Replacement options may vary. Not all devices are eligible for enrollment in the program.

Enrollment period

You must **enroll within 30 days** of newly activated Liberty Mobile wireless service or device upgrade except during one of Liberty Mobile's open enrollment periods. You can switch your already-enrolled number to a different plan at any time, if eligible. To enroll, visit your nearest store.

Agreement to terms and conditions

You agree to the Terms and Conditions, including the Coverage Certificate, Service Contract and Terms of Service, when you enroll. Ask a sales representative to print them or you can review them at [asurion.com/liberty](https://www.asurion.com/liberty). Complete Terms and Conditions, including the Coverage Certificate, Service Contract and Terms of Service, will also be sent to you once your mobile number is enrolled in the program.

Electronic communications

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

Coverage is optional

Insurance and service contract coverage is optional and you are not required to enroll in these programs in order to purchase services or equipment. Program enrollment and device repair/replacement authorization shall be at the sole discretion of: Continental Casualty Company, a CNA member 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.

Insurance exclusions and limitations

Smart Protect Mobile for 1: The insurance coverage does contain limitations and exclusions. Loss due to indirect or consequential loss, intentional acts, dishonest acts, fraudulent acts, criminal acts, abuse, technological obsolescence or depreciation, cosmetic damage, accidental damage from handling, unauthorized repair or replacement, pollutants, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, malware, nuclear reaction or radiation, war, governmental action, damage to data, nonstandard external media, and nonstandard software, and failure to reasonably protect the device from any further loss are excluded. All exclusions and limitations can be found in the full terms and conditions.

What you should know before you enroll

Smart Protect Mobile for 4: The insurance coverage contains the same limitations and exclusions as those listed above for Smart Protect Mobile for 1. Additionally, loss caused by power surge and Losses for Non-Connected Covered Property that occur within thirty (30) days from the submission of your request for enrollment are excluded. All exclusions and limitations can be found in the full terms and conditions.

Smart Protect Mobile for 4 – How it works

- One primary eligible device must be connected to a monthly Liberty Mobile post-paid wireless plan (connected device).
- The second, third, and fourth eligible devices can be connected to a monthly Liberty Mobile post-paid plan (including smartphones, and connected tablets or laptops on the same account). They may also be WiFi only tablets that are not connected to a monthly rate plan.
- Your primary connected device is automatically registered at the time of enrollment but your second, third, and fourth devices can be registered later when you file a claim.
- You cannot have more than 4 eligible devices registered at any time.
- 30-day waiting period after enrollment for non-connected devices is required before coverage applies.
- Once a claim is approved, your mobile number (connected device) or device (non-connected device) is registered and will remain registered as one of your four covered mobile number/devices for a period of 12 months.
- After 12 months (from the date of the approved claim), your covered mobile number (connected) or device (non-connected) registration can be changed.
- Each approved claim restarts the 12 month registration period for that mobile number/device.

- Although unlimited, each approved screen repair, battery and out-of-warranty malfunction replacement requires the repaired device to be registered (registration can be changed 12 months from the date of the approved claim).

Smart Protect Mobile Insurance for 1 – similar insurance only coverage is available in select markets for: \$2.25 – Tier 1, \$2.35 – Tier 2, \$2.50 – Tier 3, and \$4.00 – Tier 4.
Smart Protect Mobile Insurance for 4 – similar insurance only coverage is available in select markets for: \$10.00 – Tiers 1 – 4.

Important disclosures

Unless otherwise licensed, Liberty Mobile associates are **not qualified or authorized** to evaluate the adequacy of your existing insurance coverage. Questions regarding this program should be directed to CNA's licensed agent, Asurion Protection Services, LLC. 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. 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 **1.877.868.8772**. The Coverage Certificate is the entire agreement between the insurer and you. Please refer to the Coverage Certificate, Service Contract and Terms of Service for complete terms and conditions of the coverage provided.

For questions, contact: **Mail:** Asurion Protection Services, LLC Iowa License #1001002300, Asurion Protection Services Insurance Agency, LLC Customer Care, P.O. Box 110656, Nashville, TN 37222, CA License #OD63161 **Phone:** **1.877.868.8772**.

For residents of California, Illinois, Indiana and Maryland:

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 **866-445-5364** or online at <https://idoihelpcenter.illinois.gov/s/>.

For residents of Washington:

For WA residents only, we may change the insurance terms and conditions with at least 30 days' notice and we may only cancel for the following reasons and notice: (i) 15 days for fraud or material misrepresentation in obtaining coverage or the presentation of a claim; (ii) 10 days for nonpayment; (iii) immediately for no longer having active service with Liberty Mobile or exhausting your aggregate claim limit; or (iv) 30 days based on a determination by Liberty Mobile 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.

SERVICE CONTRACT: Smart Protect Mobile 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.

FRAUD: Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim on an application containing any false, incomplete, or misleading information is guilty of insurance fraud. In the State of Florida, such conduct is a felony of the third degree.

BINDING ARBITRATION: THE SERVICE CONTRACT AND COVERAGE CERTIFICATE EACH CONTAIN A BINDING AND INDIVIDUAL 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 THE COVERAGE CERTIFICATE (SECTION VII(F) FOR SMART PROTECT MOBILE INSURANCE FOR 1 AND SECTION VIII(G) FOR SMART PROTECT MOBILE INSURANCE FOR 4).

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).

**Get worry-free
protection for
the device you
can't live
without.**



Two ways to file a claim



- ✓ Go to **asurion.com/liberty**
- ✓ Call **1-877-868-8772**
Claims reps are available:
 - Monday through Friday from 8am to 10pm ET
 - Weekends from 9am to 9pm ET
 - Holidays may affect hours of operation.

Be sure you remember:

- File the claim within 60 days of the incident.
- If your device was lost or stolen, contact Liberty Mobile to temporarily suspend service and prevent unauthorized use.
- You will be requested to provide information and documents to support each claim.
- A non-refundable deductible/service fee applies per approved claim.
- If you receive a replacement device, your original device must be returned using the prepaid shipping label provided with your replacement device. Non-return fees of up to \$850 will be added to your wireless bill for failure to return your original device.

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