

# Compare the cost to replace your phone

Phone replacement costs	
Without protection	With protection
	Monthly fees plus:
Current retail price	\$10, \$40, \$75, \$130 or \$250
	Non-refundable replacement deductible based on phone model

You must enroll within 30 days of new activation or upgrade

Today's date: \_\_\_\_\_

ENROLL TODAY

Go to [att.com/prepaidprotection](https://att.com/prepaidprotection)

Call 866.727.1998

See a sales representative for more information

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# Protect your phone

Easy repairs and replacements



As of 7/11/25



# Mobile Insurance for AT&T Prepaid®

Provided by **asurion\***

**\$11<sup>99</sup>**  
MO.  
per enrolled  
number\*\*

## WHAT YOU GET

### Insurance

- Coverage against loss, theft, accidental physical or liquid damage, and out-of-warranty malfunctions for one eligible phone.
- Two screen repair or replacement claims within any consecutive 12-month period.
- As soon as next-day phone replacement.<sup>1</sup>

### Screen Repair

- As soon as same-day \$49 screen repair service for eligible phones in select areas.<sup>2</sup>
- Repair options may include a local authorized repair location or in some areas, a repair technician will come to you.
- Keep your phone. No need to transfer content.
- Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty.

## BRING YOUR OWN PHONE

- When you activate your own phone on the AT&T network, it may be eligible for enrollment in a protection plan. (See page 4 for details.)

# Mobile Protection for AT&T Prepaid®

Provided by **asurion\***

**\$14<sup>99</sup>**  
MO.  
per enrolled  
number\*\*

## WHAT YOU GET

### Everything included in Mobile Insurance for AT&T Prepaid plus:

#### ProTech Support

- Connect with a live expert to get the most from your phone and help with almost any technical issue. Call ProTech at **866.727.1998**  
Chat with ProTech online at **my.asurion.com**

**Hurry!**

You must enroll within 30 days  
of new activation or upgrade.

Go to **att.com/prepaidprotection**  
or call **866.727.1998**.

**Mobile Insurance for AT&T Prepaid and Mobile Protection for AT&T Prepaid are not available to New York customers.**

\*Mobile Protection for AT&T Prepaid includes both Mobile Insurance for AT&T Prepaid and ProTech for AT&T Prepaid. Mobile Insurance for AT&T Prepaid is underwritten by Continental Casualty Company, Chicago, IL, a CNA Company, and administered by Asurion Protection Services, LLC (in Iowa, Lic. #1001002300; in California, Asurion Protection Services Insurance Agency, LLC, Lic. #0D63161; in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA.

\*\*All applicable taxes and surcharges are extra.

<sup>1</sup>See page 4 under Phone Replacement for key terms and conditions.

<sup>2</sup>See page 4 under Screen Repair for key terms and conditions.

<sup>3</sup>There may be limitations on the size of each video that can be backed up and secured.

Key terms and conditions

Monthly Charge**	<p><b>Mobile Insurance: \$11.99/month</b> per mobile number enrolled. Includes insurance coverage only.</p> <p><b>Mobile Protection: \$14.99/month</b> per mobile number enrolled. Includes Mobile Insurance for AT&amp;T Prepaid and ProTech for AT&amp;T Prepaid for one eligible phone.</p>
Payment	Monthly charges and applicable deductible paid by debit or credit card directly to Asurion. Failing to keep your credit or debit card information updated may result in cancellation.
Enrollment Period	Must enroll within 30 days of new activation or purchase of new phone for upgrade.
Insurance Coverage	Phone coverage against loss, theft, accidental physical or liquid damage, and out-of-warranty malfunctions. For coverage to apply to your phone, you must own or lease the phone, and have used the phone (logged use of voice or data) on your wireless number after enrollment. <b>Coverage applies to only one phone at any given time and the covered phone will be your most recently-used phone on your wireless line at the time of the loss. See terms for complete details.</b>
Phone Replacement	Claims fulfilled with a replacement phone and approved by 11 p.m. ET 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. Claims may be fulfilled with a new or refurbished phone, of the same model or other model of like-kind and quality, and may be previously opened, used, refurbished or re-manufactured, and/or may contain original or non-original replacement parts. See <a href="http://att.com/prepaidprotection">att.com/prepaidprotection</a> for details on these phones. Colors, features and accessory compatibility are not guaranteed.
Screen Repair	As soon as same-day repair may be available for eligible phones in select areas. Same-day repair option depends upon claim approval time, parts availability 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, and may contain original or non-original manufacturer parts, and may void the manufacturer warranty. Some phone models may not be eligible for screen repair (ie. Tiers A and B are not eligible for screen repair). For a partial list of eligible phones, see the list of screen repair for eligible phones on page 7 of this brochure. Go to <a href="http://att.com/prepaidprotection">att.com/prepaidprotection</a> to look up eligible phones and available locations, all subject to change at any time.
Bring Your Own Phone	When you activate your own phone on the AT&T network, it may be eligible for enrollment in Mobile Insurance for AT&T Prepaid or Mobile Protection for AT&T Prepaid within 30 days. If the phone make/model is currently or was previously sold by AT&T, the applicable replacement and screen repair deductible tier (based on the Deductible Tier Schedule) for that specific make/model applies for all approved claims. For a non-AT&T phone make/model, Deductible Tier C applies (\$75 deductible). Replacement options will vary. Phone must be in good working condition and may be subject to inspection prior to enrollment.

Claim Limits	Two claims within any consecutive 12 months with a maximum phone value of \$2,000 per occurrence. Screen repairs count towards claim limits.				
Deductibles	A non-refundable deductible will be charged for each approved claim. Deductible amounts are based on deductible tiers. See partial list of eligible phones and associated deductibles on page 8 of this brochure. For a full list of phones and applicable deductibles, call Asurion at 866.727.1998 or go to <a href="http://att.com/prepaidprotection">att.com/prepaidprotection</a> .				
Replacement Deductibles	Tier A \$10	Tier B \$40	Tier C \$75	Tier D \$130	Tier E \$250
Screen Repair Deductibles and Eligible Device Tiers	Tier A Not eligible	Tier B Not eligible	Tier C \$49	Tier D \$49	Tier E \$49
Cancellation Policy	You may cancel your optional insurance coverage at any time and receive a refund of your unearned monthly premium/charges by calling 866.727.1998. We may cancel or change terms by giving you prior written notice as required by law and any unearned premium/charges will be refunded to you.				
Exclusions and Limitations	This insurance coverage does contain limitations and exclusions. Loss caused by indirect or consequential loss, interruption of business, intentional parting with the Covered Property, intentional acts, dishonest acts, fraudulent acts, criminal acts, obsolescence or depreciation in value, cosmetic damage, faulty repair, faulty adjusting, faulty installation, faulty servicing, unauthorized repair, unauthorized replacement, discharge, dispersal or seepage of pollutants, abuse, misuse of the Covered Property, failure to follow the manufacturer's installation, operation, or maintenance instructions, an error or omission in design, manufacturer's recall, mechanical or electrical failure occurring during the term of the manufacturer's warranty, damage to batteries (unless otherwise covered as a Covered Accessory when part of a Loss to other Covered Property), malware, nuclear reaction, radiation, radioactive contamination, war, governmental action or seizure, non-standard software, damage to data, and failure to reasonably protect the phone from further loss. All exclusions and limitations can be found in the full terms and conditions.				
Binding Arbitration Agreement	The Terms and Conditions for phone protection products contain binding Arbitration Agreements which can be obtained by visiting <a href="http://att.com/prepaidprotection">att.com/prepaidprotection</a> . See additional important arbitration information on page 9 of this brochure.				

You agree to the Terms and Conditions, including the Coverage Certificate, when you enroll. Ask a sales representative to print them or you can review them at [att.com/prepaidprotection](http://att.com/prepaidprotection) by selecting Terms and Conditions at the bottom of the page. Complete Terms and Conditions, including the Coverage Certificate, will also be sent to you once your mobile number is enrolled.

# What you need to know

## COVERED EQUIPMENT

- Includes eligible wireless phone, and if part of the covered loss, standard battery, standard battery charger and SIM card.

## DEDUCTIBLES

A non-refundable deductible will be charged at the time of each claim approval to the debit or credit card provided. Replacement deductible amounts vary by deductible tier.

Partial list of eligible phones covered by deductible tier (as of July 2025)		
Deductible Tier	Standard Replacement Deductible	Phones
A	\$10	<ul style="list-style-type: none"><li>• Motorola Moto G 5G 2024</li><li>• Motorola Moto G Pure</li><li>• Samsung Galaxy A15 5G</li><li>• TCL 30 Z</li></ul>
B	\$40	<ul style="list-style-type: none"><li>• AT&amp;T Motivate® Pro 5G</li><li>• Motorola Moto G Power 2024 5G</li><li>• Motorola Moto G Play (2024)</li><li>• Samsung Galaxy A13</li><li>• Samsung Galaxy A16 5G</li></ul>
C	\$75	<ul style="list-style-type: none"><li>• AT&amp;T Fusion 5G</li><li>• Samsung Galaxy A13 5G</li><li>• Samsung Galaxy A14 5G</li><li>• Samsung Galaxy A15 5G</li><li>• Bring Your Own Phone (non-AT&amp;T make/model)</li></ul>
D	\$130	<ul style="list-style-type: none"><li>• Google Pixel 9a</li><li>• Google Pixel 8A 5G</li><li>• Samsung Galaxy A35 5G</li><li>• Samsung Galaxy S23 FE 5G</li><li>• Motorola Moto G Stylus 5G</li></ul>
E	\$250	<ul style="list-style-type: none"><li>• Apple® iPhone® 15, 16, 16e</li><li>• Google Pixel 9</li><li>• Motorola RAZR 2024 5G</li><li>• Samsung Galaxy S24 5G</li><li>• Samsung Galaxy S25 5G</li><li>• Samsung Galaxy S25 Edge 5G</li><li>• Samsung Galaxy Z FLIP6 5G</li><li>• Samsung Galaxy Z FOLD6 5G</li></ul>

\*\*All applicable taxes and surcharges are extra.  
iPhone is a registered trademark of Apple Inc.  
During your enrollment, phones may be moved to different deductible tiers. These changes are updated online. For a complete list of phones and deductibles, go to [att.com/prepaidprotection](https://att.com/prepaidprotection).

## PHONE REPLACEMENT

- A replacement phone will be shipped and, in most cases, delivered the next day.
- Replacement phone may be the same make/model you claim. If not possible, a like-kind make/model will be substituted. Colors, features and accessory compatibility not guaranteed.
- Claims may be fulfilled with new or refurbished phones.

### Partial list of phones eligible for screen repair (as of July 2025)

- Apple® iPhone® 13
- Apple® iPhone® 14
- Apple® iPhone® 15
- Apple® iPhone® 16
- Google Pixel 8
- Google Pixel 9
- Samsung Galaxy A14
- Samsung Galaxy A15
- Samsung Galaxy A35
- Samsung Galaxy S23
- Samsung Galaxy S24
- Samsung Galaxy S25

Eligible phones and available repair locations are subject to change at any time. Newer phone models may not be immediately eligible for screen repair. For current phone eligibility, go to [att.com/prepaidprotection](https://att.com/prepaidprotection).

### How to file a claim

Go to [att.com/prepaidprotection](https://att.com/prepaidprotection) or call **866.727.1998**.  
Claim representatives available Monday – Friday 8 a.m. to 10 p.m. ET; Saturday and Sunday 9 a.m. to 9 p.m. ET.

**Be sure you remember:**

- To file the claim within 60 days from the date of loss.
- If your phone was lost or stolen, contact AT&T to temporarily suspend service and prevent unauthorized use.

**Non-return fee**

If your phone is damaged, or reported lost and 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 damaged or replacement phone as directed by us in the return envelope that we provide to you.

## Important disclosures

### Associate Qualification

Unless otherwise licensed, AT&T 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.

### Duplication of 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.

### Customer Support

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 **866.727.1998**. The Coverage Certificate is the entire agreement between the insurer and you. Please refer to the Coverage Certificate for complete terms and conditions of the insurance coverage provided. For questions, or to obtain a full-size copy of the insurance Coverage Certificate, please contact:

Asurion Protection Services, LLC  
Iowa License #1001002300  
Asurion Protection Services Insurance Agency, LLC  
Customer Care  
P.O. Box 332024  
Nashville, TN 37203  
CA License #OD63161  
**Phone: 866.727.1998**

**For residents of California and Maryland:** The consumer hotline for the California Department of Insurance is **800.927.HELP (4357)**, and the Maryland Insurance Administration hotline is **800.492.6116**.

**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 AT&T Prepaid® or exhausting your aggregate claim limit; or (iv) 30 days based on a determination by AT&T Prepaid 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 six-month period but will provide to each WA policyholder a 30-day advance written notice of any premium or deductible increase.

### 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 Florida, such conduct is a felony of the third degree.

### Agreement to Binding Arbitration

The Terms and Conditions of the phone protection products contain binding Arbitration Agreements that can be obtained by visiting [att.com/prepaidprotection](http://att.com/prepaidprotection) and selecting Terms and Conditions at the bottom. 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 INSTEAD OF THROUGH THE COURTS OF GENERAL JURISDICTION; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND YOUR RIGHTS TO PARTICIPATE IN CLASS ACTIONS OR CLASS OR CONSOLIDATED ARBITRATIONS. EXPRESS STATE EXEMPTIONS MAY APPLY. PLEASE SEE YOUR PROGRAM TERMS AND CONDITIONS.** 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 Mobile Insurance for AT&T Prepaid or Mobile Protection for AT&T Prepaid.

### Electronic Communications

If you have provided, or in the future do provide your email or other electronic address to AT&T or Asurion, we may communicate program information and legal notices with you through electronic means. If an email or other electronic address is not provided, the information will be mailed.

### Insurance is Optional

Mobile Insurance for AT&T Prepaid is optional insurance coverage and you are not required to enroll in Mobile Insurance by AT&T Prepaid in order to purchase services or equipment. Program enrollment and repair/replacement authorization shall be at the sole discretion of Continental Casualty Company, the program administrator, or any other authorized representative of CNA in accordance with the terms of the Coverage Certificate and applicable law.