

## Important Things to Know about Device Protection – Consumer (except NY)



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| Verizon Mobile Protect (VMP) & Verizon Mobile Protect Multi-Device (VMP MD)                                      |   |
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| <b>Consists of</b>   | Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)   |
| <b>Coverage</b>  | Loss, theft, damage (WPP) and post-warranty malfunctions (EW)   |
| <b>Monthly Charge</b>  |   |
| <b>Single Device</b>   | <b>Tier 1 Smartphones and Watches: \$19</b><br><b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$16</b>   |
| <b>Multi-Device</b> (For accounts with lines with eligible devices)  | <b>4-20 lines: \$68.00</b><br><b>3 lines: \$57    2 lines: \$38</b><br>Coverage automatically adjusts based on the number of lines on the account.  |
| <b>Additional Coverage</b> (Only available for accounts with Verizon Mobile Protect Multi-Device 4-20 lines)     | \$12.10/additional registration (consists of WPP and EW)<br>\$9.25 /additional registration in FL (consists of WPP only)<br>Up to 3 additional registrations  |
| WPP (Insurance) Claim Limits   |   |
| <b>Max claim amount</b>  | \$3,000   |
| <b>Single device – max number of claims</b>  | Unlimited   |
| <b>Multi-Device – max number of claims</b>   | Unlimited per registered line<br>VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time<br>VMP MD accounts with 2 lines get 2 registrations<br>In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free |
| <b>Additional Coverage</b>   | 1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free  |
| Wireless Phone Protection (WPP) (Insurance)  |   |
| <b>Coverage</b>  | Loss, theft and damage  |
| <b>Monthly Charge</b>  | <b>Tier 1 Smartphones and Watches: \$7.95</b><br><b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.95</b>   |
| <b>Cracked glass repair deductible</b> (for select smartphones only)   | <b>\$0 cracked screen and back glass repairs</b>  |
| <b>WPP (Insurance) Replacement Deductibles</b> (depending on device; applicable to all options that include WPP) | <b>Loss and theft: \$19/\$99/\$109/\$189/\$229/\$279</b><br><b>Damage: \$99</b> (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)  |
| Verizon Extended Warranty (EW)*  |   |
| <b>Coverage</b>  | Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).   |
| <b>Monthly Charge</b>  | \$4.15  |
| <b>Fees</b>  | \$0 for repairs<br>\$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.  |
| Mobile Secure  |   |

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|--|---|
| <b>Description</b><br>(Not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)   | Tech support and other benefits   |
| <b>Monthly Charge</b>  | <b>Single line: \$6.90</b><br><b>For accounts: 4-20 lines: \$29.60/</b><br><b>3 lines: \$20.25/ 2 lines: \$13.80</b><br><b>Monthly charge automatically adjusts based on the number of lines on the account.</b>  |
| <b>Additional Information</b>  |   |
| <b>Cancellation Policy</b>   | <b>Device protection continues to renew each month until canceled</b> , and is billed directly to your wireless account. You can cancel your optional device protection at any time and receive a prorated refund of your monthly charge. We may cancel your device protection or change terms by giving you prior written notice as required by law. |
| <b>Replacement Devices</b>   | Claims may be fulfilled with new or refurbished devices and may be the same model or another model of like kind and quality. Replacement devices may contain original or non-original replacement parts. Colors, features and accessory compatibility are not guaranteed.   |
| <b>Monthly Charge</b>  | If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion. For details on your monthly charge see brochure.  |
| <b>Other device protection</b>   | Total Equipment coverage (TEC)* consists of WPP and EW and is \$12.10 a month, or \$9.10 a month depending on device.   |
| <b>All applicable taxes and surcharges extra.</b><br><br>*EW and TEC are not available in Florida & for Florida customers. For Florida customers WPP provides coverage for post-warranty malfunctions (damage deductible applies).<br><br>EW is a service contract, separate and distinct from any product/ service warranty which may be provided by the device manufacturer, and does not extend the term of any such product/ service warranty.<br><br>Limitations and exclusions apply. Review complete Terms and Conditions in the brochure, which have an arbitration provision for disputes, including a class action waiver. |   |

#### New York Customers:

If you are a New York customer, ask your sales rep for the New York version of the Important Things to Know about Device Protection.