



### **AT&T Postpaid**

We recognize during these challenging times that you may be directly impacted by the COVID-19 pandemic and we would like to explain benefits which are available to you as an insurance customer enrolled in a device protection program administered by Asurion that includes insurance sold through a wireless carrier.

Customers insured in an AT&T Device protection program may receive premium payment assistance including a flexible repayment schedule, extended grace periods, and a continuation of coverage on any expiring policy. No additional fees will apply. If you have any questions regarding your rights described in this notice, please contact Asurion at 1-877-699-5799. If you are experiencing a financial hardship due to COVID-19 and want billing assistance, please call AT&T Customer Care at 1-800-331-0500. You may also submit a waiver request for late fees at [att.com/waiver](http://att.com/waiver). You must have your user ID and password ready. AT&T Enterprise customers should contact their AT&T Account Team. With your election, you will opt into a repayment grace period.

### **Cricket Wireless**

The information below is being posted for reference only since you have already paid your premium for wireless device protection and do not have an outstanding premium balance.

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Customers insured in a device protection program may receive premium payment assistance including a flexible repayment schedule, extended grace periods, and a continuation of coverage on any expiring policy. No additional fees will apply. If you have any questions regarding your rights described in this notice, please contact Asurion at 1-877-699-5799. If you have questions regarding your wireless bill, please contact 1-800-CRICKET.

### **AT&T PREPAID**

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Customers insured in a device protection program may receive premium payment assistance including a flexible repayment schedule, extended grace periods, and a continuation of coverage on any expiring policy. No additional fees will apply. If you have questions about your device protection, please contact Asurion at 1-877-699-5799. If you have questions regarding your wireless bill, please contact AT&T at 1-800-331-0500.