



## Cox Mobile Protection Plan

When the unexpected happens,  
you can save money  
and get reconnected quickly.

**COX**Môbile

**asurion**



## We've got you covered.

Enroll in the Cox Mobile Protection Plan today and you can save money when the unexpected happens to your phone.

### Worry-free coverage

Missing phone? Happens to the best of us. Phone loss, theft, unrecoverable, and damage protection included for eligible devices.\*

### Additional protection

Accidents happen. No worries. Coverage for malfunctions, drops, spills, and cracked screens included for eligible devices.\*

\* NOTE: Eligibility requirements, restrictions, terms, conditions, apply. See below and review Cox Mobile Protection Plan Terms and Conditions for more details.

<sup>1</sup> Excluding Sunday and subject to parts, location and availability. Provided by the insurance program and the service contract program.

<sup>2</sup> Cracked screen repair is available for select smartphones. Repair options depend on location, parts, and technician availability. Provided by the service contract program.

<sup>3</sup> Available for eligible devices outside of the manufacturer's warranty period that power on but fail to hold an adequate charge after diagnostic testing. Subject to parts, location, and technician availability. Provided by the service contract program.

<sup>4</sup> Video size limitations may apply. To download the Asurion Photos app, go to the App Store or Google Play. Provided by the tech support program.

## Enjoy the benefits:



### As soon as next-day replacement<sup>1</sup>

Replace your eligible lost, stolen, broken, or malfunctioning phone fast and hassle-free.



### Unlimited cracked screen repair<sup>2</sup>

Get \$29 cracked screen repair, per claim for eligible devices. Choose a uBreakiFix® by Asurion or Asurion Tech Repair & Solutions™ location, have a technician come to you, or mail in for repair.<sup>2</sup>



### Unlimited battery replacement<sup>3</sup>

When your phone's not holding a charge like it used to, after diagnostic testing, your device may be eligible for a battery replacement.



### Expert tech support

Get help from our tech experts 7 days a week via chat or phone for help with setup, troubleshooting, and more.



### Photo + cloud storage<sup>4</sup>

Say goodbye to device storage constraints. Back up all your pictures and videos, included with your protection plan.



Scan this QR code with your camera to download the Asurion Photos app.

## Key Terms & Conditions

|  |   |
|--|---|
| <p><b>Cox Mobile Protection Plan**</b></p> | <p><b>Monthly Charge*** (per enrolled mobile number): Tier 1 - \$7; Tier 2 - \$12; Tier 3 - \$15</b><br/>Includes Insurance, Service Contract, and Tech Support.</p>  |
| <p><b>Billing</b></p>                      | <p><b>Your Protection Plan will continue to renew monthly until canceled.</b> Monthly charges are billed to your monthly wireless bill. Applicable deductibles or service fees are paid by credit card at time claim is approved. All applicable taxes and surcharges extra. Offers may be modified or discounted at any time.</p>  |
| <p><b>Covered Incidents</b></p>            | <p><b>Insurance:</b> Loss, theft, unrecoverable, and damage (excluding ADH)<br/><b>Service Contract:</b> Accidental Damage from Handling (ADH) from day 1, and mechanical and electrical breakdowns (malfunction) due to defects in materials or workmanship or normal wear and tear after the manufacturer's warranty expires.<br/><b>Tech Support:</b> Access to tech support to answer virtually any tech question about the associated mobile device – from setup to troubleshooting and more.<br/>For coverage to apply to a mobile device, you must own or lease the device and have used (logged voice or data use) that device on your enrolled wireless line after initial enrollment. Coverage applies to only one device at any given time, and the covered device will be your most recently used device on your wireless line at the time of the loss.</p> |

## Key Terms & Conditions *cont.*

|  |   |
|--|---|
| <p><b>Replacement Device</b></p>                                   | <p>Claims fulfilled with a replacement device and approved by 12 am CT Mon-Sat (10 am Sun) will be shipped and in most cases delivered the next day. Replacement devices may be new or refurbished of the same or like kind and quality model. Phone color, brand, model, and features may be different.</p>  |
| <p><b>Covered Device</b></p>                                       | <p>Includes the wireless device and, if part of the covered loss, standard battery (if removable), standard battery charger, and SIM card.</p>  |
| <p><b>Bring Your Own Device</b></p>                                | <p>When you activate a previously owned, compatible unlocked device on the Cox Mobile network, it may be eligible for enrollment in the Cox Mobile Protection Plan at the time of activation. For previously owned Apple devices, only iPhone 11 or newer models are eligible. The applicable deductibles and service fees for the specific device make/model tier, as assigned under the Cox Mobile Protection Plan, apply for all approved claims. For a full list of devices by tier, call 888-275-5108 or visit <a href="http://phoneclaim.com/coxmobile">phoneclaim.com/coxmobile</a>. Replacement options will vary. Device must be in good working condition and may be subject to inspection prior to enrollment.</p> |
| <p><b>Service Contract: Screen Repair for Eligible Devices</b></p> | <p>As soon as same-day screen repair may be available for eligible devices in select areas. Same-day repair option depends on claim approval time, parts availability, and technician availability. Repairs may use new or refurbished parts, may contain original or non-original manufacturer parts, and may void the manufacturer warranty. For eligible devices, visit <a href="http://phoneclaim.com/coxmobile">phoneclaim.com/coxmobile</a>.</p>  |

|                                       |   |
|---------------------------------------|---|
| <b>Claim Limits</b>                   | <p><b>Insurance:</b> Three (3) claims per consecutive 12-month period. \$3,500 maximum value per claim.</p> <p><b>Service Contract:</b> Three (3) ADH claims (excluding cracked screen repairs) per consecutive 12-month period. \$3,500 maximum value per claim. Claims must be filed within 60 days of the incident.</p>  |
| <b>Cancellation Policy</b>            | You may cancel your optional coverage at any time and receive a refund of your unearned monthly premium/charges.  |
| <b>Arbitration</b>                    | Program coverage contains binding arbitration (express state exemptions may apply; please see your terms and conditions).   |
| <b>Deductibles &amp; Service Fees</b> | <p>A non-refundable deductible or service fee will be charged for each approved insurance or service contract claim. Amounts are based on device tier and claim type. For eligible devices by tier, see the list on page 5. For a full list of devices by tier, call Asurion at 888-275-5108 or visit <a href="http://phoneclaim.com/coxmobile">phoneclaim.com/coxmobile</a>. Please visit <a href="http://phoneclaim.com/coxmobile">phoneclaim.com/coxmobile</a> and refer to your terms and conditions anytime your device changes.</p> |

**\*\* Cox Mobile Protection Plan** is a combination of insurance, service contract, and technical support. The insurance is underwritten by Allianz Global Risks US Insurance Company; Asurion Insurance Services, Inc. (in California, Agent License #0B35141; in Iowa, Agent #1001000131) is the Agent and provides claims servicing under this program. Includes insurance similar to other insurance sold separately for up to \$4.25. The service contract is provided by Asurion Technology Services, Inc., or one of its affiliates. The technical support is provided by Asurion Technology Services, Inc., and Asurion Mobile Applications, LLC.

Terms and conditions are subject to change and contain limitations and exclusions.

The Asurion Privacy Policy is available at [asurion.com/pdf/asurion-app-privacy](http://asurion.com/pdf/asurion-app-privacy).

## Deductibles and Service Fees\*\*\*

A nonrefundable deductible or service fee will be charged at the time of approved claim, payable by credit card. Amounts may vary by tier as determined by device model.

|  | TIER 1<br>\$7/mo | TIER 2<br>\$12/mo | TIER 3<br>\$15/mo |
|--|------------------|-------------------|-------------------|
| <b>INSURANCE DEDUCTIBLES</b>   |                  |                   |                   |
| <b>Lost/Stolen/Unrecoverable</b>   | <b>\$50</b>      | <b>\$180</b>      | <b>\$249</b>      |
| <b>Damage (Excluding ADH)</b>  | <b>\$29</b>      | <b>\$99</b>       | <b>\$99</b>       |
| <b>SERVICE CONTRACT SERVICE FEES</b>   |                  |                   |                   |
| <b>Cracked Screen Repair (ADH)<sup>2</sup></b>   | <b>\$29</b>      | <b>\$29</b>       | <b>\$29</b>       |
| <b>ADH Replacement</b>   | <b>\$29</b>      | <b>\$99</b>       | <b>\$99</b>       |
| <b>Operational Failure – Malfunction</b>   | <b>\$29</b>      | <b>\$99</b>       | <b>\$99</b>       |
| <b>Battery Replacement<sup>3</sup></b>   | <b>\$0</b>       | <b>\$0</b>        | <b>\$0</b>        |
| <b>TECHNICAL SUPPORT</b>   |                  |                   |                   |
| <b>Tech Support</b><br>Click-to-chat support for device setup and troubleshooting              | <b>\$0</b>       | <b>\$0</b>        | <b>\$0</b>        |
| <b>Photo + Cloud Storage<sup>4</sup></b><br>Unlimited, full-resolution photo and video storage | <b>\$0</b>       | <b>\$0</b>        | <b>\$0</b>        |

\*\*\* Prices exclude taxes.

## Key Terms & Conditions *cont.*

### Cracked Screen Repair<sup>2</sup>

- As soon as same-day screen repair with a \$29 service fee per claim for eligible devices.
- Options for eligible smartphones include: repair your eligible smartphone by mail; or you may choose your repair location or have a technician come to you, subject to parts, technician, and location availability.
- Your repaired device comes with a 12-month limited warranty.
- To find current phone eligibility, including newly released models that have been added, go to **phoneclaim.com/coxmobile**.

Eligible devices and available markets are subject to change at any time.

### Replacement Device<sup>1</sup>

- A replacement device will be shipped and delivered as soon as the next day (subject to parts, location and availability).
- The replacement device will be the same make/model you claim, if available. If unavailable, a comparable make/model may be substituted.
- Claims may be fulfilled with new or refurbished equipment.
- Your replacement device comes with a 12-month limited warranty.

## Device Schedule as of 12/22

Below are selected devices that are currently eligible for enrollment. This is not an exhaustive list. For a complete list of covered devices, go to **phoneclaim.com/coxmobile**.

This list may be changed from time to time. Please check **phoneclaim.com/coxmobile** anytime your device changes for your applicable service fees, deductibles, and monthly charge.

#### TIER 1

Samsung Galaxy A03  
Samsung Galaxy A13 5G

#### TIER 2

Apple iPhone 11  
Apple iPhone 12 / 12 Mini  
Apple iPhone 13 128GB / 256GB  
Apple iPhone 13 Mini  
Apple iPhone 14 128GB  
Apple iPhone 14 Plus 128GB  
Apple iPhone SE (2nd and 3rd Gen only)  
Samsung Galaxy A53  
Samsung Galaxy S22

#### TIER 3

Apple iPhone 11 Pro  
Apple iPhone 11 Pro Max  
Apple iPhone 12 Pro  
Apple iPhone 12 Pro Max  
Apple iPhone 13 512GB  
Apple iPhone 13 Pro  
Apple iPhone 13 Pro Max  
Apple iPhone 14 256GB / 512GB  
Apple iPhone 14 Plus 256GB / 512GB  
Apple iPhone 14 Pro  
Apple iPhone 14 Pro Max  
Samsung Galaxy S22+  
Samsung Galaxy S22 Ultra  
Samsung Galaxy Z Flip4  
Samsung Galaxy Z Fold4

## Important Disclosures

### Digital Communications

If you have provided or in the future provide your email or other electronic address to Cox Mobile, Asurion may communicate program information and legal notices with you through electronic means.

### Cancellation Policy

You may cancel your optional coverage at any time by calling Cox Mobile at 800-234-3993 and receive a prorated refund of your unearned monthly charge.

### Coverage Certificate, Service Contract, and Tech Support Terms of Service

The Coverage Certificate, Service Contract, and Technical Support Terms of Service are the entire agreement between you and the insurer or provider company, as applicable, and contain the complete terms and conditions of the coverage. Asurion will send you complete terms and conditions after your enrollment; however, if you would like to review the complete terms and conditions before you enroll, you may ask your sales representative.

### Coverage is Optional

Insurance, Service Contract, and Tech Support coverage is optional, and you are not required to purchase in order to buy Cox Mobile services or devices. Insurance program enrollment and replacement authorization shall be at the sole discretion of Allianz Global Risks US Insurance Company; Asurion Insurance Services, Inc., the plan Agent; or any other authorized representative of Allianz Global Risks US Insurance Company, in accordance with the terms of the Coverage Certificate and applicable law. Service Contract program enrollment and replacement authorization shall be provided by Asurion Technology Services, Inc., or one of its affiliates, in accordance with the terms and conditions of the Service Contract.

### Customer Satisfaction

Asurion Insurance Services, Inc., and Allianz Global Risks US Insurance Company 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 888-864-0428. For Residents of California, Indiana, Maryland and



Illinois: Consumer hotlines in your state 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 Department of Insurance 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 877-527-9431, or online at <https://mc.insurance.illinois.gov/messagecenter.nsf> (online form) or <https://insurance.illinois.gov/Complaints/PropertyCasualtyComplaintForm.pdf> (printable format).

## **Dispute Resolution/ Binding Arbitration**

The Coverage Certificate, Service Contract, and Technical Support Terms of Service contain a binding and individual Arbitration Agreement, which will be sent to you as part of the Coverage Certificate, Service Contract, and Technical Support Terms of Service. You can also obtain a complete copy of the Arbitration Agreement by visiting **[phoneclaim.com/coxmobile](http://phoneclaim.com/coxmobile)**.

You should read the Arbitration Agreement carefully and completely, since it affects your rights.

**The Arbitration Agreement requires you to (1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL CLAIMS**

**COURT ACTIONS INSTEAD OF THROUGH COURTS OF GENERAL JURISDICTION; AND (2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTIONS OR ARBITRATIONS.** Arbitration is more informal than a lawsuit in court, and it uses a neutral arbitrator instead of a judge or jury. The Arbitration Agreement allows arbitration proceedings to take place in the county of your billing address and requires that those proceedings be administered by the American Arbitration Association ("AAA") in accordance with their Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes. You can learn more about the AAA and those rules by visiting [www.adr.org](http://www.adr.org). The Arbitration Agreement does not prevent you from informing federal, state, or local agencies of any dispute, since they may be able to seek relief on your behalf. If you do not want to submit disputes to binding and individual arbitration or you do not agree to any other provision of the Arbitration Agreement, you should contact Cox Mobile at 800-234-3993 to cancel your Cox Mobile Protection Plan coverage. You will receive a prorated refund of any amounts paid for that coverage.

## Non-Return Fee

If your device is damaged, or malfunctioning, or if your lost device is later found, you can avoid non-return fees of up to \$2,000 (the fee is based on the cost of the claim to the insurance or obligor company) by simply returning the device as directed by us in the return envelope that we provide to you.

## 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 note does not apply.

## 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.

## Associate Qualifications

Unless otherwise licensed, Cox Mobile associates are not qualified or authorized to evaluate the adequacy of your existing insurance coverage. Questions regarding this plan should be directed to Allianz Global Risks US Insurance Company's licensed agent, Asurion Insurance Services, Inc.

## Insurance Limitations and Exclusions

The insurance coverage contains limitations and exclusions. Loss caused by indirect or consequential loss, intentional acts, obsolescence, cosmetic damage, faulty repair, unauthorized repair or replacement, discharge, dispersal or abuse, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, accidental damage from handling, damage to batteries (unless otherwise covered as part of an Included 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. Complete exclusions and limitations can be found in the full terms and conditions.



## **Agreement to Terms and Conditions**

You agree to Terms and Conditions, including the Coverage Certificate/Policy, the Service Contract, and the Technical Support Terms of Service, when you enroll. Your sales representative can print them at your request.

You can also print them directly from [phoneclaim.com/coxmobileterms](http://phoneclaim.com/coxmobileterms).

## **Notice for Washington Residents**

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 Cox Mobile or exhausting your aggregate claim limit; or (iv) 30 days based on a determination by Cox 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.

If you have questions or concerns about the actions of your insurance company or agent, or would like information on your rights to file an appeal, contact the Washington state Office of the Insurance Commissioner's consumer protection hotline at 800-562-6900 or visit [www.insurance.wa.gov](http://www.insurance.wa.gov). The insurance commissioner protects and educates insurance consumers, advances the public interest, and provides fair and efficient regulation of the insurance industry.



## To file a claim

Device lost, stolen, damaged, or not working? No problem.

Visit **asurion.com/coxmobilesupport**, available 24/7, or call **888-275-5108** daily 7 am to 11 pm CT.

*NOTE: Holidays may affect hours of operation.*

If your device was lost or stolen, remember to call Cox at 800-234-3993 to suspend your service.

## How does it work?

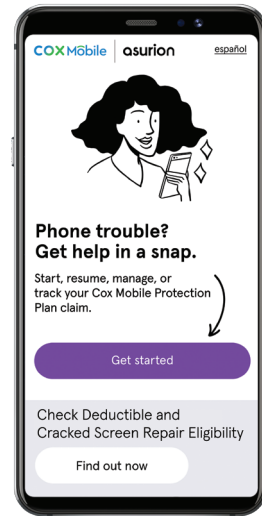
### To enroll

Visit a Cox Store or call **800-234-3993**.

### If you have a tech support question

From setup to troubleshooting, access our tech experts 24 hours a day, 7 days a week by:

- Calling **888-275-5108**
- Visiting **asurion.com/coxmobilesupport** or scanning the QR code below with your camera



## Information to have handy:

- Your mobile number
- Credit card for deductible or service fee
- Device manufacturer, make, and model
- Date and cause of loss/damage

*You must file the claim within 60 days of the incident.*

Enjoy knowing  
**we have you  
covered.**

**asurion**



13 million reviews & growing

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**A+ Rating**

BBB Accredited



**Cox Part Number 512-0069**

Limitations and exclusions apply.  
See associate for Terms and Conditions.

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