

Verizon Business Complete

**Simplifying operations
while keeping employees
productive**



See inside for full details on Verizon Business Complete.
Not available in New York or for New York customers.

verizon[✓]

asurion

In business, there is no time for downtime

Verizon Business Complete is a comprehensive mobile phone service that provides your business with a phone, unlimited talk, text and premium data.* Plus, enjoy 24/7 support and coverage for loss, theft, and damage – all for one low monthly price.

Verizon Business Complete frees up valuable business resources by providing direct support for smartphone onboarding, off-boarding, and any technical support issues with your phone. Your business stays in control with included Mobile Device Management to set and manage security policies and application deployments to your mobile devices.

It's simple to get started, just pick the phone that's right for you.

For more information regarding which Verizon Business Complete plan is right for you, please visit www.asurion.com/verizon/business-complete

Verizon Business Complete Preferred \$80/mo.¹

New top-tier flagship smartphones

For Initial Rental Devices Only

Verizon Business Complete Standard \$65/mo.²

Certified pre-owned smartphones

For Initial Rental Devices Only

* Plan includes 5G Nationwide which is available in 2,700+ cities. Plan also includes 5G Ultra Wideband (UW) which is available only in parts of select cities. 5G Nationwide & 5G UW access require a 5G capable device operating inside 5G coverage areas. Unlimited 4G LTE, 5G Nationwide & 5G UW data; in times of congestion, your smartphone & mobile hotspot 4G LTE & 5G Nationwide data may be temporarily slower than other traffic (only after 50 GB/line/mo). Downloads over 5G UW, uploads initially over 4G LTE, but will not count toward premium network access. Not available for machine-to-machine services. Mobile hotspot/tethering reduced to speeds up to 600 Kbps (4G LTE & 5G Nationwide) and 3 Mbps (5G UW) after 25 GB/line/mo of data. 4G LTE & 5G Nationwide video streaming at 480p with 720p option (activation required); 4K with 5G UW. Domestic data roaming at 2G speeds, int'l data reduced to 2G speeds after 500 MB/day. You may use your device while traveling in Canada and Mexico, but if more than 50% of your talk, text or data usage in a 60-day period is in Canada or Mexico, use of those services in those countries may be removed or limited.

¹ All applicable taxes and surcharges extra. Verizon Business Complete Preferred consists of Verizon Business Core Mobile Bundle Preferred (phone rental, service plan, data and technical support) and Wireless Phone Protection for Verizon Business Complete, both available separately. The monthly charge for Verizon Business Core Mobile Bundle Preferred is \$73.10 plus applicable taxes. For further information on Wireless Phone Protection for Verizon Business Complete, please see the Summary of key terms panel.

² All applicable taxes and surcharges extra. Verizon Business Complete Standard consists of Verizon Business Core Mobile Bundle Standard (phone rental, service plan, data and technical support) and Wireless Phone Protection for Verizon Business Complete, both available separately. The monthly charge for Verizon Business Core Mobile Bundle Standard is \$58.10 plus applicable taxes. For further information on Wireless Phone Protection for Verizon Business Complete, please see the Summary of key terms panel.



Protection, support and more

Verizon Business Complete provides coverage for loss, theft, and damage (including liquid).



Same-day delivery, activation and setup

Get your replacement smartphone the same day.³



Unlimited same-day cracked screen repair

Get your screen fixed as soon as the same day for no additional cost.⁴

The above benefits are available for select smartphones, subject to inventory/parts availability.

Verizon Business Complete also provides device assistance and support.



Unlimited laptop health checkups

Keep laptops in shape with PC tune-ups, diagnostics to identify issues, and help removing viruses at a convenient repair location near you.⁵



Unlimited device refresh

Promote longer device life with deep cleanings and unlimited diagnostics designed to help you improve speed, performance and battery life.⁶

³ Available for approved Wireless Phone Protection for Verizon Business Complete insurance claims for select smartphones in certain locations, which are subject to change at any time. Contingent on a number of criteria, including claim approval time, customer location and technician/inventory availability. Eligibility determined at time of claim approval. Replacement device could be new or refurbished. The Same Day Delivery and Setup benefit is provided by Verizon Business Core Mobile Bundle.

⁴ Select smartphones that only have a cracked front screen are eligible for cracked screen repair (smartphones with damage to the back glass or other damaged components beyond front glass are not eligible for cracked screen repair). Subject to parts availability, in select locations, which are subject to change at any time. Availability of same-day repair depends on criteria such as claim approval time and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Eligibility for cracked screen repair will be determined at time of claim approval. Visit phoneclaim.com/verizon to check current device eligibility. This benefit is provided by Wireless Phone Protection for Verizon Business Complete.

⁵ Available in select locations and for select laptops, which are subject to change at any time. Laptop health checkups are limited to diagnostic exams only, and do not include troubleshooting, triage, repair or replacement services. Anti-virus software installation, scanning and virus removal (if applicable) will also be provided. This benefit is provided by Verizon Business Core Mobile Bundle.

⁶ Device sanitization is only available in select locations, which are subject to change at any time. Availability of device sanitization is for most smartphones and is contingent on certain criteria, including device type and technician availability. Device performance checks are a web-based service. These services are diagnostic only and do not include troubleshooting, triage, repair or replacement services. These benefits are provided by Verizon Business Core Mobile Bundle.



Summary of key terms and conditions for Wireless Phone Protection for Verizon Business Complete

Verizon Business Complete consists of 1) Wireless Phone Protection for Verizon Business Complete and 2) Verizon Business Core Mobile Bundle (each available separately).

For more information regarding which Verizon Business Complete plan is right for you, please visit www.asurion.com/verizon/business-complete

Wireless Phone Protection for Verizon Business Complete⁷

Coverage	Loss, theft and damage
Monthly Charge⁸	\$6.90
Insurance Replacement Deductibles for Loss and Theft	\$189/\$229/\$279 (depending on device model)
Insurance Replacement Deductible for Damage	\$99
Cracked Screen Repair⁴ Deductible	\$0 (available for select smartphones and subject to parts availability)
Insurance Claim Limit	2 in 12 months (excluding cracked screen repairs, which are unlimited). Device claim maximum is \$3,000.
Cancellation Policy	Wireless Phone Protection for Verizon Business Complete continues to renew each month until canceled , and is billed directly to your wireless account. You can cancel your coverage at any time and receive a prorated refund of your monthly charge. We may cancel your coverage or change terms by giving you prior written notice as required by law.
Replacement Devices	Claims may be fulfilled with new or refurbished equipment and may be the same model or another model of like kind and quality. Replacement equipment may contain original or non-original replacement parts. Colors, features and accessory compatibility are not guaranteed.

All applicable taxes and surcharges extra.

⁷ Lost, stolen or damaged device replacements are provided by Wireless Phone Protection for Verizon Business Complete, which is insurance coverage underwritten in Georgia by LM General Insurance Company (Boston, MA), in Indiana by Indiana Insurance Company (Boston, MA), in Louisiana by Liberty Personal Insurance Company (Boston, MA), in New Jersey by Liberty Mutual Mid-Atlantic Insurance Company (Boston, MA), and in all other states by Liberty Insurance Underwriters Inc. (Boston, MA) or one of its insurance company affiliates. Asurion Insurance Services, Inc. (in California, Agent License #0B35141; in Iowa, Agent License #1001000131), is the Agent and provides the claims servicing under this program.

⁸ For customers who elect insurance coverage, the monthly insurance premium may include fees payable to Verizon and/or Asurion. Deductible depends on device model. See phoneclaim.com/verizon for a complete list of devices with applicable deductible tiers.



Deductible amounts

The deductible schedule may change from time to time.

Replacement deductibles for loss and theft for select smartphones:

Verizon Business Complete Preferred

\$229 Apple® iPhone® 14 128GB

\$189/\$279 No devices at this time

Verizon Business Complete Standard

\$229 Apple® iPhone® 13 128GB

\$189/\$279 No devices at this time

All deductibles are non-refundable, and per approved claim.

If you don't see your device, go to phoneclaim.com/verizon or call 1.888.881.2622.

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Important information

For approved insurance claims, a repair or replacement smartphone will be provided at our discretion.

Replacement Smartphones: It is our goal to provide you with a replacement smartphone that is the same color and has the same features, but this cannot be guaranteed. If the same make and model you claim is not available, a similar make and model will be substituted. Your replacement smartphone could be new or refurbished and may contain original or non-original replacement parts. You may also receive standard accessories with lost or stolen claims.

Covered Accessories: The following accessories are covered at the time of loss: one standard battery (attached to the wireless smartphone at the time of loss) and one standard home charger.

Optional Insurance Coverage: Verizon Business Complete includes insurance coverage; however, you don't need to purchase insurance coverage to rent your Verizon smartphone and activate your Verizon service.

Duplication of Coverage: You may already have coverage under your homeowners insurance or other means.

Sales Representative Qualifications: Unless otherwise licensed, Verizon sales representatives are not qualified or authorized to evaluate the adequacy of your existing insurance coverages.

Electronic Communications: If you have provided or in the future provide your email or other electronic address to Verizon, then Asurion or its partners involved in administering this program may send you program Terms and Conditions and legal notices through electronic means. These communications will be sent to the last electronic address Verizon has on file, unless prohibited by state law. If an email address is not provided, this information will be mailed to you. Legal notices will not be sent to New York customers via email.

Covered Property: Your coverage applies to the smartphone associated with an active rental agreement, which you enrolled in Verizon Business Complete. Please see the sample list of smartphones in this brochure.

Binding Arbitration: WHILE WE TRY TO RESOLVE DISPUTES, THE INSURANCE POLICY CONTAINS A MANDATORY BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN SECTION G.1. OF THE POLICY.


Insurance Exclusions and Limitations: Coverage contains limitations and exclusions including: loss or damage caused by governmental authority; nuclear hazard; war; delay or loss of use; electrical and mechanical breakdown; dishonest or criminal acts; obsolescence; recall or design defect; cosmetic damage; covered

under warranty; late claims; programming; repair work; virus; voluntary parting; intentional loss or damage; pollution; fees or charges; failure to mitigate; and vermin. See terms and conditions for full list of exclusions and limitations.

Non-Return Fee: If you receive a replacement smartphone, your original smartphone must be returned to us (unless it has been lost or stolen) using the prepaid shipping label provided with your replacement smartphone. Under the insurance program, a Non-Return Fee based on the cost of the claim to Liberty Insurance Underwriters Inc. may be charged for your failure to return your original smartphone.

For Residents of California, Indiana, Maryland and Illinois: Consumer hotlines in your state for the California Department of Insurance is 1.800.927.HELP (4357); for the State of Indiana Department of Insurance is 1.800.622.4461; and for the Maryland Department of Insurance is 1.800.492.6116. The Illinois Department of Insurance can be contacted by mail at 320 W. Washington St., Springfield, IL 62767, by phone at 1.877.527.9431 or online at <https://mc.insurance.illinois.gov/messagecenter.nsf> (online form) or <https://insurance.illinois.gov/Complaints/PropertyCasualtyComplaintForm.pdf> (printable format).

For Washington 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 Verizon or exhausting your aggregate claim limit; or (iv) 30 days based on a determination by Verizon 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 Washington policy holder a 30-day advance written notice of any premium or deductible increase.

 **To view the Wireless Phone Protection for Verizon Business Complete Terms and Conditions, you may do one of the following before you enroll:**

Visit Terms and Conditions

1. View and download online at www.asurion.com/verizon/business-complete
2. Ask your sales representative or
3. Call [1.800.256.4646](tel:18002564646)

We will also provide you these Terms and Conditions after enrollment.

File an insurance claim

If you damage your smartphone or it goes missing, get help fast and get back to business. Just head over to the online claims portal to get started:

Visit phoneclaim.com/verizon

Visit claims portal

Or give us a call: [1.888.881.2622](tel:1888.881.2622)

While traveling internationally: [1.615.647.3364](tel:1615.647.3364)



NOTE: Contact Verizon immediately at 1.800.922.0204 to suspend your wireless service if your device is lost or stolen. All claims must be made within 90 days of incident.

Fraud: Any person who, knowingly and with intent to injure, defrauds or deceives 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.

Questions regarding this program should be directed to Liberty Insurance Underwriters Inc.'s licensed agent, Asurion Insurance Services, Inc. at 1.888.881.2622.

Signing up for an insurance plan is easy

You are eligible to enroll in Wireless Phone Protection for Verizon Business Complete within the first 30 days of device activation.

Ways to join:

- See your Verizon sales representative today
- Call [1.800.922.0204](tel:18009220204)

Once your eligibility is verified, the monthly charge will be added to your Verizon bill. Insurance coverage is effective upon enrollment and upon activation and use (text, data, calls on the Verizon network) on the enrolled smartphone associated with an active rental agreement.

Experiencing a problem with your smartphone?

If you're having a problem with your smartphone, just contact us at 888.881.2622 from a different phone. We'll diagnose the issue with you right over the phone. If we can't resolve the problem and it is caused by a manufacturing defect/malfunction, we'll send you a replacement. For limitations and restrictions, refer to the Verizon Business Complete Rental Agreement.

Who is Asurion?

Verizon Business Complete is offered in conjunction with Asurion, a trusted provider for total tech protection, support and more.

For more than 20 years, Asurion has helped over 300 million people unlock the power of their technology, making their lives easier and their tech a lot more amazing.

asurion



4.8 AVG

13 million reviews & growing*

*2020 Asurion Data, based on overall customer satisfaction survey data from 2013-2020