

# AT&T Protect Advantage Program Changes

**New benefit, deductibles,  
and price increases**

See details on upcoming program changes inside.

View terms and conditions effective October 20, 2025  
at [phoneclaim.com/att](https://phoneclaim.com/att)

This document supplements the Protect Advantage brochure. For complete program details, please refer to this document, the Protect Advantage brochure, and the program terms and conditions.

Not applicable for New York customers. The plan changes effective October 20, 2025 are presented in a separate brochure insert document for customers in New York. If your account address is in New York state, please request that document.

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**AT&T**

**asurion**

Current Plans		Plans Effective October 20, 2025	
Plan Names and Monthly Charges for 1 Eligible Device			
<b>Plan Names:</b> Protect Advantage for 1 and Protect Advantage for Business for 1 <b>Monthly Charge*:</b> \$14: Device Tiers 1 & 2 \$17: Device Tiers 3 & 4		<b>Plan Names:</b> Protect Advantage and Protect Advantage for Business <b>Monthly Charge*:</b> \$16: Device Tiers 1 & 2 \$19: Device Tiers 3 & 4 \$25: Device Tiers 5 & 6	
Plan Names and Monthly Charges for Plans That Cover Multiple Devices			
<b>Plan Name:</b> Protect Advantage for 4 <b>Monthly Charge:</b> \$50*		<b>Plan Name:</b> Protect Advantage Multi-Device <b>Monthly Charge:</b> \$50*	
<b>Plan Name:</b> Protect Advantage for Business for 4 <b>Monthly Charge*:</b> \$50 for up to 4 eligible devices		<b>Plan Name:</b> Protect Advantage for Business Multi-Device <b>Monthly Charge*:</b> (Choose your Tier) Tier A: \$50 for up to 4 eligible devices Tier B: \$125 for up to 11 eligible devices Tier C: \$175 for up to 16 eligible devices	
Deductibles and Service Fees for Connected Devices (All Plans)			
<b>Replacement:</b> Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4: \$275 <b>Repair:</b> Eligible devices in Tiers 1-4: \$0		<b>Replacement:</b> Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4: \$275; Tier 5: \$300; Tier 6: \$400 <b>Repair:</b> Eligible devices in Tiers 1-6: \$0	
Photo Storage App (All Plans)			
Access to AT&T Photo Storage app		AT&T Photo Storage app and service will be discontinued	

\*The monthly charge includes the cost of insurance provided in the program.

## New Benefit (All Plans)

**Same Day Pickup<sup>2</sup>:** A limited number of replacement devices will be available in select uBreakiFix<sup>®</sup> powered by Asurion stores and may be available for same-day pickup for customers within an available service area. Devices and locations are subject to change at any time in our discretion. Availability will be determined at the time of claim approval.

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## Device Tier Changes for New Plans

Effective 10/20/25, certain devices will move to a new Device Tier 5 or Device Tier 6 as shown below. This will increase the replacement deductible/service fee for these devices. For complete information regarding your device, go to [phoneclaim.com/att](https://phoneclaim.com/att)

**Device Tier 5:** Samsung Galaxy Z Flip3 5G / Z Flip4 / Z Flip5 5G / Z Flip6, Motorola razr+ 2024

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**Device Tier 6:** Samsung Galaxy Z Fold3 5G / Z Fold4 / Z Fold5 5G / Z Fold6, Google Pixel 7 Fold

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## Additional Information for All Plans (No Changes)

**Claim Limits:** Unlimited number of claims, with each claim limited to \$3,500.

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### **Covered Incidents:**

**Insurance:** Loss, theft and damage (excluding accidental damage from handling).

**Service Contract:** Accidental damage from handling and out-of-warranty malfunctions.

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**Replacement Devices:** Replacement devices may be new or refurbished of the same or a like kind and quality model. Phone color, brand, model and features may be different. Compatibility of accessories is not guaranteed.

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**Cancellation Policy:** Coverage auto-renews monthly until cancelled. You can cancel your optional coverage at any time by calling 888.562.8662 and you will receive a prorated refund of any unearned monthly premium/charges.

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**Arbitration:** The Terms and Conditions for device protection products contain binding Arbitration Agreements, which can be obtained by visiting [asurion.com/att](https://asurion.com/att).

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Asurion may send you program communications, including legal notices and terms and conditions, electronically using the last email address on file with AT&T, the mobile number identified in the AT&T system as the account owner, and/or any other email address or mobile number you provide to AT&T or Asurion, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

# Continue enjoying these benefits as a Protect Advantage customer:



**Unlimited number of claims**



**\$0 service fee screen repair, for eligible devices<sup>1</sup>**



**Same-day replacement and setup<sup>2</sup>**



**ProTech expert support**



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



**And more!**

<sup>1</sup> Select devices are eligible for repair. Visit [phoneclaim.com/att](https://phoneclaim.com/att) for current list of eligible devices. Repairs are available in select locations, based upon parts and technician availability, and other criteria. If a device requires multiple types of repair, for example cracked screen and back glass repair, the device must qualify as an eligible device for each of the needed repairs, or the device will be replaced (replacement deductible/service fee applies).

<sup>2</sup> Same Day Replacement: Available for select devices in select areas and is subject to parts and technician availability. For Same Day Delivery, claims must be filed and approved by 4 pm. For Same Day Pickup, claims must be filed and approved by 5 pm. Eligibility is determined at the time of claim approval and is contingent on certain criteria.

<sup>3</sup> Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after diagnostic testing. Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.

Protect Advantage for 1 or 4 and Protect Advantage for Business for 1 or 4 are a combination of Protect Insurance for 1 or 4, Protect Service Contract for 1 or 4, and ProTech. Protect Advantage and Protect Advantage for Business are a combination of Protect Insurance, Protect Service Contract, and ProTech. Protect Advantage Multi-Device is a combination of Protect Insurance Multi-Device, Protect Service Contract Multi-Device, and ProTech. Protect Advantage for Business Multi-Device is a combination of Protect Insurance for Business Multi-Device, Protect Service Contract for Business Multi-Device, and ProTech. Protect Insurance for 1, Protect Insurance for 4, Protect Insurance, Protect Insurance for Business Multi-Device and Protect Insurance Multi-Device are underwritten by Continental Casualty Company, a CNA company (CNA), Chicago, IL, and administered by Asurion Protection Services, LLC (in Iowa, Lic. #1001002300, in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #0D63161, in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. Protect Service Contract for 1, Protect Service Contract for 4, Protect Service Contract, Protect Service Contract for Business Multi-Device and Protect Service Contract Multi-Device are provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. Protect Service Contract for 1, Protect Service Contract for 4, Protect Service Contract, Protect Service Contract for Business Multi-Device and Protect Service Contract Multi-Device are service contracts that are separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.