

Important Things to Know about Device Protection – Consumer New York



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Verizon Mobile Protect (VMP) & Verizon Mobile Protect Multi-Device (VMP MD)	
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	
Single Device	Tier 1 Smartphones and Watches: \$19 Tier 2 Smartphones, Watches and Tablets: \$19 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$16
Multi-Device (For accounts with lines with eligible devices)	4-20 lines: \$68.00 3 lines: \$57 2 lines: \$38 Coverage automatically adjusts based on the number of lines on the account.
Additional Coverage (Only available for accounts with Verizon Mobile Protect Multi-Device 4-20 lines)	\$12.40/additional registration (consists of WPP and EW) Up to 3 additional registrations max
WPP (Insurance) Claim Limits	
Max claim amount	\$3,000
Single device – max number of claims	Unlimited
Multi-Device – max number of claims	Unlimited per registered line VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time VMP MD accounts with 2 lines get 2 registrations In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free
Additional Coverage	1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free
Wireless Phone Protection (WPP) (Insurance)	
Coverage	Loss, theft and damage
Monthly Charge	Tier 1 Smartphones and Watches: \$8.25 Tier 2 Smartphones, Watches and Tablets: \$5.25 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25
Cracked glass repair deductible (for select smartphones only)	\$0 cracked screen and back glass repairs
WPP (Insurance) Replacement Deductibles (depending on device; applicable to all options that include WPP)	Loss and theft: \$19/\$49/\$99/\$149/\$249 Damage: \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)
Verizon Extended Warranty (EW)*	
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).
Monthly Charge	\$4.15
Fees	\$0 for repairs \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.
Mobile Secure	
Description	Tech support and other benefits

(not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)	
Monthly Charge	Tier 1: \$6.60; Tier 2: \$9.60; Tier 3: \$7.60 For accounts: 4-20 lines: \$33.85/ 3 lines: \$22.85/ 2 lines: \$13.80 Monthly charge automatically adjusts based on the number of lines on the account.
Additional Information	
Cancellation Policy	Device protection continues to renew each month until canceled , 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.
Replacement Devices	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.
Monthly Charge	If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion.
Other Device Protection	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$12.40/\$9.40/\$8.40 per month, depending on device.

All applicable taxes and surcharges extra.

*EW and TEC are not available in Florida & for Florida customers. For Florida customers WPP provides coverage for post-warranty malfunctions (damage deductible applies).

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.

Limitations and exclusions apply. Review complete Terms and Conditions in the brochure, which have an arbitration provision for disputes, including a class action waiver.

Nationwide Customers: If you are not a New York customer, ask your sales rep for the Nationwide version of the Important Things to Know about Device Protection.