

## Other important information about the XFINITY Mobile Protection Plan

- We will provide you with a copy of the XFINITY Mobile Protection Plan Terms and Conditions with full details on benefits, exclusions and deductibles when you enroll in the plan. Terms and Conditions are provided in English.
- XFINITY Mobile employees are not fully licensed insurance agents.
- XFINITY Mobile receives compensation for services performed in connection with this program.
- The XFINITY Mobile Protection Plan may duplicate other coverages you may have, such as homeowner's or renter's insurance. The XFINITY Mobile Protection Plan would cover you before any other insurance and would be primary to any other insurance. XFINITY Mobile and its employees are not qualified or authorized to assess the adequacy of your existing coverages. You may check with your licensed agent for your own insurance assessment.
- **Electronic document delivery:** Receive your XFINITY Mobile Protection Plan Terms and Conditions electronically by supplying your email address and consent at the point of enrollment.
- **Pocket Geek:** You may download the Pocket Geek app and register to take advantage of the Locate feature, which is provided by a third party. Availability and features may vary by device and operating system. Data charges may apply. Pocket Geek®, Assurant® and Geek Tips® are service marks of Assurant, Inc. registered in the U.S. and other countries; Geek Tools<sup>SM</sup> is a service mark of Assurant, Inc. Pocket Geek is not an insurance product or a service contract.
- **Term:** Coverage starts on the day you enroll. This is a monthly renewable plan and must be paid on a monthly basis or coverage will terminate for non-payment.
- **Cancellation:** You can cancel your optional coverage at any time by calling XFINITY Mobile at (888) 936-4968. Upon notification, cancellation will be immediate and you will receive a refund in accordance with the XFINITY Mobile Protection Plan Terms and Conditions.
- **Provider information:** Property insurance coverage (for lost or stolen) is underwritten by American Security Insurance Company, NAIC 42978; principal address: 260 Interstate North Circle, SE Atlanta, GA 30339; (305) 253-2244; jurisdiction: Washington D.C. and all states in the United States except NH; domicile: DE. In NH, the underwriter is Standard Guaranty Insurance Company. The service contract provider is Federal Warranty Service Corporation in all states except CA, where the provider is Sureway, Inc.; in FL, where the service contract provider is United Service Protection, Inc.; and OK, where the service contract provider is Assurant Service Protection, Inc. The address and phone number of each service contact provider is P.O. Box 105689, Atlanta, GA 30348-5689; (855) 884-9771. These companies operate under the trade name of Assurant. For CA customers, the California Department of Insurance consumer hotline is (800) 927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is (800) 492-6116. In UT, coverage for this plan is provided under form number EWPP0006S-0116. To request a sample of state-specific coverage documents prior to purchasing coverage, call (855) 884-9771. The monthly charge for Xfinity Mobile Protection Plan includes the cost of insurance provided in the program.
- **Administrator information:** The XFINITY Mobile Protection Plan is administered by The Signal. The Signal CA license is 0D79676. CA licensee's address and phone number are 676 Swedesford Rd, Suite 300, Wayne, PA 19087; (610) 341-1300.



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The information in this brochure applies to the XFINITY Mobile Protection Plan offering in all states except New York, where coverage is not available to residents.

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**xfinity**mobile

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## Plan benefits

- AppleCare Services
  - i. Your plan gives you access to these AppleCare Services:<sup>1</sup>
    - Service at Apple Stores and Apple Authorized Service Providers
    - Apple-certified repair or replacement with Express Replacement Service
    - 24/7 priority access to Apple experts via chat or phone
    - Software support for iOS, iCloud and Apple-branded iOS apps
- Accidental damage and loss or theft
  - i. If your phone is accidentally damaged (drops, spills, cracks), your plan allows you to get your phone repaired or replaced, with a deductible.
  - ii. If your phone is lost or stolen, your plan allows you to get a replacement device, with a deductible.
  - iii. Your plan includes two accidental damage, or loss or theft, claims in a rolling 12-month period, not to exceed \$1,500 each.
- Hardware service
  - i. You are covered if your device has a mechanical or electrical breakdown, with no deductible.
- Personal TechPro
  - i. You have unlimited access to Personal TechPro<sup>2</sup> specialists, who can help you connect with and manage your other smart devices.
  - ii. Call **(855) 884-9771** to reach a specialist (9 a.m. - 11:59 p.m. EST, 7 days a week).<sup>3</sup>
  - iii. You can also reach specialists by tapping the Live Help icon in the Pocket Geek app.
- Early upgrades without fees
  - i. XFINITY Mobile Protection Plan customers are eligible to upgrade their phone every 12 months with no early-upgrade fees.<sup>4</sup>
- The plan covers the device and the standard charger, standard battery and SIM card (if applicable to your device).



1. You are eligible for AppleCare Services during the first 24 months, from the date you purchase the device from XFINITY Mobile and enroll in XFINITY Mobile Protection Plan, and as long as your XFINITY Mobile Protection Plan coverage remains uninterrupted. Once your Apple device is no longer eligible for AppleCare Services, our obligations to you under the service contract will be provided by another authorized provider.
2. Personal TechPro is not an insurance product or service contract and is part of the XFINITY Mobile Protection Plan.
3. **Personal TechPro specialists are not available on these days:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
4. **Upgrades:** You are eligible for this benefit 12 months after the purchase of your device. Service plan with financed device required. Must have paid at least 50% of your device cost to be eligible for upgrades. You must also be current with your scheduled Device Payment Plan payments and your wireless service payments. Trade-in of an eligible device in good working order required. Upgrades from XFINITY Mobile; trade-in benefits through CWork Solutions, LP. Program fees paid to CWork Solutions, LP.

## Exclusions

- Intentionally damaged devices, pre-existing conditions and defects subject to a manufacturer's warranty or recall. Refer to the XFINITY Mobile Protection Plan Terms and Conditions for a full list of exclusions.

## Enrollment

- You can only enroll in the plan at the time you purchase your device.
- To enroll, you must purchase a new XFINITY Mobile device outright, or pay for it over 24 months through XFINITY Mobile's Device Payment Plan.
- Enrollment is optional and is not required to purchase a device or obtain XFINITY Mobile service.

## Pricing

- The XFINITY Mobile Protection Plan is \$12 per month per device.
- Your plan cost will be separately itemized on your bill.
- Service fees/deductibles will apply for accidental damage and loss or theft claims.

## Service fees/deductibles

CLAIM	SERVICE FEE/DEDUCTIBLE
Loss or theft	\$180 for all iPhone models excluding iPhone X
	\$280 for iPhone X
Accidental damage (screen only)	\$29 for your first two accidental damage screen repair claims if you obtain service at Apple Stores, Apple Authorized Service Providers, or through Apple's mail-in repair service. Subsequent screen repair claims require a \$99 deductible and are serviced by Assurant.
Accidental damage (all other)	\$99
Hardware service	\$0

- If your device is not listed above, service fee/deductible information is also listed at [fastclaim.com/xfinitymobile](https://fastclaim.com/xfinitymobile).
- Once your claim is approved, a service fee/deductible will be charged to your credit or debit card. You can also pay via eCheck where accepted.

## Replacement devices

- Once your claim is approved, a replacement device will be shipped via next-business-day shipping, when available, at no additional cost.
- Your replacement device will be a reconditioned device of like kind and quality.
- If a reconditioned device is not available, you will receive a new device of like kind and quality.
- Device color may vary depending on availability.
- You must return your damaged/malfunctioning device within 10 business days of receiving of your replacement device. If you do not return the device, you will be charged an unrecovered equipment fee up to the MSRP of the device, not to exceed \$1,500.

## Before you start a claim ...

- Only the XFINITY Mobile primary account holder can file a claim.
- Claims must be filed within the time frame indicated in the XFINITY Mobile Protection Plan Terms and Conditions.
- Be sure to have your XFINITY Mobile phone number, device make, model, and storage size on hand.
- Provide details about the cause, location and date of the claim incident.
- Be prepared to pay your service fee/deductible, which will be collected via credit or debit card once your claim is approved. You can also pay by eCheck where accepted.

## How to use your benefits

- If your Apple device is lost or stolen:
  - i. Visit [fastclaim.com/xfinitymobile](https://fastclaim.com/xfinitymobile) to file your claim 24/7.
  - ii. Or call **(855) 884-9771**<sup>5</sup> and an Assurant Care Specialist will work with you to process your claim.
- If your Apple device requires repair or you need help:
  - i. The best place to start is [getsupport.apple.com](https://getsupport.apple.com). Just answer a few questions and you'll get options to help resolve your issue.
  - ii. Go to [locate.apple.com](https://locate.apple.com) to find an Apple Store or Apple Authorized Service Provider near you.
  - iii. Call **1-800-MY-IPHONE** to speak directly to an AppleCare Advisor.
  - iv. You can also call **(855) 884-9771**<sup>5</sup> and an Assurant Care Specialist will work with you to process your claim, or visit [fastclaim.com/xfinitymobile](https://fastclaim.com/xfinitymobile).
  - v. For mail-in service, if your device cannot be repaired, a replacement device will be issued.
  - vi. Once you have used your two accidental damage claims through AppleCare Services, Apple will re-direct you to Assurant to service future accidental damage claims covered by the XFINITY Mobile Protection Plan.
  - vii. If your Apple device malfunctions after the first two years, and you need hardware service for electrical/mechanical breakdown, contact Assurant at [fastclaim.com/xfinitymobile](https://fastclaim.com/xfinitymobile) or **(855) 884-9771**.<sup>6</sup>

5. Claims phone support is available between 7 a.m. - 11:59 p.m. (M-F), 9 a.m. - 11:59 p.m. (Sat), and 10 a.m. - 8 p.m. (Sun). Exceptions include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
6. The manufacturer will take care of mechanical or electrical issues that come up within the first two years of AppleCare Services.