



Coverage for cracks, spills, even loss and theft, based on your plan. Plus, the freedom to choose your premium benefit with TWP+.

Total Wireless Protection

Peace of mind starts here.

From everyday accidents to digital threats, we've got you covered.

The information in this document applies to plan offerings in all states except NY.



Choose the plan that fits your life

Plan coverage	Total Wireless Protect+ (TWP+) all-in-one device & data protection	Total Wireless Protect (TWP)
Loss and theft: Get a replacement device so you can reconnect quickly!	•	
Premium benefit: Customize your protection for your digital life Pick the product that fits your needs, and even switch it up every 30 days. You can choose from: <ul style="list-style-type: none"> • Norton™ 360 Standard (pre-selected;* 1 device): Powerful, layered protection featuring anti-malware, scam protection, secure VPN, password manager, and Dark Web Monitoring. • LifeLock™ Standard: Critical identity theft protection with monitoring, alerting, restoration, reimbursement, and live assistance. • Norton™ Family: Help create a safer online experience for children with tools and insights that encourage smart tech use and balanced screen time. *Once you sign up for TWP+, you'll need to register at totalwireless.assurant.com to access your premium benefit. From there, you can also explore other premium benefits and easily manage your selection.	•	
Total Wireless Protect+ app: ¹ Exclusively for TWP+, manage your premium benefit selection and file and track claims — all from your fingertips.	•	
Front screen and back glass repairs ² with accidental damage coverage (available for select smartphones only).	(\$0)	(\$29 each)
Quick device replacements under all other accidental damage coverage.	•	•
Mechanical and electrical failure coverage after manufacturer's warranty expires.	•	•
Hassle-free service 24/7: Online claim filing and next-business-day delivery, when available, at no extra cost.	•	•
Monthly cost per device (plus tax if applicable)	\$8	\$5

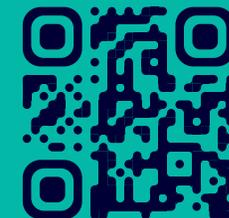
These programs automatically renew every month until canceled by you or us. Your monthly costs will be itemized separately on your monthly statement.

¹ TWP+ customers can download the app and register. Availability and features may vary by device and operating system. Data charges may apply.

² When and where repair service is available at an Assurant-authorized repair center. Some devices are not eligible for back glass repair (e.g., iPhone 12, Samsung Flip, and Motorola RAZR). When repair service is not available, a replacement is available under Accidental Damage (All Other) for a \$29 to \$349 service fee, depending on your device tier. See totalwireless.assurant.com for details.

Enroll today — it's easy and totally worth it

You can enroll in our device protection plans while purchasing, activating, or financing a qualified Total Wireless device at stores or online. Coverage begins either on the date you enroll your device or the date you activate your device, whichever is later. If you choose to enroll in protection more than 30 days after activation or if you're bringing your own device (BYOD), a visual/virtual mechanical inspection may be required. Please remember to send or receive a call, send a text, or access data on the device (not using Wi-Fi) to verify that your device is active on the Total Wireless network. Enrollment is optional, may be canceled at any time, and isn't required to purchase, finance, or activate a device or obtain wireless service from Total Wireless. Devices eligible for protection include smartphones, BYOD, and other devices, as approved by us.



Scan the QR code to download the Total Wireless Protect+ app.

Stay connected — filing a claim is quick and easy

Go to totalwireless.assurant.com 24/7. It's easy and convenient for both filing and checking the status of your claim. You can also call Assurant® at 1-833-456-0146.

Have the following information ready:

- Mobile number, make, model, IMEI, and details about what happened to your damaged or lost device
- Contact info, account PIN, or security question for security purposes (we may ask you for your picture ID in the claims process)
- Payment method for service fee/deductible
- Shipping information (domestic U.S. only)

Claims must be filed within the time limit indicated in the coverage documents. Before filing and returning a claimed device, disable all security features to protect your personal data. Apple users must turn off Find My iPhone to disconnect from iCloud. Tip: If your device is lost or stolen, call Total Wireless at 1-866-663-3633 to suspend service and prevent unauthorized use. When you file a claim, we'll offer repair or replacement options based on your plan, including service at an Assurant-authorized center, advance exchange by mail, or in-person repair.

Type of Incident	TWP+	TWP
Loss/theft	2	N/A
Accidental damage: front screen and back glass repairs (eligible devices)	2	2
All other accidental damage	2	2
Mechanical or electrical failure	Unlimited	Unlimited

The **maximum coverage per approved claim** will be the lesser of the replacement value of the covered device or the purchase price of the claimed device, minus your deductible/service fee.

Service fees/deductibles

Once your claim is approved, a deductible/service fee (based on your device tier, type of claim, and selected coverage plan) plus applicable taxes will be collected from you by credit card, debit card, or eCheck. As your device depreciates, it may be classified under another tier, and your deductible/service fee would be adjusted accordingly.

Device tier ³	Loss/theft			Accidental damage		Mechanical & electrical failure
	TWP+	TWP+	TWP	Front screen and back glass repair ²	All other	TWP+ and TWP
Tier 1	\$29					\$29
Tier 2	\$49					\$49
Tier 3	\$99					\$99
Tier 4	\$149	\$0	\$29			\$149
Tier 5	\$199					\$199
Tier 6	\$349					\$349

To find your device tier, visit totalwireless.assurant.com or ask a sales associate.

³ BYOD device models not included in the Total Wireless list of approved devices will fall under Tier 5.

If your claim is authorized for repair:

- We'll notify you of repair location information to have your device repaired.
- Replacement parts used for repairs will come from our authorized servicer's inventory, and may include reconditioned or new parts of like kind and quality to the original device parts.

If your claim is authorized for a replacement:

- It'll be with a reconditioned device of like kind and quality. If one isn't available, we'll replace it with a new device of like kind and quality. Device color may vary depending on availability.
- It'll be shipped via next-business-day delivery, when available, at no additional cost to you once Assurant approves your claim. You'll have 10 days to return your damaged device. Otherwise, a non-return fee will apply. Instructions on how to return the device and prepaid shipping materials will be provided.

Claim limits vary depending on the type of incident and your selected coverage plan, and are subject to any rolling 12-month period starting on the date of the first repair or replacement. Please review the table below and your coverage documents to see additional information on your specific claim limits per plan.

Important stuff you need to know

Norton and LifeLock products are provided by Gen Digital, Inc. Norton and LifeLock trademarks are property of Gen Digital, Inc. or its affiliates. See Norton.com/sysreq for system requirements and compatibility.

Other important information related to device protection coverage

You'll receive your coverage documents in English when you enroll, detailing benefits, exclusions, and any applicable fees. This advertisement is for informational purposes only; your official English-language documents contain the terms of your policy and will govern in case of any dispute.

Availability of insurance is not dependent upon the purchase of noninsurance services or products, and vice versa. No special advantage is available for purchasing insurance in conjunction with noninsurance services or products. Total Wireless employees aren't licensed insurance producers, and aren't qualified or authorized to assess the adequacy of your existing coverages. The device protection plan may duplicate other coverages you may have, such as homeowners or renters insurance. Total Wireless Protect+ plan would cover you before any other insurance. You may check with your licensed agent for your own insurance assessment. Total Wireless receives compensation for services performed in connection with this program.

Covered Equipment: Total Wireless devices eligible for protection include smartphones, BYOD, and other devices, as approved by us.

Unrecovered Equipment Fees: In the event of mechanical/electrical failure or accidental damage, you must return your damaged or malfunctioning device within 10 days of receipt of your replacement device. If you don't return the device, you'll be charged an unrecovered equipment fee for the retail price of the replacement device plus applicable shipping costs. We'll provide instructions on how to return the device and prepaid shipping materials.

Exclusions: Losses caused by or resulting from abuse; misuse; losses covered by the manufacturer's warranty; service performed by anyone not authorized by us; intentional or cosmetic damage, pre-existing conditions, manufacturer's recall, certain acts of God; and consequential damage. Refer to coverage documents for a full list of exclusions.

Term: If you purchased coverage at the same time as your device, coverage begins the date you enroll your device or the date you activate your device on the Total Wireless network, whichever is later. If you purchase a device or activate any other eligible device (including BYOD) and acquire a protection plan more than 30 days after said purchase or activation, the device may need to pass a visual mechanical inspection for coverage to begin. **This plan automatically renews each month until canceled.**

Cancellation: You may cancel your Total Wireless Protect+ or your Total Wireless Protect optional coverage by calling 1-866-663-3633, visiting a Total Wireless store, or logging in to your totalwireless.com account. CA customers may also email tw-devicesprotection@verizon.com, or write Cooper General Global Services, attention: Device Protection Cancel at 5501 Centrepointe Dr., La Vergne, TN 37086, to cancel their optional coverage. You may cancel at any time and receive a refund and/or credit, if any, of the applicable price within the time frame required by law. The device protection plans are monthly renewable and must be paid on a monthly basis, or coverage will be canceled in accordance with applicable state law for nonpayment. We won't cancel device protection coverage for nonpayment without providing you with the opportunity to pay within the applicable notice period.

Provider Information: Property insurance (for loss and theft coverage) is underwritten by American Bankers Insurance Company of Florida (NAIC 10111; Principal Address: P.O. Box 105689, Atlanta, GA 30348-5689; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL) in all states. Coverage is provided under a Master Policy issued to Verizon Value, Inc. You will be the Certificate holder under this Insurance Policy for loss and theft coverage benefits. Verizon Value, Inc.: IA License # 3000914782, CA License #0M48654, 9700 NW 112th Ave, Miami, FL 33178; 1-866-663-3633. The Service Contract Obligor (for mechanical and electrical failure and accidental damage coverage) is Federal Warranty Service Corporation in all states, except in CA it is Sureway, Inc.; in FL it is United Service Protection, Inc.; in OK it is Assurant Service Protection, Inc. The address and phone number of each service contract provider is P.O. Box 105689, Atlanta, GA 30348-5689, 1-877-881-8578. These programs are administered by The Signal P/C License #103130 (GA); P/C License #0D79676 (CA); P.O. Box 47168, Atlanta, GA 30362; 1-877-881-8578. In OK, the Service Contract Administrator is The Signal, L.P. The Total Wireless Protect+ app is provided by The Signal. These companies operate under the trade name Assurant. For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-492-6116. In UT, insurance coverage is provided under form number CDP20001P-0920. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185. Trademarks and trade names are the property of their respective owners.