



The information in this document applies to Puerto Rico residents.

PROTECTION. UPGRADES. SUPPORT.

Protection<360>®

Why worry about your device when you can rest easy knowing it's covered?

Protection<360>® does just that.

It helps protect your device from life's mishaps, lets you upgrade when you want and gives you the support you need practically whenever you need it.

For complete peace of mind, the choice is Protection<360>.

Accidental Damage, Loss, and Theft

- Drops? Cracks? Spills? Your device will be replaced if it's accidentally damaged.

- Lost or stolen device? Get a replacement device so you can reconnect quickly.

Hardware Service Issues (Mechanical Breakdown)

- Malfunction? You're covered if your device experiences mechanical breakdown. Even after the manufacturer's warranty expires.

- Defective or broken screen protector? If you purchase an eligible screen protector from T-Mobile on the same day you enroll in Protection<360> or after, you can get it replaced in-store at no additional cost. (This excludes liquid glass screen protectors.)

Additional Services

- **JUMP!® Upgrades** - Upgrade your qualifying device purchased on an Equipment Installment Plan (EIP) when 50% of the device cost has been paid.

- **Protection<360>® app by Assurant®**¹ - File and track claims, view plan and deductible information, find useful tips tailored to your specific device, and access live support for all of your connected devices. Get support for your phone as well as your smart thermostat, voice assistants, smart lighting, streaming TV devices, and more!

- **McAfee® Security for T-Mobile with ID Theft Protection**² - Help protect your identity and up to 10 devices like PCs, Macs, smartphones, and tablets with one account. Download the app from Google Play™ or the App Store® to help you:

- Safeguard your devices against online threats, viruses, data loss, and risky apps
- Track your lost device, sound an alarm, and lock and wipe data remotely
- Eliminate the hassle of remembering passwords with the True Key™ app
- Detect and resolve identity theft to protect you from fraud, including reimbursement up to \$1M



What devices are eligible for device protection?

Almost everything. Smartphones, feature phones, BYODs, tablets, wearables, hotspots, routers, and modems are all eligible.

Device Tier	Protection<360> Monthly Cost
1	\$7
2	\$9
3	\$13
4	\$16
5 and BYOD	\$18
6	\$25

What's the monthly cost?

The cost plus tax, if applicable, is determined by device tier and plan, and will be separately itemized on your bill. Please see a T-Mobile sales associate or visit mytmclaimpr.com to find your device tier. If you switch your device to one that's classified in another tier, and as device depreciation adjustments are made, the monthly charge for your new tier will be reflected on your T-Mobile bill.

There's a basic Device Protection³ option available with coverage that only includes accidental damage, loss, theft, and hardware service protection (excluding broken screen protector replacement), and none of the Additional Services listed. You'll also pay a higher accidental damage deductible if you have a device that's in Tier 4 or higher.

How do I enroll?

You may enroll while making a qualified T-Mobile device activation, purchase, lease, or finance. If you'd like to enroll afterward, or if you're bringing your own device, it must be within 30 days of your transaction and the device will need to pass a Visual Mechanical Inspection in a T-Mobile store. Enrollment is optional, may be canceled at any time, and isn't required to activate, purchase, or finance the device or obtain T-Mobile wireless services.

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 T-Mobile network.

¹ Download and register the Protection<360>® app by Assurant® to have full access to features. Availability and features may vary by device and operating system.

² McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee. For more information and legal disclaimers, visit: <https://www.mcafee.com/en-us/consumer-support/policy/legal.html>

³ Monthly pricing per device for basic Device Protection is Tier 1 = \$6, Tier 2 = \$8, Tier 3 = \$11, Tier 4 = \$13, Tier 5 = \$14, Tier 6 = \$24.



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How do I file a claim?

Easy online self-serve access is available at mytmclaimpr.com. You can also file a claim by using the **Protection<360>® app** or by calling **1-877-281-9767**. For loss/theft claims, you may need to call T-Mobile to suspend service. You may be required to disable the Find My/Find My iPhone feature prior to making a claim and before sending back a claimed device. Remember to file a claim within the time frame indicated in your coverage documents. Have the following information ready:

- Make, model, IMEI, and details about what happened to your damaged or lost device
- Contact info (Have your my.t-mobile.com user ID and password handy so we can verify your identity. We may ask you for your picture ID in the claims process.)
- Payment method for service fee/deductible
- Shipping information

You may be required to provide additional documentation (such as a proof of loss form) to process your claim.

When you file a claim, we'll present you with the replacement options available to you, which may include device replacement through JUMP! Upgrades, advanced exchange replacement by mail, or in-store replacement. If your claim is authorized for replacement:

- It'll be with a reconditioned one of like kind and quality. If a reconditioned device 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 the next business day, when available, at no additional cost to you once your claim is approved by Assurant.
- You'll have 10 days to return your damaged device. Otherwise, a nonreturn fee will apply. Instructions on how to return the device and prepaid shipping materials will be provided.

What's the service fee/deductible for my device?

Once your claim is approved, a service fee/deductible based on your device tier and the type of claim plus tax, if applicable, will be collected from you by credit card, debit card, or eCheck.

Device Tier	Loss/Theft	Accidental Damage [†]	Hardware Service [‡]
1	\$10	\$10	\$0
2	\$49	\$49	
3	\$99		
4	\$149	\$99	
5/BYOD	\$249		
6	\$499	\$199	

[†]This isn't applicable to basic Device Protection. Refer to the Loss/Theft column for the amounts that would apply to accidental damage claims for basic Device Protection.

[‡]There's a \$5 processing fee for mechanical breakdown claim exchanges through T-Mobile. There's no processing fee for eligible mechanical breakdown claims handled by the manufacturer. All BYOD mechanical breakdown exchanges must be handled by Assurant. There's no processing fee for BYOD customers.

Are there any claim limits I need to know about?

There's no limit on hardware service (mechanical breakdown) claims. For Protection<360> accidental damage or loss/theft, you get up to five claims in any rolling 12-month period based on the date of the first repair or replacement.

For basic Device Protection accidental damage (including screen repair) or loss/theft, you get up to two claims in any one 12-month period based on the date of the first repair or replacement.

Important stuff you need to know:

JUMP!® Upgrades Summary

You're eligible for this benefit only if you have an EIP and you've paid 50% of your device cost. You must also be current with your scheduled EIP payments and your wireless service payments. The device must be in good working order. JUMP! Upgrades from T-Mobile; trade-in benefits through The Signal. Program administrative fees paid to The Signal.

Protection<360>® App by Assurant® Summary

Download and register to have access to the Protection<360>® app features. Availability and features may vary by device, operating system, or plan. Data charges may apply. During registration, you'll be provided with the End User Licensing Agreement, which includes your rights for the product and the product's terms of use.

McAfee® Security for T-Mobile Summary

McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee and subject to the McAfee License Agreement and Privacy Notice. All features may not be available in all locations. Some features may require registration and a valid Social Security number to activate.

- Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company under group or blanket policy(ies). The description herein is a summary and intended for informational purposes only. It doesn't include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. Review the Summary of Benefits and additional Product Terms of Service at: <https://www.mcafee.com/consumer/en-us/policy/global/legal.html?tab=product> Financial monitoring features are limited to applications and accounts at our partner financial institutions.
- **FAIR CREDIT REPORTING ACT:** You have numerous rights under the FCRA, including the right to dispute inaccurate information in your credit report(s). Consumer reporting agencies are required to investigate and respond to your dispute, but aren't obligated to change or remove accurate information that's reported in compliance with applicable law. While this plan can provide you with assistance in filing a dispute, the FCRA allows you to file a dispute for free with a consumer reporting agency without the assistance of a third party.
- While McAfee Identity Theft Protection provides you with tools and resources to protect yourself and recover from identity theft, **no** identity can be completely secure.

Other important information about device protection plans:

Device Protection Summary

We'll provide you with a copy of the coverage documents with full details on benefits, exclusions, and service fees/deductibles when you enroll in the program. Coverage documents will be delivered in Spanish. The language in this advertisement is for informational purposes only and may differ from your coverage documents due to linguistic differences. Your Spanish-language documents contain the official terms of your policy and will take precedence in the event of a dispute.

- T-Mobile employees aren't licensed insurance agents, and aren't qualified or authorized to assess the adequacy of your existing coverages. This program may duplicate other coverages you may have, such as homeowners and renters insurance. This program would cover you before any other insurance. You may check with your licensed agent for your own insurance assessment.

- T-Mobile receives compensation for services performed in connection with this program.
- For accidental damage, loss, or theft, you're allowed up to five covered claims for Protection<360>, or two covered claims for basic Device Protection, within any rolling 12-month period based on the date of the first repair or replacement. The maximum coverage per claim is the lesser of the replacement device or the purchase price of the claimed device, minus your service fee/deductible. There's no limit to covered hardware service (mechanical breakdown) claims as part of service contract coverage.
- This program covers the device and the standard charger, standard battery and SIM card (if applicable to your device). Accessories included in the original device packaging are covered in the event of an incident simultaneously affecting both the device and the accessory.
- 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 no greater than the value of the replacement device plus applicable shipping costs.
- **Exclusions:** Losses caused by or resulting from abuse; misuse; service performed by anyone not authorized by us; intentional or cosmetic damage; pre-existing conditions; manufacturer recall; certain acts of God; consequential damage; and, for BYOD, losses covered under a manufacturer's warranty. Refer to coverage documents for a full list of exclusions.
- **Term:** Coverage starts at 12:01 a.m. on the date you enroll. You must enroll in the plan within 30 days of a qualified T-Mobile device activation, purchase, lease, or finance.
- **Cancellation:** You can cancel your optional coverage at any time by calling 1-800-937-8997 or visiting my.t-mobile.com. You may cancel at any time to receive a refund and/or credit, if any, of the unearned portion of the price paid within the time frame required by law. This is a monthly renewable plan 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 coverage for nonpayment without providing you with the opportunity to pay within the applicable notice period.

Provider and Administrator Information: Property insurance (for loss and theft coverage) is underwritten by: Caribbean American Property Insurance Company domiciled at 350 Carlos Chardón Ave. Torre Chardón Suite 1101 San Juan, PR 00918. Coverage is provided under a Master Policy issued to T-Mobile, Inc. ("T-Mobile"). You will be the Certificate holder on T-Mobile's Insurance Policy for loss and theft coverage benefits. The Service Contract Obligor is Assurant Services of Puerto Rico, Inc. domiciled at 350 Carlos Chardón Ave. Torre Chardón Suite 1101 San Juan, PR 00918. The Protection<360> app by Assurant is provided by The Signal. These companies operate under the trade name Assurant.

Trademarks and trade names are the property of their respective owners.