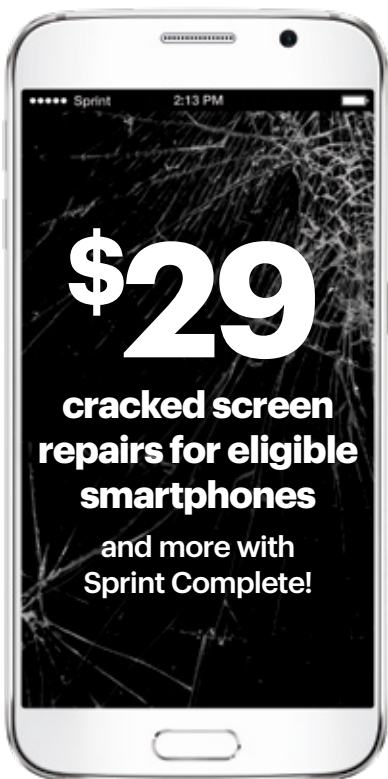


# Sprint

## Complete

**When life happens,  
we've got your back.**

An exclusive program to  
optimize your connected life.



**Sprint**   
Now part of  
**T Mobile**

**asurion**



# Sprint

# Complete

Sprint Complete is a combination of the insurance Equipment Replacement Program (ERP), the service contract Equipment Service and Repair Program (ESRP), and Tech Expert in Tiers 2-5. Available for select smartphones and smartwatches.

In New York only, residents may purchase the programs of Sprint Complete separately.

## INSURANCE (ERP) PROGRAM



### Next-day replacement

If your device is lost or stolen, receive a replacement as soon as the next business day, potentially saving you hundreds.

## SERVICE CONTRACT (ESRP) PROGRAM



### \$29 cracked screen repair<sup>1</sup>

For pricey "oops" moments, pay just \$29 for trusted screen repair at one of hundreds of T-Mobile repair stores, or schedule a Tech Expert visit to your home or office. Other types of repairs are available at T-Mobile repair stores.



### AppleCare<sup>®</sup> Services

With an eligible device, you get 24/7 priority access to Apple experts via phone and chat and direct access to certified repairs at Apple Stores and Apple Authorized Service Providers for the first two accidental damage from handling claims and all malfunction claims during the first two years.

## TECH EXPERT PROGRAM



### Unlimited cloud storage<sup>1</sup>

No worries — keep your memories safe with automatic, full-resolution backup for photos and videos via the Complete Storage app.



### Password protection

Stay safer online! Password management tools to help you protect your accounts, along with personalized help to restore your identity via the Complete Security app.



### Tech Expert help

Reach a live U.S.-based Tech Expert for unlimited help with your device via the Sprint Complete app. You can also get help with:<sup>2</sup>

#### Device setup

Your phone your way, including fast and easy content transfer to your new device — even learn a cool thing or two — with the help of a live U.S.-based Tech Expert.

#### Device checkup

Keep your phone going faster and longer with a device checkup. Includes battery replacement as needed, based on testing.<sup>3</sup>

#### Smart home support

Looking to simplify your life with the power of technology? Get customized support for your smart home issues from our team of Tech Experts.

#### Small and medium business

Skip the help desk. Get live tech help for all your connected business devices from our team of Tech Experts.

<sup>1</sup> Complete Storage is a benefit of ESRP for Tier 1 devices only. Complete Storage for Tier 2-5 devices included with Tech Expert.

<sup>2</sup> All features may not be available in all areas, at all times, or for all devices. Not available for Tier 1 customers.

<sup>3</sup> Battery replacement is covered under ESRP, and eligibility subject to performance thresholds as shown on SprintComplete.com.

<sup>1</sup> Repairs only available for eligible devices, in select locations, subject to parts and technician availability, and may be subject to the Accidental Damage from Handling claim limit. Devices with missing pieces of glass or damage beyond the cracked screen do not qualify for screen damage repair.

## Summary of Key Terms and Conditions

Sprint Complete is a combination of the insurance Equipment Replacement Program (ERP), the service contract Equipment Service and Repair Program (ESRP), and Tech Expert in Tiers 2-5.

To view the full Terms and Conditions of program coverage, you may do one of the following before you enroll:

- (1.) Ask your sales representative.
- (2.) View and download online at [SprintComplete.com/Terms](https://www.sprintcomplete.com/terms), or
- (3.) Call 1-800-584-3666.

We will also provide you full Terms and Conditions after enrollment.

Sprint Complete					
Monthly charge <sup>1</sup>	Tier 1		Tiers 2-4		Tier 5
	\$9		\$15		\$19
Replacement equipment	<ul style="list-style-type: none"> <li>• Claims may be fulfilled with new or refurbished equipment.</li> <li>• If the same make and model is not available, a comparable model will be substituted. Color, features, and accessory compatibility are not guaranteed.</li> <li>• Apple Watch claims are not eligible for repair. Replacements will only be fulfilled with the model and color combination sold by Sprint.</li> </ul>				
Tech Expert <sup>2</sup>	N/A		Included		
Photo and video backup <sup>3</sup>	Unlimited				
Cancellation policy	You may cancel your optional coverage at any time and receive a prorated refund/credit.				
Arbitration	Program coverage contains binding arbitration (express state exemptions may apply; please see your program terms and conditions).				
ERP Insurance Coverage					
Covered incidents	Loss, theft, and physical damage (excluding ADH).				
ERP Insurance claim limits	Maximum of three claims within any consecutive 12-month period. Equipment replacement value maximum of \$2,000 per claim.				
ERP Insurance Deductibles					
	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Device replacement	\$50	\$125	\$225	\$275	\$275
Device repair	\$25	\$65	\$115	\$140	\$140

ERP is underwritten by Continental Casualty Company, a CNA company (CNA), Chicago, IL, and administered by Asurion Protection Services, LLC, a licensed agent of CNA (In Iowa, Lic. #1001002300. In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161. In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.). ESRP is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. Terms and conditions are subject to change. Coverage terms may vary by state and eligibility may vary by device. All applicable taxes and surcharges extra. Visit [SprintComplete.com/Terms](https://www.sprintcomplete.com/terms) for complete terms, conditions, and limitations of coverage.



## Important Information

For approved claims, a repair or replacement device will be provided at our discretion. For repairs, you will be required to bring or mail your device to an authorized repair center. Remote repair options may be available at time of claim for select devices subject to parts and technician availability. Additional information on repairs is available at [phoneclaim.com/sprint](https://phoneclaim.com/sprint), which includes a list of eligible devices, types of repairable damage, and available select repair locations.

Repair eligibility is subject to change. If you have an eligible device that is not repairable, a device that is ineligible for repair, there is not an authorized repair location available, or we decide that a replacement is necessary, you will receive a replacement device and be charged the replacement service fee. If you have a water-resistant device, it may not be water resistant after repair. After your repair, your device will be of like kind and quality with similar features and functionality.

**Changing Your Device:** In the ESRP portion of your coverage, if you change to a device that is covered under Asurion Administration, the Asurion Administration service fees will apply and any prior ADH and malfunction claims will carry over to the newly activated device. If you change to a new eligible device that is covered under ACS Administration, the ACS Administration service fees will apply as applicable and any prior ADH or malfunction claims will not carry over to your new device because your claim count resets.

Device Schedule	
Tier 1	ANS Netstick GTC USB Modem, ANS WatchMeGo, Motorola E4, Motorola E5 Play, Motorola E5 Plus, LG K30, LG Stylo 4, LG Stylo 6, LG Tribute Dynasty, LG Tribute Empire, LG Tribute Royal, Samsung Galaxy Tab A 8.4, Samsung Grand Prime, Samsung J3 Achieve, Samsung J7 Refine, Sonim XP3
Tier 2	Apple iPhone 6S (16 GB, 32 GB, 64 GB, 128 GB), Apple iPhone SE (16 GB, 32 GB, 64 GB, 128 GB), Apple iPhone 7 (32 GB, 128 GB), Apple iPhone 8 (64 GB, 128 GB), Apple Watch Series 3 and 4, HTC One M8, HTC One M9, Google Pixel 3a, Google Pixel 3a XL, LG G4, LG G5, Motorola Z3 Play, Samsung Galaxy A51, Samsung Galaxy A6, Samsung Galaxy Watch Active2 40mm, Samsung Galaxy Watch Active2 44mm
Tier 3	Apple iPhone 6S Plus (16 GB, 64 GB, 128 GB), Apple iPhone 7 Plus (32 GB, 128 GB), Apple iPhone 8 Plus (64 GB, 128 GB), Apple iPhone Xr (64 GB, 128 GB), Apple iPhone 11 (64 GB, 128 GB), Apple iPhone SE 2 256 GB, Google Pixel 3, Google Pixel 4 64 GB, HTC 5G Hub, HTC One M10, HTC Bolt, LG G6, LG G7 ThinQ, LG G8 ThinQ, LG G8X ThinQ, OnePlus 7 Pro 5G, Samsung Galaxy S7 32 GB, Samsung Galaxy S8 64 GB, Samsung Galaxy S9
Tier 4	Apple iPhone Xr 256 GB, Apple iPhone 11 256 GB, Google Pixel 3 XL, Google Pixel 4 128 GB, Google Pixel 4 XL 64GB, LG V30+, LG V40 ThinQ, Samsung Galaxy Note 8, Samsung Galaxy S8 Plus 64 GB, Samsung Galaxy S8 Active, Samsung Galaxy S9+, Samsung Galaxy S10e 256 GB, Samsung Galaxy S10, Samsung Galaxy Note 10
Tier 5	Apple iPhone X, Apple iPhone Xs, Apple iPhone Xs Max, Apple iPhone 11 Pro (64 GB, 256 GB, 512 GB), Apple iPhone Pro Max (64 GB, 256 GB, 512 GB), Google Pixel 4 XL 128 GB, LG V50 ThinQ, Samsung Galaxy Note 9, Samsung Galaxy S10+ (128 GB, 512 GB, 1 TB), Samsung Galaxy Note 10+, Samsung Galaxy S20 5G, Samsung Galaxy S20+ 5G, Samsung Galaxy S20 Ultra 5G (128 GB, 512 GB), Galaxy Z Flip

Not all models are listed above. For a complete list, deductible amounts, repair eligibility and more, please visit [phoneclaim.com/sprint](https://phoneclaim.com/sprint) or call 1-800-584-3666. NOTE: This list is changed from time to time. Please check [phoneclaim.com/sprint](https://phoneclaim.com/sprint) anytime your equipment changes for your applicable fees, deductibles, and monthly charge.

## ESRP Service Contract Coverage

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
<b>Covered incidents</b>	Accidental Damage from Handling (ADH), and mechanical and electrical breakdown due to defects in materials or workmanship as a result of normal wear and tear (malfunction).				
<b>Photo and video backup<sup>3</sup></b>	Unlimited	5 GB			
<b>ESRP Service Contract ADH claim limits</b>	Two ADH claims within a consecutive 12-month period.				
<b>ESRP AppleCare<sup>®</sup> Services (ACS) Administration<sup>4</sup></b>	N/A	Within the first 24 months, ACS Administration will cover the first two ADH claims and all malfunction claims for customers who purchase a new Apple Watch Series 3 or above, or a new iPhone 6s, SE, or above and enroll in coverage within 60 days from device activation. (ACS Administration is only available in the continental United States, Alaska, and Hawaii.)			
<b>ESRP Asurion Administration</b>	For devices eligible for ACS Administration, the third or subsequent ADH claim and all malfunction claims after 24 months will be covered under Asurion Administration. For all other devices, all claims are under Asurion Administration.				

## ESRP Service Contract Claim Service Fees

### AppleCare<sup>®</sup> Services Administration

#### iPhone ADH Fees – Repair and Replacement Claims

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
<b>iPhone screen damage repair claims</b>	N/A	\$29	\$29	\$29	\$29
<b>Other iPhone ADH repair and replacement claims</b>	N/A	\$99	\$99	\$99	\$99

#### Apple Watch ADH Fees – Repair and Replacement Claims

<b>Apple Watch (excluding Edition and Hermès) ADH claims</b>	N/A	\$69	\$69	\$69	\$69
<b>Apple Watch Edition and Hermès ADH claims</b>	N/A	\$79	\$79	\$79	\$79

### Asurion Administration

#### Repair and Replacement Claims

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
<b>ADH replacement (including screen damage)</b>	\$50	\$125	\$225	\$275	\$275
<b>ADH repair (excluding screen damage)</b>	\$25	\$65	\$115	\$140	\$140
<b>Phone screen damage repair</b>	\$25	\$29	\$29	\$29	\$29

## All ESRP Malfunction/Operational Failure Claims

**\$0**

## Standalone Coverage

**In New York only**, residents may separately purchase ERP insurance or an ESRP service contract, which contain the same ERP or ESRP benefits, limitations and deductibles/service fees as under Sprint Complete.

### Monthly Charge

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
<b>ERP</b>	\$2	\$2	\$2	\$2	\$2
<b>ESRP</b>	\$7.20	\$7.20	\$7.20	\$7.20	\$11.20
<b>Tech Expert</b>	May be available separately for \$6/month depending upon device type.				

If you are enrolled in ERP insurance, and you can submit proof that you have purchased and maintain a separate extended warranty, the monthly premium for ERP will be reduced by \$0.20.

### New York Producer Compensation

Sprint (producer) has a limited license to sell wireless communications equipment insurance in New York (license # LR-541077) and will be paid a portion of your contract purchase price by the insurer, Continental Casualty Company. The producer will be compensated by the insurer if you purchase the insurance. The producer's compensation may vary based on the product you purchased. For more information about compensation, please ask your sales representative.

ESRP without ACS Administration is also available standalone for NY and nationwide customers for \$8.25, \$9.25, or \$12 per month, based upon device tier.

To view the full Terms and Conditions of program coverage, download online at [SprintComplete.com/Terms](https://SprintComplete.com/Terms).



<sup>1</sup> The monthly charge for Sprint Complete includes the cost of insurance provided in the program. For customers who elect insurance coverage, the monthly insurance premium may include fees payable to Sprint and/or Asurion. Monthly charge per device and deductible depend on device type. See schedule on [phoneclaim.com/sprint](https://phoneclaim.com/sprint) for a complete list of devices with applicable pricing and deductible tiers. All applicable taxes and surcharges extra. Offers may be modified or discounted at any time.

<sup>2</sup> Tech Expert may be available separately for \$6/month depending upon device type.

<sup>3</sup> There may be limitations on the size of each video that can be backed up and secured.

<sup>4</sup> AppleCare Services Administration is a separate program from AppleCare+. If your device is already enrolled in AppleCare+, it is ineligible for AppleCare Services Administration.

# Get the apps.

Complete your connected life  
with these powerful apps.



## Complete Storage app

- Unlimited storage for all your photos and videos.<sup>1</sup>
- Automatic, full-resolution backup.
- Organize, edit, and share photos.
- Free up memory on your device.
- Easy access to the Sprint Complete app.



## Sprint Complete app

Reach a live U.S.-based Tech Expert for unlimited help with your device — including setup and content transfer. Tech Experts can even show you a cool new feature or two. Receive device tips, shortcuts and proactive alerts, and schedule a smart home consult.



## Complete Security app<sup>2</sup>

Keep your passwords safe online with password management tools that can help you protect your accounts. Includes personalized help from identity restoration pros to help restore your identity.



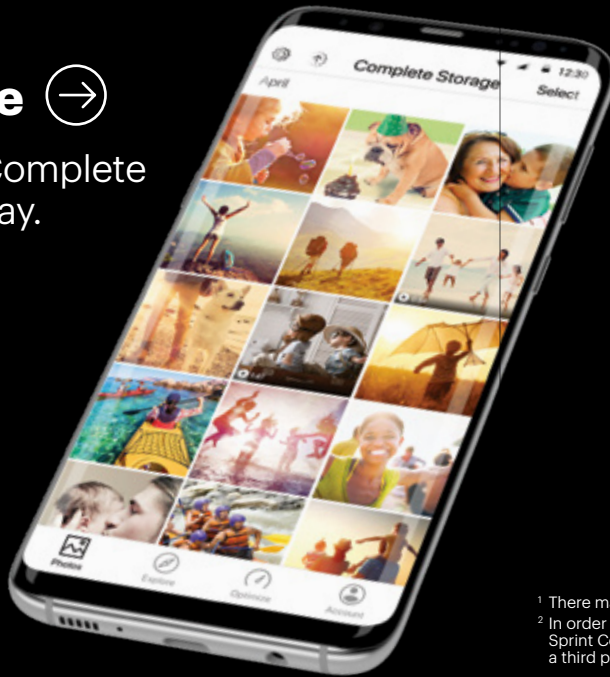
## My Sprint

Managing your Sprint account has never been easier with the My Sprint app. It's all right at your fingertips — manage your account, pay your bill, shop for the latest devices, contact support and more.

**Start here** →

Download Complete  
Storage today.

Included with the  
Sprint Complete plan.



<sup>1</sup> There may be limitations on the size of video that can be uploaded.

<sup>2</sup> In order to take full advantage of the Complete Security app, you must also download the Sprint Complete app to receive assistance after a breach. It may be necessary to contact a third party, who may require you to sign a power of attorney.

# Additional Information

## Duplication of coverage

The Equipment Replacement Program may provide a duplication of coverage already provided by a consumer's insurance (auto, renter, homeowner, personal liability) or other source of coverage. All program coverage begins on the date you enroll your device and continues until canceled or terminated pursuant to the program terms and conditions. The Equipment Service and Repair Program may provide certain enhanced coverage during the term of the manufacturer's warranty.

## Associate qualifications

Unless otherwise licensed, Sprint sales reps are not qualified or authorized to evaluate the adequacy of your existing insurance coverages. Questions regarding this program should be directed to CNA's licensed agent, Asurion Protection Services, LLC, at 1-800-584-3666.

## Optional

Insurance and service contract coverage is optional and you are not required to enroll in these programs in order to purchase services or equipment. Insurance program enrollment or claim authorization shall be at the sole discretion of CNA or Asurion in accordance with the terms and conditions and applicable law.

## Device coverage

Coverage is only available for products or devices with cellular connectivity and/or an established MDN. For coverage to apply to a particular device, you must own or lease the device and have used (logged airtime for voice or data use) that device on your enrolled wireless number after initial enrollment. Coverage applies to only one device at any given time and the covered equipment will be your most recently used device on your wireless number at the time of the loss. See terms and conditions for the full definition.

## Covered equipment

Includes wireless device, and if part of the covered loss, one standard battery, one standard charger, one standard watch band, and one Subscriber Identification Module (SIM) card. Devices NOT eligible for coverage: Boost or Virgin devices, 4G-only devices, GSM-only devices, MVNO models, special/limited-edition devices, netbooks, notebooks, desktop modems, intrinsically safe device: r765IS by Motorola, Samsung Gear S II.

## Non-return fee

If your device is damaged or if your lost device is later found, you can avoid non-return fees of up to \$1500 (the fee is based on the cost of the claim to the insurance company) by simply returning the device as directed by us in the return envelope that we provide to you.

## Binding arbitration

**THE SERVICE CONTRACT AND COVERAGE CERTIFICATE EACH CONTAIN A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE SERVICE CONTRACT AND IN SECTION VIII.G OF THE COVERAGE CERTIFICATE.**

**In the unlikely event we cannot informally resolve any disputes, you will be required to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL-CLAIMS COURT ACTIONS INSTEAD OF THROUGH THE COURTS OF GENERAL JURISDICTION; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTIONS OR CLASS ARBITRATIONS. (EXPRESS STATE EXEMPTIONS MAY APPLY; PLEASE SEE YOUR PROGRAM TERMS AND CONDITIONS.)**

**NOTE:** Any person who knowingly and with intent to injure, defraud, or deceive any insurer, files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree. In Oregon, this note does not apply.

## Customer support

Asurion and CNA strive to satisfy every customer and ask you to allow them the opportunity to resolve any questions, concerns, or complaints you may have by calling 1-800-584-3666.

All applicable taxes and surcharges extra. Offers may be modified or discounted at any time.

## Insurance Exclusions and limitations

This insurance coverage does contain limitations and exclusions. Loss due to indirect or consequential loss, intentional acts, abuse, technological obsolescence or depreciation, cosmetic damage, unauthorized repair or replacement, pollutants, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, batteries unless it is part of the covered loss, malware, nuclear reaction or radiation, war, governmental action, damage to data, nonstandard external media, and nonstandard software, failure to reasonably protect the device from any further loss, accidental damage from handling, are excluded. All exclusions and limitations can be found in the full terms and conditions.

# How to make a Claim

## Two ways to make a claim with Asurion:

- Visit **SprintComplete.com**
- Call **1-800-584-3666**

Note: File your claim within 60 days of your loss.

## Lost/stolen devices

If your device is lost or stolen, contact Sprint immediately at 1-888-211-4727 to suspend your service.

## Here's what you'll need:

- Wireless number
- Device make/model
- Payment information (if applicable)
- Sprint PIN
- Shipping address

We may require you to provide additional information to complete your claim, such as proof of purchase and/or a government-issued photo ID.

## Deductible/service fee

Once your claim is approved, a nonrefundable deductible or service fee (when applicable) will be collected from you. See Device Schedule and deductibles or service fees within this brochure or visit **phoneclaim.com/sprint**.

## Damaged/malfunctioning devices

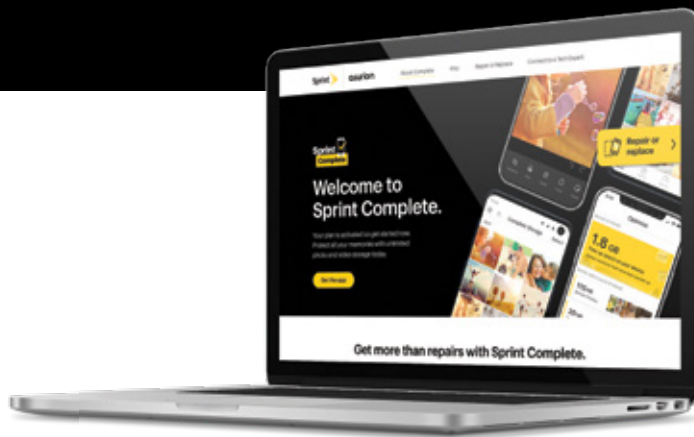
If the claim involves replacing a damaged or malfunctioning device, you will be provided with detailed instructions on how to return the device to us.

## AppleCare Services

Customers eligible for ACS Administration also have the option to contact Apple directly during AppleCare Services Administration:

- Visit **getsupport.apple.com**
- Call Apple at **1-800-694-7466**

Within the first 24 months from the date you enroll in coverage, AppleCare Services Administration covers the first two ADH claims and all malfunction claims. Asurion will administer all claims that AppleCare Services does not.



⤴ File a claim and access all your benefits at **SprintComplete.com**

## Phone repair

All Sprint customers have easy access to in-store or mail-in repairs. Convenient in-store phone repairs are available at T-Mobile Service and Repair store locations and are typically completed same day. To find a T-Mobile Service and Repair store location near you, visit **sprint.com/storelocator**. Mail-in repairs are available at T-Mobile authorized service and repair centers by filing a claim at **phoneclaim.com/sprint**. Mail-in repairs are returned to you within 5 business days in most cases.

**Please note:** In-store repair options are only available for select phones and certain types of damage or malfunction.



# Enroll today!

➔ Signing up is easy, but you must act quickly. Simply ask a Sprint sales rep or enroll at [sprint.com](https://www.sprint.com).

Your device is eligible for enrollment **within the first 30 days of device activation or upgrade** or within 30 days of an authorized repair at a T-Mobile Service and Repair store location. After 30 days, devices may no longer be eligible to enroll.

**Device purchase date:** \_\_\_\_\_

**Last date to enroll:** \_\_\_\_\_

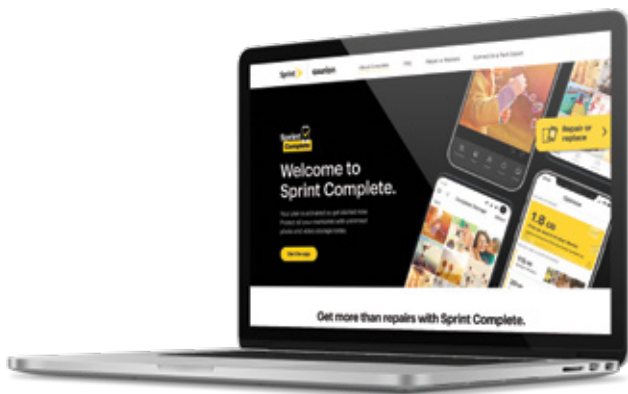
**Full retail price of device:** \_\_\_\_\_

## No device protection?

Customers without device protection are responsible for paying the full retail cost for the repair or replacement.



# Everything you need all in one place.



Asurion gives you easy online access to all your Sprint Complete benefits:

- Set up your new phone
- Get unlimited photo storage
- File a claim for loss, theft, damage or malfunction
- Get expert tech support



Do all this and more at  
**SprintComplete.com**

## Who is Asurion?

Sprint Complete is operated by Asurion, a trusted Sprint partner for total tech protection, support and more.

For more than 20 years, we have helped over 300 million people unlock the power of their technology, making their lives easier and their tech a lot more amazing.

**asurion**



4.8 AVG

13 million reviews & growing