

## Important Things to Know about Device Protection – Consumer (Nationwide)

Program information for all New York customers appears after the Nationwide charts.

Effective March 27, 2025, the monthly charges will increase for Verizon Mobile Protect Multi-Device for 4-20 lines and Mobile Secure Multi-Device for 4-20 lines only. Existing monthly charges are reflected with “current”, while new changes are reflected as “effective March 27, 2025”.

| Verizon Mobile Protect (VMP) & Verizon Mobile Protect Multi-Device (VMP MD)  |   |
|--|---|
| <b>Consists of</b>   | Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)   |
| <b>Coverage</b>  | Loss, theft, damage (WPP) and post-warranty malfunctions (EW)   |
| Monthly Charge   |   |
| <b>Single Device</b>   | <ul style="list-style-type: none"> <li>● <b>Tier 1 Smartphones and Watches:</b> \$19</li> <li>● <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones:</b> \$16</li> </ul>   |
| <b>Multi-Device</b> (For accounts with lines with eligible devices)  | <b>4 to 20 lines: (current) \$60/(effective March 27, 2025) \$68</b><br><b>3 lines:</b> \$57<br><b>2 lines:</b> \$38<br>Coverage automatically adjusts based on the number of lines on the account.   |
| <b>Additional Coverage</b> (Only available for accounts with VMP MD 4-20 lines)  | <ul style="list-style-type: none"> <li>● \$12.10/additional registration (consists of WPP and EW)</li> <li>● \$9.25 /additional registration in FL (consists of WPP only)</li> <li>● Up to 3 additional registrations</li> </ul>  |
| WPP (Insurance) Claim Limits   |   |
| <b>Max claim amount</b>  | \$3,000   |
| <b>Single Device – max number of claims</b>  | Unlimited   |
| <b>Multi-Device – max number of claims</b>   | <ul style="list-style-type: none"> <li>● Unlimited per registered line</li> <li>● VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time</li> <li>● VMP MD accounts with 2 lines get 2 registrations</li> <li>● In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free</li> </ul> |
| <b>Additional Coverage</b>   | 1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free  |
| Wireless Phone Protection (WPP) (Insurance)  |   |
| <b>Coverage</b>  | Loss, theft and damage  |
| <b>Monthly Charge</b>  | <ul style="list-style-type: none"> <li>● <b>Tier 1 Smartphones and Watches:</b> \$7.95</li> <li>● <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones:</b> \$4.95</li> </ul>   |
| <b>Cracked glass repair deductible</b> (for select smartphones only)   | \$0 cracked screen and back glass repairs   |
| <b>Wireless Phone Protection (WPP) (Insurance)</b> (depending on device; applicable to all options that include WPP)                     | <b>Loss and theft:</b> \$19/\$99/\$109/\$189/\$229/\$279<br><b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)  |
| Verizon Extended Warranty (EW)*  |   |
| <b>Coverage</b>  | Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).   |
| <b>Monthly Charge</b>  | \$4.15  |
| <b>Fees</b>  | <ul style="list-style-type: none"> <li>● \$0 for repairs</li> <li>● \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.</li> </ul>  |
| Mobile Secure  |   |
| <b>Description</b><br>(Not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions) | Tech support and other benefits   |
| <b>Monthly Charge</b>  | <b>Single line:</b> \$6.90  |

|  |   |
|--|---|
|  | <b>For accounts: 4-20 lines: (current) \$21.60/(effective March 27,2025) \$29.60/ 3 lines: \$20.25/ 2 lines: \$13.80</b>  |
| <b>Additional Information</b>                                |   |
| <b>Cancellation Policy</b>                                   | <b>Device protection continues to renew each month until canceled</b> , 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. |
| <b>Replacement Devices</b>                                   | 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.   |
| <b>Monthly Charge</b>  | If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion.   |
| <b>Other device protection</b>                               | Total Equipment coverage (TEC)* consists of WPP and EW and is \$12.10 a month, or \$9.10 a month depending on device.   |
| <b>Device Requirements (if applicable to my transaction)</b> |   |
| <b>Bring Your Own Device</b>                                 | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), free of defects and not lost or stolen.   |
| <b>Open Enrollment</b>                                       | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), and free of defects.  |

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.

### Important Things to Know about Device Protection – Business (Nationwide)

Program information for all New York customers appears after the Nationwide charts.

|  |   |
|--|---|
| <b>Total Mobile Protection (TMP) for Business &amp; TMP Multi-Device (TMP MD) for Business</b> |   |
| <b>Consists of</b>   | Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Tech Coach (each available separately)  |
| <b>Coverage</b>  | Loss, theft, damage (WPP) and post-warranty malfunctions (EW)   |
| <b>Monthly Charge</b>  |   |
| <b>Single Device</b>   | <ul style="list-style-type: none"> <li>● Tier 1 Smartphones and Watches: \$18</li> <li>● Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$15</li> </ul>                         |
| <b>Multi-Device</b> (For accounts with lines with eligible devices)                            | <b>3-10 lines: \$49</b><br><b>11-24 lines: \$149</b><br><b>25-49 lines: \$299</b><br>Changes to the number of lines on your account may adjust your coverage option and monthly charge. |
| <b>WPP (Insurance) Claim Limits</b>  |   |
| <b>Max claim amount</b>  | \$3,000   |
| <b>Single Device</b>   |   |
| <b>Max number of claims</b>  | Unlimited   |

|   |   |
|---|---|
| <b>Replacement Deductibles Single</b> (depending on device; applicable to all options that include WPP)       | <b>Loss and theft:</b> \$19/\$99/\$109/\$189/\$229/\$279<br><b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)  |
| <b>Cracked glass repair deductible</b> (for select smartphones)   | \$0 cracked screen and back glass repairs   |
| <b>Multi-Device</b>   |   |
| <b>Max number of claims</b> (excluding cracked screen repair claims, which are unlimited per registered line) | <ul style="list-style-type: none"> <li>● <b>3-10 lines:</b> 3 registered lines share 6 claims every 12 months</li> <li>● <b>11-24 lines:</b> 11 registered lines share 22 claims every 12 months</li> <li>● <b>25-49 lines:</b> 25 registered lines share 50 claims every 12 months</li> <li>● In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free</li> </ul>            |
| <b>Replacement Deductibles Multi-Device</b> (depending on device; applicable to all options that include WPP) | <b>Loss and theft:</b> \$19/\$99/\$129/\$189/\$229/\$279<br><b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)  |
| <b>Cracked screen repair deductible</b> (for select smartphones)  | \$0 cracked screen repair   |
| <b>Wireless Phone Protection (WPP) (Insurance)</b>  |   |
| <b>Coverage</b>   | Loss, theft and damage  |
| <b>Monthly Charge</b>   | <ul style="list-style-type: none"> <li>● <b>Tier 1 Smartphones and Watches:</b> \$7.95</li> <li>● <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones:</b> \$4.95</li> </ul>   |
| <b>Verizon Extended Warranty (EW)*</b>  |   |
| <b>Coverage</b>   | Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).   |
| <b>Monthly Charge</b>   | \$4.15  |
| <b>Fees</b>   | <ul style="list-style-type: none"> <li>● \$0 for repairs</li> <li>● \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.</li> </ul>  |
| <b>Tech Coach</b>   |   |
| <b>Description</b>  | Tech support and other benefits.  |
| <b>Monthly Charge</b>   | <b>Single line:</b> \$5.90  |
| <b>Additional Information</b>   |   |
| <b>Cancellation Policy</b>  | <b>Device protection continues to renew each month until canceled</b> , 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.   |
| <b>Replacement Devices</b>  | 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.   |
| <b>Monthly Charge</b>   | If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion.   |
| <b>Other device protection</b>  | <b>Verizon Protect Business (VPB)</b> consists of WPP, EW and Business Tech Coach Security (each available separately) Tier 1 Smartphones only: \$22<br><b>Business Tech Coach Security</b> consists of Tech Coach plus access to Mobile Device Management and Lookout for Small Business Tier 1 Smartphones only: \$9.90<br><b>Total Equipment Coverage (TEC)*</b> consists of WPP and EW and is \$12.10 a month, or \$9.10 a month, depending on device |
| <b>Device Requirements (if applicable to my transaction)</b>  |   |
| <b>Bring Your Own Device</b>  | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), free of defects and not lost or stolen.   |
| <b>Open Enrollment</b>  | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), and free of defects.  |

**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).

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### Important Things to Know about Device Protection – Consumer (New York)

Effective March 27, 2025, the monthly charges will increase for Verizon Mobile Protect Multi-Device for 4-20 lines and Mobile Secure Multi-Device for 4-20 lines only. Existing monthly charges are reflected with “current”, while new changes are reflected as “effective March 27, 2025”.

| <b>Verizon Mobile Protect (VMP) &amp; Verizon Mobile Protect Multi-Device (VMP MD)</b>                           |  |
|--|--|
| <b>Consists of</b>   | Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)  |
| <b>Coverage</b>  | Loss, theft, damage (WPP) and post-warranty malfunctions (EW)  |
| <b>Monthly Charge</b>  |  |
| <b>Single Device</b>   | <ul style="list-style-type: none"> <li>● <b>Tier 1 Smartphones and Watches:</b> \$19</li> <li>● <b>Tier 2 Smartphones, Watches and Tablets:</b> \$19</li> <li>● <b>Tier 3 Smartphones, Watches, Tablets and Basic Phones:</b> \$16</li> </ul>  |
| <b>Multi-Device</b> (For accounts with lines with eligible devices)  | <b>4 to 20 lines: (current) \$60/(effective March 27, 2025) \$68</b><br><b>3 lines: \$57</b><br><b>2 lines: \$38</b><br>Coverage automatically adjusts based on the number of lines on the account.  |
| <b>Additional Coverage</b> (Only available for accounts with Verizon Mobile Protect Multi-Device 4-20 lines)     | \$12.40/additional registration (consists of WPP and EW)<br>Up to 3 additional registrations max   |
| <b>WPP (Insurance) Claim Limits</b>  |  |
| <b>Max claim amount</b>  | \$3,000  |
| <b>Single Device – max number of claims</b>  | Unlimited  |
| <b>Multi-Device – max number of claims</b>   | <ul style="list-style-type: none"> <li>● Unlimited per registered line</li> <li>● VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time</li> <li>● VMP MD accounts with 2 lines get 2 registrations</li> <li>● In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free.</li> </ul> |
| <b>Additional Coverage</b>   | 1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free   |
| <b>Wireless Phone Protection (WPP) (Insurance)</b>   |  |
| <b>Coverage</b>  | Loss, theft and damage   |
| <b>Monthly Charge</b>  | <ul style="list-style-type: none"> <li>● <b>Tier 1 Smartphones and Watches:</b> \$8.25</li> <li>● <b>Tier 2 Smartphones, Watches and Tablets:</b> \$5.25</li> <li>● <b>Tier 3 Smartphones, Watches, Tablets and Basic Phones:</b> \$4.25</li> </ul>  |
| <b>Cracked glass repair deductible</b> (for select smartphones only)   | \$0 cracked screen and back glass repairs  |
| <b>WPP (Insurance) Replacement Deductibles</b> (depending on device; applicable to all options that include WPP) | <b>Loss and theft:</b> \$19/\$49/\$99/\$149/\$249<br><b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)  |
| <b>Verizon Extended Warranty (EW)*</b>   |  |
| <b>Coverage</b>  | Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).  |
| <b>Monthly Charge</b>  | \$4.15   |

|  |   |
|--|---|
| <b>Fees</b>  | <ul style="list-style-type: none"> <li>• \$0 for repairs</li> <li>• \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.</li> </ul>  |
| <b>Mobile Secure</b>   |   |
| <b>Description</b><br>(not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions) | Tech support and other benefits   |
| <b>Monthly Charge</b>  | <b>Tier 1: \$6.60; Tier 2: \$9.60; Tier 3: \$7.60</b><br><b>For accounts: 4-20 lines, (current) \$25.85/(effective March 27,2025) \$33.85/ 3 lines: \$22.85/2 lines: \$13.80</b>  |
| <b>Additional Information</b>  |   |
| <b>Cancellation Policy</b>   | <b>Device protection continues to renew each month until canceled</b> , 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. |
| <b>Replacement Devices</b>   | 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.   |
| <b>Monthly Charge</b>  | If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion.   |
| <b>Other device protection</b>   | Total Equipment Coverage (TEC)* consists of WPP and EW and is \$12.40/\$9.40/\$8.40 per month, depending on device.   |
| <b>Device Requirements (if applicable to my transaction)</b>   |   |
| <b>Bring Your Own Device</b>   | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), free of defects and not lost or stolen.   |
| <b>Open Enrollment</b>   | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), and free of defects.  |

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).

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### Important Things to Know about Device Protection – Business (New York)

|  |   |
|--|---|
| <b>Total Mobile Protection (TMP) for Business &amp; TMP Multi-Device (TMP MD) for Business</b> |   |
| <b>Consists of</b>   | Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Tech Coach (each available separately)  |
| <b>Coverage</b>  | Loss, theft, damage (WPP) and post-warranty malfunctions (EW)   |
| <b>Monthly Charge</b>  |   |
| <b>Single Device</b>   | <ul style="list-style-type: none"> <li>• <b>Tier 1 Smartphones and Watches: \$18</b></li> <li>• <b>Tier 2 Smartphones, Watches and Tablets: \$18</b></li> <li>• <b>Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$15</b></li> </ul> |
| <b>Multi-Device (For accounts with lines with eligible devices)</b>                            | <b>3-10 lines: \$49</b><br><b>11-24 lines: \$149</b><br><b>25-49 lines: \$299</b>   |

|   |  |
|---|--|
|   | Changes to the number of lines on your account may adjust your coverage option and monthly charge.   |
| <b>WPP (Insurance) Claim Limits</b>   |  |
| <b>Max claim amount</b>   | \$3,000  |
| <b>Single Device</b>  |  |
| <b>Max number of claims</b>   | Unlimited  |
| <b>Replacement Deductibles</b> (depending on device; applicable to all options that include WPP)              | <b>Loss and theft:</b> \$19/\$49/\$99/\$149/\$249<br><b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)  |
| <b>Cracked glass repair deductible</b> (for select smartphones only)  | \$0 cracked screen and back glass repairs  |
| <b>Multi-Device</b>   |  |
| <b>Max number of claims</b> (excluding cracked screen repair claims, which are unlimited per registered line) | <ul style="list-style-type: none"> <li>● <b>3-10 lines:</b> 3 registered lines share 6 claims every 12 months</li> <li>● <b>11-24 lines:</b> 11 registered lines share 22 claims every 12 months</li> <li>● <b>25-49 lines:</b> 25 registered lines share 50 claims every 12 months</li> <li>● In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free</li> </ul> |
| <b>Replacement Deductibles</b> (depending on device; applicable to all options that include WPP)              | <b>Loss and theft:</b> \$19/\$49/\$99/\$149/\$249<br><b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)  |
| <b>Cracked screen repair deductible</b> (for select smartphones)  | \$0 cracked screen repair  |
| <b>Wireless Phone Protection (WPP) (Insurance)</b>  |  |
| <b>Coverage</b>   | Loss, theft and damage   |
| <b>Monthly Charge</b>   | <ul style="list-style-type: none"> <li>● <b>Tier 1 Smartphones and Watches:</b> \$8.25</li> <li>● <b>Tier 2 Smartphones, Watches and Tablets:</b> \$5.25</li> <li>● <b>Tier 3 Smartphones, Watches, Tablets and Basic Phones:</b> \$4.25</li> </ul>  |
| <b>Verizon Extended Warranty (EW)*</b>  |  |
| <b>Coverage</b>   | Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).  |
| <b>Monthly Charge</b>   | \$4.15   |
| <b>Fees</b>   | <ul style="list-style-type: none"> <li>● \$0 for repairs</li> <li>● \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.</li> </ul>   |
| <b>Tech Coach</b>   |  |
| <b>Description</b>  | Tech support and other benefits  |
| <b>Monthly Charge</b>   | <b>Tier 1:</b> \$5.60; <b>Tier 2:</b> \$8.60; <b>Tier 3:</b> \$6.60  |
| <b>Additional Information</b>   |  |
| <b>Cancellation Policy</b>  | <b>Device protection continues to renew each month until canceled</b> , 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.  |
| <b>Replacement Devices</b>  | 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.  |
| <b>Monthly Charge</b>   | If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion.  |
| <b>Other device protection</b>  | <b>Verizon Protect Business (VPB)</b> consists of WPP, EW and Business Tech Coach Security (each available separately) Tier 1 and 2 Smartphones only: \$22<br><b>Business Tech Coach Security</b> consists of Tech Coach plus access to Mobile Device Management and Lookout for Small Business Tier 1 smartphones: \$9.60<br>Tier 2 smartphones: \$12.60  |

|  |   |
|--|---|
|  | <b>Total Equipment Coverage (TEC)*</b> consists of WPP and EW and is \$12.40/\$9.40/\$8.40 per month, depending on device.  |
| <b>Device Requirements (if applicable to my transaction)</b> |   |
| <b>Bring Your Own Device</b>                                 | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), free of defects and not lost or stolen. |
| <b>Open Enrollment</b>                                       | I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), and free of defects.                    |

All applicable taxes and surcharges extra.

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**Terms and Conditions:**

[Review Brochures with Terms and Conditions](#)

For Device Protection Brochures, view [www.verizon.com/support/device-protection-brochures](http://www.verizon.com/support/device-protection-brochures)

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