

Verizon Mobile Protect

Your device is critical. We get it. That's why Verizon Mobile Protect gives you same day delivery and setup for replacement smartphones¹ and new devices purchased from Verizon.² Plus, you will get access to 24/7 privacy and security^{6,7} tools and Tech Coach expert support.

| | Verizon Mobile Protect Multi-Device* (VMP MD) | Verizon Mobile Protect* (VMP) | Total Equipment Coverage (TEC) [†] | Wireless Phone Protection (WPP) | Verizon Extended Warranty (EW) | Mobile Secure |
|--|---|-------------------------------|---|--|--------------------------------|-----------------------|
| Same-day delivery, activation and setup for new devices purchased on verizon.com¹ | ✓ New devices only | ✓ New devices only | | | | ✓ New devices only |
| Same-day delivery, activation and setup for replacement devices for select smartphones, subject to inventory availability. ² | ✓ | ✓ | | | | |
| Unlimited fast cracked screen repair for only \$29 each time for select smartphones, subject to parts availability. ³ | ✓ | ✓ | ✓ | ✓ | | |
| Battery replacement (for post-warranty defects) for select smartphones, subject to parts availability. ⁴ | ✓ | ✓ | ✓ | ✓ For Florida customers only ³ | ✓ | |
| Unlimited device refresh⁵ | ✓ | ✓ | | | | ✓ |
| 24/7 Tech Coach expert support Try it hands free on an eligible smart speaker. | ✓ | ✓ | | | | ✓ |
| 24/7 Security Advisor experts⁶ | ✓ | ✓ | | | | ✓ |
| Digital security and privacy features⁷ Download required for Digital Secure & Call Filter apps. | ✓ | ✓ | | | | ✓ |
| Verizon Extended Warranty⁴ | ✓ | ✓ | ✓ | | ✓ | |
| Expedited international fulfillment options⁸ | ✓ | ✓ | ✓ | ✓ | | |
| Next-day device replacement⁹ | ✓ | ✓ | ✓ | ✓ | | |
| Loss, Theft, Damage¹⁰ | ✓ | ✓ | ✓ | ✓ | | |
| Post-Warranty Defects¹¹ | ✓ | ✓ | ✓ | ✓ For Florida customers only ³ | ✓ | |
| Shared claims 3 registered lines share 9 claims yearly (excluding cracked screen repairs). After 12 months claim-free on a line, that registration will automatically re-open and be available to be used with another line on the account. | ✓ | ✓ | | | | |
| Additional Coverage for accounts with more than 3 lines with eligible devices Only available with VMP MD. Max 7 per account. | ✓ | ✓ | | | | |

* Verizon Mobile Protect & Verizon Mobile Protect Multi-Device are not available in New York or for New York customers (New York account billing address).

† TEC is not available in Florida or for Florida customers (Florida account billing address).

¹ New device same-day delivery and setup is available in select locations and for select devices, which are subject to change at any time. Availability of delivery and setup applies to devices newly purchased on verizon.com, is presented at the time of device purchase, and is contingent on certain criteria, including device purchase time, device availability, customer location, and technician availability. Replacement device same-day delivery and set up is available in select locations, which are subject to change at any time. Availability of same-day device replacement and setup is contingent on certain criteria including claim approval time, customer address, and technician availability.

² Available in select locations, which are subject to change at any time. Availability of same-day device replacement and setup is contingent on certain criteria including claim approval time, customer address, and technician availability.

³ Smartphones that only have a cracked front screen are eligible; damage beyond a front cracked screen is not eligible for cracked screen repair. Available in select locations, which are subject to change at any time. Availability of same-day repair depends on criteria such as claim approval time and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month warranty. Visit phoneclaim.com/verizon to check current device eligibility.

⁴ Repair provided under Verizon Wireless Extended Warranty is available for select smartphones, in select locations, subject to parts and technician availability. If a repair option is not available, you will be offered a replacement device and the Extended Warranty replacement fee will be waived. Eligibility for repair will be determined at the point of claim. Extended Warranty is not available in Florida or for Florida customers. In Florida, Extended Warranty coverage is provided by the insurance program (device replacement deductible and claim limit apply).

⁵ Device performance checks and device sanitization are only available in select uBreakiFix locations, which are subject to change at any time. Availability of refresh services are for most smartphones and tablets and is contingent on certain criteria, including device type and technician availability. These services are diagnostic only, and do not include troubleshooting, triage, repair or replacement services. Select refresh services may be available as web-based services.

⁶ Security Advisor does not provide real-time notification of sensitive data exposure; virus/malware removal; home network hacking mitigation; or data loss management. A smartphone is required to download the Digital Secure app; features included vary by device.

⁷ Digital Secure: A smartphone is required to download the Digital Secure app. Select features may be accessed on tablets and computers. OS restrictions apply: Android 4.4+ & iOS 11+. Enroll in identity theft monitoring via the app. Verizon does not monitor all transactions and cannot protect against all identity theft. Customer should contact the three national credit bureaus to monitor credit report. Call Filter Plus: Compatible smartphone required; features included vary by device. Tablets, smart watches and basic phones not supported. The following OS requirements apply: Android 9.4.0+ and iOS 2.1.1+. High-risk spam calls are automatically blocked and forwarded to voicemail. Download the Call Filter app to manage all settings and access custom controls. These benefits are included in Mobile Secure.

⁸ Fulfillment options vary based upon location and availability.

⁹ Approved claims may be eligible for next day device replacements based on claim approval time, except in Alaska and Hawaii. Customers in AL and HI will receive shipping options at the time of claim approval. Claims may be fulfilled with new, refurbished or remanufactured devices of 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.

¹⁰ Lost, stolen or damaged device replacements are provided by Wireless Phone Protection (WPP), which is insurance coverage underwritten in Georgia, by LM General Insurance Company (Boston, MA); in Indiana, by Indiana Insurance Company (Boston, MA); in New Jersey, by Liberty Mutual Mid-Atlantic Insurance Company (Boston, MA), and in all other states, Liberty Insurance Underwriters Inc. (Boston, MA) or one of its insurance company affiliates; in FL, WPP includes coverage for post-warranty defects (device replacement deductible and claim limit apply). Asurion Insurance Services, Inc. (in California, Agent License #0B35141; in Iowa, Agent License #1001000131), is the Agent and provides the claims servicing under this program. Except in Florida, repairs and replacements for post-warranty defects are provided through the Verizon Wireless Extended Warranty program; the obligor of the Extended Warranty program is Verizon Wireless Services, LLC.

¹¹ In Florida WPP includes coverage for post-warranty defects (device replacement deductible applies).