

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

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

Verizon Mobile Protect (VMP) & Verizon Mobile Protect Multi-Device (VMP MD)	
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	
Single Device	Tier 1 Smartphones and Watches: \$17 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$14
Multi-Device (For accounts with lines with eligible devices)	4 to 20 lines: \$60 3 lines: \$50 2 lines: \$34 Coverage automatically adjusts based on the number of lines on the account.
Additional Coverage (Only available for accounts with VMP MD)	\$11.40/additional registration (consists of WPP and EW) \$8/additional registration in FL (consists of WPP only) Up to 3 additional registrations max
WPP (Insurance) Claim Limits in 12 months	
Max claim amount	\$3,000
Single device – max number of claims	Unlimited
Multi-device – max number of claims	Unlimited per registered line VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time VMP MD accounts with 2 lines get 2 registrations In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free
Additional Coverage	1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free
Verizon Extended Warranty (EW)*	
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).
Monthly Charge	\$4.15
Fees	\$0 for repairs \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.
Mobile Secure	
Description (Not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)	Same Day Delivery and Setup: For replacement smartphones and new devices purchased on verizon.com Digital security and privacy tools: ID theft monitoring, secure Wi-Fi, screening and blocking of robocalls Security Advisor: 24/7 support for digital security and privacy tools Device refresh: Device deep cleanings and performance diagnostics Tech Support: 24/7 access to Tech Coach support Data Recovery: Expert-led assistance with backing up data All lines on accounts with VMP MD have access to Mobile Secure.
Monthly Charge	Single line: \$5.60 For accounts 4-20 lines: \$25.35/ 3 lines: \$15.35/ 2 lines: \$11.20
Wireless Phone Protection (WPP) (Insurance)	
Coverage	Loss, theft and damage
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.25
WPP (Insurance) Replacement Deductibles (depending on device; applicable to all options that include WPP)	Loss and theft: \$19/\$99/\$129/\$189/\$229/\$279 Damage: \$99 (unless loss/theft deductible is less than \$99 in which case deductible will be same as loss/theft)
Cracked Screen Repair Deductible	\$0
Additional Information	

Cancellation Policy	All device protection options continue to renew each month until canceled , and are billed directly to your wireless account. You can cancel your device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.
Replacement Devices	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.
Monthly Charge	If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion. For details on your monthly charge see brochure.
Other Device Protection Options	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$11.40 a month or \$8.40 a month, depending on device.
Device Requirements (if applicable to my transaction)	
Bring Your Own Device	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.
Open Enrollment	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, coverage for post-warranty malfunctions is provided by WPP (damage replacement deductible and claim limits apply).

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

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

Total Mobile Protection (TMP) for Business & TMP Multi-Device (TMP MD) for Business	
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Tech Coach (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	
Single Device	Tier 1 Smartphones and Watches: \$16 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$13
Multi-Device (For accounts with lines with eligible devices)	3-10 lines: \$49 11-24 lines: \$149 25-49 lines: \$299 Changes to the number of lines on your account may adjust your coverage option and monthly charge.
WPP (Insurance) Claim Limits in 12 months (excluding cracked screen repair claims, which are unlimited per registered line)	
Device claim max	\$3,000
Single device claim limit	Unlimited
Multi-device claim limit	3-10 lines: 3 registered lines share 6 claims every 12 months 11-24 lines: 11 registered lines share 22 claims every 12 months 25-49 lines: 25 registered lines share 50 claims every 12 months In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free
Other Device Protection Options	
Verizon Protect Business (VPB)	
Consists of	WPP, EW and Business Tech Coach Security (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	Tier 1 Smartphones only: \$20
Total Equipment Coverage (TEC)*	
Consists of	WPP and EW (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	Tier 1 Smartphones and Watches: \$11.40

	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$8.40
Wireless Phone Protection (WPP) (Insurance)	
Coverage	Loss, theft and damage
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.25
WPP (Insurance) Replacement Deductibles (depending on device; applicable to all options that include WPP)	Loss and theft: \$19/\$99/\$129/\$189/\$229/\$279 Damage: \$99 (unless loss/theft deductible is less than \$99, in which case deductible will be the same as loss/theft)
Cracked Screen Repair Deductible	\$0
Verizon Extended Warranty (EW)*	
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).
Monthly Charge	\$4.15
Fees	\$0 for repairs \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.
Tech Coach	
Description	Tech Support: 24/7 access to Tech Coach support Laptop health checkups: PC tune-ups, diagnostics and virus removal assistance at a repair location Device refresh: Device deep cleanings and performance diagnostics Same day delivery and setup: For replacement smartphones and new devices purchased on verizon.com All lines on accounts with TMP MD for Business have access to Tech Coach.
Monthly Charge	Single line: \$4.60
Business Tech Coach Security	
Description	Includes Verizon Mobile Device Management (MDM) and Lookout for Small Business, plus all the benefits of Tech Coach. Plus, 24/7 access to Tech Coach experts via live chat for device support, onboarding and support via My Business.
Monthly Charge	Tier 1 smartphones only: \$8.60
Additional Information	
Cancellation Policy	All device protection options continue to renew each month until canceled , and are billed directly to your wireless account. You can cancel your device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.
Replacement Devices	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.
Monthly Charge	If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion. For details on your monthly charge see brochure.
Bring Your Own Device	
	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.
Open Enrollment	
	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, coverage for post-warranty malfunctions is provided by WPP (damage replacement deductible and claim limits apply).

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

As of August 10, 2023, device protection is changing for New York customers. Existing program information is reflected below as “Current”, while changes are reflected as “Effective August 10, 2023”.

	Current	Effective August 10, 2023
Verizon Mobile Protect (VMP) & Verizon Mobile Protect Multi-Device (VMP MD)		
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge		
Single Device	Tier 1 Smartphones and Watches: \$17 Tier 2 Smartphones, Watches and Tablets: \$17 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$14	
Multi-Device (For accounts with lines with eligible devices)	3 to 10 lines: \$50	4 to 20 lines: \$60 3 lines: \$50 2 lines: \$34 Coverage automatically adjusts based on the number of lines on the account.
Additional Coverage (Only available for accounts with VMP MD)	\$11.40 per additional line Up to 7 lines max	Available only with Multi-Device 4-20 lines: \$11.40/additional registration (consists of WPP and EW) Up to 3 additional registrations max
WPP (Insurance) Claim Limits in 12 months (excluding cracked screen repair claims, which are unlimited per registered line)		
Max claim amount	\$400 or \$3,000, depending on device	\$3,000
Single device – max number of claims	3	Unlimited
Multi-device – max number of claims	3 registered lines share 9 claims (you decide which 3 lines to register for coverage and when by filing a claim on those lines – after 12 months claim-free on a line, that registration will automatically reset and be available to be used with another line on the account)	Unlimited per registered line VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time VMP MD accounts with 2 lines get 2 registrations In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free
Additional Coverage	1 more registration with an additional 3 shared claims every 12 months - registrations automatically reset after 12 months claim-free	1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free
Other Device Protection Options		
Total Equipment Coverage (TEC) *		
Consists of	WPP and EW (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge	Tier 1 Smartphones and Watches: \$11.40 Tier 2 Smartphones, Watches and Tablets: \$10.15 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$8.40	Tier 1 Smartphones and Watches: \$11.40 Tier 2 Smartphones, Watches and Tablets: \$9.55 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$8.40
Wireless Phone Protection (WPP) (Insurance)		
Coverage	Loss, theft and damage	
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches and Tablets: \$6.00 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches and Tablets: \$5.40 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25
WPP (Insurance) Replacement Deductibles (depending on device; applicable to all options that include WPP)	Loss, theft and damage: \$19/\$49/\$99/\$149/\$229	Loss and theft: \$19/\$49/\$99/\$149/\$249 Damage: \$99 (unless loss/theft deductible is less than \$99 in which case deductible will be same as loss/theft)
Cracked Screen Repair Deductible	\$29 per claim	\$0
Verizon Extended Warranty (EW) *		
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).	
Monthly Charge	\$4.15	
Fees	\$0 for repairs \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.	
Mobile Secure		
Description (Not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)	Same Day Delivery and Setup: For replacement smartphones and new devices purchased on verizon.com Digital security and privacy tools: ID theft monitoring, secure Wi-Fi, screening and blocking of robocalls Security Advisor: 24/7 support for digital security and privacy tools Device refresh: Device deep cleanings and performance diagnostics Tech Support: 24/7 access to Tech Coach support All lines on accounts with VMP MD have access to Mobile Secure.	

		Data Recovery (available effective August 10, 2023): Expert-led assistance with backing up data
Monthly Charge	Tier 1: \$5.60; Tier 2: \$6.85; Tier 3: \$5.60 For account: \$15.35	Tier 1: \$5.60; Tier 2: \$7.45; Tier 3: \$5.60 For accounts: 4-20 lines: \$28.35/ 3 lines: \$18.35/ 2 lines: \$11.20
Additional Information		
Cancellation Policy	All device protection options continue to renew each month until canceled, and are billed directly to your wireless account. You can cancel your device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.	
Replacement Devices	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.	
Monthly Charge	If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion. For details on your monthly charge see brochure.	
Bring Your Own Device	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.	
Open Enrollment	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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Important Things to Know about Device Protection – Business (New York)

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	Current	Effective August 10, 2023
Total Mobile Protection (TMP) for Business & TMP Multi-Device (TMP MD) for Business		
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Tech Coach (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge		
Single Device	Tier 1 Smartphones and Watches: \$16 Tier 2 Smartphones, Watches and Tablets: \$16 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$13	
Multi-Device (For accounts with lines with eligible devices)	3-10 lines: \$49 11-24 lines: \$149 25-49 lines: \$299 Changes to the number of lines on your account may adjust your coverage option and monthly charge.	
WPP (Insurance) Claim Limits in 12 months (excluding cracked screen repair claims, which are unlimited per registered line)		
Device claim max	\$400 or \$3,000, depending on device	\$3,000
Single device claim limit	3	Unlimited
Multi-device claim limit	3-10 lines: 3 registered lines share 6 claims every 12 months 11-24 lines: 11 registered lines share 22 claims every 12 months 25-49 lines: 25 registered lines share 50 claims every 12 months In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free	
Other Device Protection Options		
Verizon Protect Business (VPB)		
Consists of	WPP, EW and Business Tech Coach Security (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge	Tier 1 Smartphones only: \$20	
Total Equipment Coverage (TEC)*		
Consists of	WPP and EW (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	

Monthly Charge	Tier 1 Smartphones and Watches: \$11.40 Tier 2 Smartphones, Watches and Tablets: \$10.15 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$8.40	Tier 1 Smartphones and Watches: \$11.40 Tier 2 Smartphones, Watches and Tablets: \$9.55 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$8.40
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Coverage	Loss, theft and damage	
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches and Tablets: \$6.00 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches and Tablets: \$5.40 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25
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Cracked Screen Repair Deductible	\$29 per claim \$19 per claim for TMP MD for Business	\$0
Verizon Extended Warranty (EW)*		
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).	
Monthly Charge	\$4.15	
Fees	\$0 for repairs \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.	
Tech Coach		
Description	Tech Support: 24/7 access to Tech Coach support Laptop health checkups: PC tune-ups, diagnostics and virus removal assistance at a repair location Device refresh: Device deep cleanings and performance diagnostics Same day delivery and setup: For replacement smartphones and new devices purchased on verizon.com All lines on accounts with TMP MD for Business have access to Tech Coach.	
Monthly Charge	Tier 1: \$4.60; Tier 2: \$5.85; Tier 3: \$4.60	Tier 1: \$4.60; Tier 2: \$6.45; Tier 3: \$4.60
Business Tech Coach Security		
Description	Includes Verizon Mobile Device Management (MDM) and Lookout for Small Business, plus all the benefits of Tech Coach. Plus, 24/7 access to Tech Coach experts via live chat for device support, onboarding and support via My Business.	
Monthly Charge	Tier 1 smartphones only: \$8.60 Tier 2 smartphones only: \$9.85	Tier 1 smartphones only: \$8.60 Tier 2 smartphones only: \$10.45
Additional Information		
Cancellation Policy	All device protection options continue to renew each month until canceled , and are billed directly to your wireless account. You can cancel your device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.	
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Monthly Charge	If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion. For details on your monthly charge see brochure.	
Bring Your Own Device	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.	
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