

Tablet Protection & Support



ADVANCED Protection Pack



Combines **Advanced Device Insurance (ADI)**, **Advanced Device Service & Support (ADSS)** and **Tech Expert support**. It covers tablets in the event of mechanical or electrical breakdown (malfunction) due to defects in material workmanship or normal wear and tear, damage, loss, and theft. You also receive one-click access to a Tech Expert for easy troubleshooting when you download the app.



Tech Expert App

Available with Advanced Protection Pack

Easy, one-click access to reach a Tech Expert within seconds for answers to all of your device questions. Enjoy U.S.-based support for your tablet and anything connected to it. Includes proactive messages with helpful tips and device alerts.

Download the app from your app store or at sprint.com/protection.

Program eligibility varies by device. For full terms & conditions, visit phoneclaim.com/sprint/tablet/terms.

ADVANCED Device Insurance



Covers loss, theft, and physical or liquid damage.

ADVANCED Device Service & Support



Covers mechanical and electrical breakdown (malfunction) due to defects in material workmanship or normal wear and tear.

Summary of coverage	APP*	ADSS	ADI
Monthly Subscriber Fee	\$13	\$4	\$3.25
Mechanical or electrical breakdown (malfunction) due to defects or normal wear & tear	•	•	
Loss, Theft, Liquid, or Physical Damage	•		•
Tech Expert	•		
Deductible (non-refundable per approved claim)	Tier 1: \$100 Tier 2: \$200 Per approved claim for loss, theft or damage	\$0	Tier 1: \$100 Tier 2: \$200 Per approved claim
Claim limits	Three insurance claims within any consecutive 12-month period for loss, theft, or damage with a maximum replacement value of \$1,500. There is no claim limit for mechanical or electrical breakdown claims.	Unlimited number of claims.	Three insurance claims within any consecutive 12-month period for loss, theft, or damage with a maximum replacement value of \$1,500 per claim.
Replacement equipment	Replacement equipment may be a new or refurbished device and/or a comparable model.		
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).		
Device Tier	Tier 1	Tier 2	
Devices	ANS Quanta 10" Tablet (LTE Only) ANS Quanta 8" (LTE Only) Samsung Galaxy Tab E Samsung Galaxy Tab A	iPad Air 16GB, 32 GB iPad Air 2 16GB, 32GB, 64GB iPad Air 3 16GB, 64GB, 128GB iPad Mini 4 16GB, 32GB, 64GB iPad Pro 128GB, 256GB iPad Pro 9.7 32GB, 128GB, 256GB	

If you do not see your tablet in the above list, and for a complete and current list of devices with associated service fees, please visit phoneclaim.com/sprint or call **800-584-3666**. NOTE: This list is changed from time to time. Please check this list any time your equipment changes.

*The Advanced Protection Pack (APP) is a combination of ADI, ADSS, and the Tech Expert. ADI is underwritten by Continental Casualty Company, a CNA company (CNA), 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.). ADSS 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.

How to enroll your tablet

Signing up for tablet protection is easy

- Visit a Sprint store to ask a sales rep
- Visit sprint.com

Be sure to enroll within **30 days of tablet activation** or any time you upgrade your device. After 30 days, tablets are no longer eligible to enroll.

How to make a claim for your tablet

Two ways to make a claim:

- Visit phoneclaim.com/sprint 24/7
- Call **800-584-3666** M-F 7AM-11PM CT; Sa-Su 8AM-10PM

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

Shipping Schedule for Insurance Replacements:

Complete your claim...	Receive your device
Monday - Thursday Before 10:00pm CST	Next Day
Friday Before 10:00pm CST	Monday
Saturday Before 7:30pm CST	Monday
Sunday	Tuesday

Here's what you'll need:

- Wireless number
- Tablet make/model
- Credit/debit card information for deductible/service fee (if applicable)
- Sprint PIN
- Shipping address

Deductible/service fee

Once your claim is approved, a non-refundable deductible or service fee (when applicable) will be collected from you.

Damaged/malfunctioning devices

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

Lost/stolen tablets

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