

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

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

As of May 29, 2024, device protection is changing for Nationwide customers. Existing program information is reflected below as “Current”, while changes are reflected as “Effective May 29, 2024”. Note that device protection for New York customers is not changing on May 29, 2024.

	Current	Effective May 29, 2024
<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>	<b>Tier 1 Smartphones and Watches: \$17</b>  <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$14</b>	<b>Tier 1 Smartphones and Watches: \$19</b>  <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$16</b>
<b>Multi-Device</b> (For accounts with lines with eligible devices)	<b>4 to 20 lines: \$60</b> <b>3 lines: \$50</b> <b>2 lines: \$34</b>  Coverage automatically adjusts based on the number of lines on the account.	<b>4 to 20 lines: \$60</b> <b>3 lines: \$57</b> <b>2 lines: \$38</b>  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)	\$11.40/additional registration (consists of WPP and EW)  \$8/additional registration in FL (consists of WPP only)  Up to 3 additional registrations max	\$12.10/additional registration (consists of WPP and EW)  \$9.25 /additional registration in FL (consists of WPP only)  Up to 3 additional registrations
<b>WPP (Insurance) Claim Limits in 12 months</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>	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	
<b>Additional Coverage</b>	1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free	
<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>	\$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.	
<b>Mobile Secure</b>		

<b>Description</b> (Not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)	Tech Coach and other features	Tech Coach and other features. Plus in-person device optimization where available (with screen protectors installed for select smartphones at no extra cost)
<b>Monthly Charge</b>	<b>Single line:</b> \$5.60 <b>For accounts:</b> 4-20 lines: \$25.35/ 3 lines: \$15.35/ 2 lines: \$11.20	<b>Single line:</b> \$6.90 <b>For accounts:</b> 4-20 lines: \$21.60/ 3 lines: \$20.25/ 2 lines: \$13.80
<b>Wireless Phone Protection (WPP) (Insurance)</b>		
<b>Coverage</b>	Loss, theft and damage	
<b>Monthly Charge</b>	<b>Tier 1 Smartphones and Watches:</b> \$7.25 <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones:</b> \$4.25	<b>Tier 1 Smartphones and Watches:</b> \$7.95 <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones:</b> \$4.95
<b>WPP (Insurance) Replacement Deductibles</b> (depending on device; applicable to all options that include WPP)	<b>Loss and theft:</b> \$19/\$99/\$129/\$189/\$229/\$279 <b>Damage:</b> \$99 (unless loss/theft deductible is less than \$99 in which case deductible will be same as loss/theft)	<b>Loss and theft:</b> \$19/\$99/\$109/\$189/\$229/\$279 (\$129 deductible becomes \$109) <b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)
<b>Cracked Screen Repair Deductible (for select smartphones only)</b>	\$0 front cracked screen repair	\$0 front cracked screen and back glass repair
<b>Additional Information</b>		
<b>Cancellation Policy</b>	All device protection options continue to renew each month until canceled, and are billed directly to your wireless account. You can cancel your optional 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.	
<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. For details on your monthly charge see brochure.	
<b>Other Device Protection Options</b>	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$11.40 a month or \$8.40 a month, depending on device.	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, coverage for post-warranty malfunctions is provided by WPP (damage replacement deductible and claim limits apply)

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.

As of May 29, 2024, device protection is changing for Nationwide customers. Existing program information is reflected below as “Current”, while changes are reflected as “Effective May 29, 2024”. Note that device protection for New York customers is not changing on May 29, 2024.

	Current	Effective May 29, 2024
<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>	<b>Tier 1 Smartphones and Watches:</b> \$16	<b>Tier 1 Smartphones and Watches:</b> \$18
	<b>Tier 2 Smartphones, Watches, Tablets and Basic Phones:</b> \$13	<b>Tier 2 Smartphones, Watches, Tablets and Basic Phones:</b> \$15
<b>Multi-Device</b> (For accounts with lines with eligible devices)	<b>3-10 lines:</b> \$49 <b>11-24 lines:</b> \$149 <b>25-49 lines:</b> \$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)	
<b>Device claim max</b>	\$3,000	
<b>Single Device</b>		
<b>Claim Limit</b>	Unlimited	
<b>Replacement deductibles</b>	<b>Loss and theft:</b> \$19/\$99/\$129/\$189/\$229/\$279  <b>Damage:</b> \$99 (unless loss/theft deductible is less than \$99, in which case deductible will be the same as loss/theft)	<b>Loss and theft:</b> \$19/\$99/\$109/\$189/\$229/\$279 (\$129 deductible becomes \$109 )  <b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)
	<b>Cracked screen repair deductible (for select smartphones)</b>	\$0 front cracked screen repair
<b>Multi-Device</b>		
<b>Claim Limit</b>	<b>3-10 lines:</b> 3 registered lines share 6 claims every 12 months  <b>11-24 lines:</b> 11 registered lines share 22 claims every 12 months  <b>25-49 lines:</b> 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	
	<b>Replacement deductibles</b>	<b>Loss and theft:</b> \$19/\$99/\$129/\$189/\$229/\$279  <b>Damage:</b> \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)
<b>Cracked screen repair deductible (for select smartphones)</b>	\$0 front cracked screen repair	
<b>Other Device Protection Options</b>		
<b>Verizon Protect Business (VPB)</b>		
<b>Consists of</b>	WPP, EW and Business Tech Coach Security (each available separately)	
<b>Coverage</b>	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	

<b>Monthly Charge</b>	<b>Tier 1 Smartphones only: \$20</b>	<b>Tier 1 Smartphones only: \$22</b>
<b>Total Equipment Coverage (TEC)*</b>		
<b>Consists of</b>	WPP and EW (each available separately)	
<b>Coverage</b>	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
<b>Monthly Charge</b>	<b>Tier 1 Smartphones and Watches: \$11.40</b> <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$8.40</b>	<b>Tier 1 Smartphones and Watches: \$12.10</b> <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$9.10</b>
<b>Wireless Phone Protection (WPP) (Insurance)</b>		
<b>Coverage</b>	Loss, theft and damage	
<b>Monthly Charge</b>	<b>Tier 1 Smartphones and Watches: \$7.25</b> <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.25</b>	<b>Tier 1 Smartphones and Watches: \$7.95</b> <b>Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.95</b>
<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>	\$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.	
<b>Tech Coach</b>		
<b>Description</b>	Tech Coach and other features	Tech Coach and other features. Plus, for TMP for Business single device only, in-person device optimization where available (with screen protectors installed for select smartphones at no extra cost)
<b>Monthly Charge</b>	<b>Single line: \$4.60</b>	<b>Single line: \$5.90</b>
<b>Business Tech Coach Security</b>		
<b>Description</b>	All benefits of Tech Coach plus VZ MDM and Lookout for Small Business. My Business.	Business Tech Coach benefits and other features. Plus, in-person device optimization where available (with screen protectors installed for select smartphones at no extra cost)
<b>Monthly Charge</b>	<b>Tier 1 smartphones only: \$8.60</b>	<b>Tier 1 smartphones only: \$9.90</b>
<b>Additional Information</b>		
<b>Cancellation Policy</b>	<b>All device protection options continue to renew each month until canceled</b> , and are billed directly to your wireless account. You can cancel your optional 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.	
<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. For details on your monthly charge see brochure.	
<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, coverage for post-warranty malfunctions is provided by WPP (damage replacement deductible and claim limits apply).

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 - Consumer (New York)

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)
<b>Monthly Charge</b>	
<b>Single Device</b>	<p><b>Tier 1 Smartphones and Watches: \$17</b></p> <p><b>Tier 2 Smartphones, Watches and Tablets: \$17</b></p> <p><b>Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$14</b></p>
<b>Multi-Device</b> (For accounts with lines with eligible devices)	<p><b>4 to 20 lines: \$60</b></p> <p><b>3 lines: \$50</b></p> <p><b>2 lines: \$34</b></p> <p>Coverage automatically adjusts based on the number of lines on the account.</p>
<b>Additional Coverage</b> (Only available for accounts with Verizon Mobile Protect Multi-Device 4-20 lines)	<p>\$11.40/additional registration (consists of WPP and EW)</p> <p>Up to 3 additional registrations max</p>
WPP (Insurance) Claim Limits in 12 months	
<b>Max claim amount</b>	\$3,000
<b>Single device – max number of claims</b>	Unlimited
<b>Multi-device – max number of claims</b>	<p>Unlimited per registered line</p> <p>VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time</p> <p>VMP MD accounts with 2 lines get 2 registrations</p> <p>In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free</p>
<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>	<p><b>Tier 1 Smartphones and Watches: \$7.25</b></p> <p><b>Tier 2 Smartphones, Watches and Tablets: \$5.40</b></p> <p><b>Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25</b></p>
<b>WPP (Insurance) Replacement Deductibles</b> (depending on device; applicable to all options that include WPP)	<p><b>Loss and theft:</b> : \$19/\$49/\$99/\$149/\$249</p> <p><b>Damage:</b> \$99 (unless loss/theft deductible is less than \$99 in which case deductible will be same as loss/theft)</p>
<b>Cracked Screen Repair Deductible</b>	\$0

<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>	\$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.
<b>Mobile Secure (not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)</b>	
<b>Description</b>	Tech Coach and other features
<b>Monthly Charge</b>	<b>Tier 1:</b> \$5.60; <b>Tier 2:</b> \$7.45; <b>Tier 3:</b> \$5.60 <b>For accounts:</b> 2 lines: \$11.20, 3 lines: \$18.35, 4-20 lines, \$28.35
<b>Additional Information</b>	
<b>Cancellation Policy</b>	<b>All device protection options continue to renew each month until canceled</b> , and are billed directly to your wireless account. You can cancel your optional 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.
<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>Covered Property/ Accessories</b>	Device being used on the mobile number enrolled (for VMP MD, lines registered for coverage) One standard battery (attached to wireless device at time of loss) + one standard home charger
<b>Arbitration</b>	Subject to individual binding arbitration provision (with limited, state-specific provisions).
<b>Other Device Protection Options</b>	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$11.40/ \$9.55/\$8.40 per month, depending on device.  *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).
<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.

## 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>	<b>Tier 1 Smartphones and Watches: \$16</b> <b>Tier 2 Smartphones, Watches and Tablets: \$16</b> <b>Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$13</b>
<b>Multi-Device (For accounts with lines with eligible devices)</b>	<b>3-10 lines: \$49</b>

**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

**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 and Tier 2 Smartphones only:** \$20**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:** \$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 and theft:** \$19/\$49/\$99/\$149/\$249**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 Coach and other features

**Monthly Charge****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:** \$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 optional device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your coverage 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>Covered Property/ Accessories</b>	Device being used on the mobile number enrolled (for VMP MD, lines registered for coverage) One standard battery (attached to wireless device at time of loss) + one standard home charger
<b>Arbitration</b>	Subject to individual binding arbitration provision (with limited, state-specific provisions).
<b>Other Device Protection Options</b>	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$11.40/ \$9.55/\$8.40 per month, depending on device.  *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 replacements apply).
<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.

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**Terms and Conditions:**

[Review Brochures with Terms and Conditions](#)

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