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.

	Curre	Effective May 29, 2024
	nt (///D) & Vovincer Malaila Device at Multi Device	
(VMP MD)	(VMP) & Verizon Mobile Protect Multi-Device	
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available	
0		separately)
Coverage	Loss, theft, damage (WPP)	and post-warranty malfunctions (EW)
Monthly Charge Single Device	Tier 1 Smartphones and Watches: \$17	Tier 1 Smartphones and Watches: \$19
Single Device	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$14	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$16
Multi-Device (For	4 to 20 lines: \$60	4 to 20 lines: \$60
accounts with lines	3 lines: \$50	3 lines: \$57
with eligible devices)	2 lines: \$34	2 lines: \$38
	Coverage automatically adjusts based on the number of lines on the account.	Coverage automatically adjusts based on the number of lines
Additional Coverage	¢11.40/additional registration (appoints of W/DD	on the account.
Additional Coverage (Only available for	\$11.40/additional registration (consists of WPP and EW) \$8/additional registration in FL (consists	\$12.10/additional registration (consists of WPP and EW) \$9.25 /additional registration in FL (consists of WPP only)
accounts with Verizon	of WPP only)	Up to 3 additional registrations
Mobile Protect Multi-	Up to 3 additional registrations max	
Device 4-20 lines)		
WPP (Insurance) Claim L	imits in 12 months	
Max claim amount		\$3,000
Single device – max number of claims		Unlimited
Multi-Device – max	Unlimited	d per registered line
number of claims	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		istrations automatically reset after 12 months claim-free
Verizon Extended Warr		
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	Tech Coach and other features	Tech Coach and other features. Plus in-person
(Not an insurance or		device optimization where available (with screen
service contract		protectors installed for select smartphones at no extra
product – no coverage		cost)
for loss, theft, damage		
or post-warranty		
malfunctions)	Single line: \$5.60	Single line, \$6.00
Monthly Charge	Single line: \$5.60	Single line: \$6.90
	For accounts: 4-20 lines: \$25.35/ 3 lines:	For accounts: 4-20 lines: \$21.60/ 3 lines: \$20.25/ 2 lines: \$13.80
	\$15.35/ 2 lines: \$11.20	φιο.ου
Wireless Phone Protect		
Coverage	Loss, theft and damage	
Corciage	Tier 1 Smartphones and Watches: \$7.25	Tier 1 Smartphones and Watches: \$7.95

	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.25	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.95
Cracked Screen Repair Deductible (for select smartphones only)	\$0 front cracked screen repair	\$0 front cracked screen and back glass repair
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)	Loss and theft: \$19/\$99/\$109/\$189/\$229/\$279 (\$129 deductible becomes \$109) Damage: \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)
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 device protection 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.	
Other Device	Total Equipment Coverage (TEC)* consists of	Total Equipment Coverage (TEC)* consists of WPP and EW
Options	WPP and EW and is \$11.40 a month, or \$8.40 a month, depending on device.	and is \$12.10 a month, or \$9.10 a month, depending on device.
Device Requirements (if	applicable to my transaction)	
Bring Your Own	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.	

*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		
Total Mobile Protection	n (TMP) for Business & TMP Multi-Device (TMP MD) fo	(TMP) for Business & TMP Multi-Device (TMP MD) for Business		
Consists of	Wireless Phone Protection (WPP), Verizon Exter	ended Warranty (EW) and Tech Coach (each available separate		
Coverage	Loss, theft, damage (WF	PP) and post-warranty malfunctions (EW)		
Monthly Charge				
Single Device	Tier 1 Smartphones and Watches: \$16	Tier 1 Smartphones and Watches: \$18		
	Tier 2 Smartphones, Watches, Tablets and Basic Phy	c Tier 2 Smartphones, Watches, Tablets and Basic Phones: §		
Multi-Device (For	3-10 lines: \$49			
accounts with lines	11-24	lines: \$149		
with eligible devices)	25-49 lines: \$299			
	Changes to the number of lines on your account may adjust your coverage option and monthly charge.			
WPP (Insurance) Claim Li	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			
Replacement	Loss and theft: \$19/\$99/\$129/\$189/\$229/\$279	Loss and theft: \$19/\$99/\$109/\$189/\$229/\$279 (\$129	
deductible Single	Damage: \$99 (unless loss/theft deductible is less than		
(depending on device;	in which case deductible will be the same as	Damage: \$99 (if loss/theft deductible is less than \$99,	
applicable to all	loss/theft)	deductible is the same as loss/theft)	
options that include			
WPP)			
Cracked screen	\$0 front cracked screen repair	\$0 front cracked screen and back glass repair	
repair deductible (for			
select smartphones)			
Multi-Device			
Claim Limit	2 10 lines: 2 register	ad lines share 6 slaims sverv 10 months	
		ed lines share 6 claims every 12 months	
		ed lines share 22 claims every 12 months	
		red 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 r		
	free		
Replacement		\$99/\$129/\$189/\$229/\$279	
deductible Multi-	Damage: \$99 (if loss/theft deductible is	s less than \$99, deductible will be the same as loss/theft)	
Device (depending on			
device; applicable to all			
options that include			
ŴPP)			
Cracked screen	\$0 fro	nt cracked screen repair	
repair deductible (for	÷•••••		
select smartphones)			
Other Device Protection	on Ontiona		
Verizon Protect Busine			
Consists of		bach Security (each available separately)	
Coverage		nd post-warranty malfunctions (EW)	
Monthly Charge	Tier 1 Smartphones only: \$20	Tier 1 Smartphones only: \$22	
Total Equipment Cove	rage (TEC)*		
Consists of	WPP and EW (ea	ach available separately)	
Coverage		nd post-warranty malfunctions (EW)	
Monthly Charge	Tier 1 Smartphones and Watches: \$11.40	Tier 1 Smartphones and Watches: \$12.10	
monthly only ge	Tier 2 Smartphones, Watches, Tablets and Basic	Tier 2 Smartphones, Watches, Tablets and Basic	
	Phones: \$8.40	Phones: \$9.10	
Wireless Phone Protec	ction (WPP) (Insurance)		
		oft and domage	
Coverage Monthly Channel		eft and damage	
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25	Tier 1 Smartphones and Watches: \$7.95	
	Tier 2 Smartphones, Watches, Tablets and Basic	Tier 2 Smartphones, Watches, Tablets and Basic	
	Phones: \$4.25	Phones: \$4.95	
Verizon Extended War			
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	08	for repairs	
1003			
	\$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.		
Tech Coach	Dý lí		
Description	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)	
Monthly Charge	Single line: \$4.60	Single line: \$5.90	
Business Tech Coach			
Description	All benefits of Tech Coach plus VZ MDM and	Business Tech Coach benefits and other features. Plus, in-	
	Lookout for Small Business.	person device optimization where available (with screen	
		protectors installed for select smartphones at no extra	
		cost)	
Mandhli Ola	Tion 4 amountaile and a do do	· ·	
Monthly Charge	Tier 1 smartphones only: \$8.60	Tier 1 smartphones only: \$9.90	
Additional Information			
Cancellation Policy		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 ref		
	of your monthly charge. We may cancel your device protection or change terms by giving you prior written r as required by law.		

Replacement Devices		
	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.	
Device Requirements (i	f applicable to my transaction)	
Bring Your Own	I agree that by continuing with this transaction, I am representing that my device is fully functioning, without	
Device	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.	

*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)

As of July 31, 2024, device protection is changing for New York customers. Existing program information is reflected below as "Current", while changes are reflected as "Effective July 31, 2024".

	Current	Effective July 31, 2024	
	(VMP) & Verizon Mobile Protect Mobile Protect Multi-D		
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available		
	separately) Loss, theft, damage (WPP) and post-warranty malfunctions (EW)		
Coverage Monthly Charge	Loss, thert, damage (WPP) and	post-warranty manunctions (EW)	
Single Device	Tier 1 Smartphones and Watches: \$17	Tier 1 Smartphones and Watches: \$19	
	Tier 2 Smartphones, Watches and Tablets: \$17 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$14	Tier 2 Smartphones, Watches and Tablets: \$19 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$16	
Multi-Device (For	4 to 20 lines: \$60	4 to 20 lines: \$60	
accounts with lines	3 lines: \$50	3 lines: \$57	
with eligible devices)	2 lines: \$34	2 lines: \$38	
-	Coverage automatically adjusts based on the number of lines on the account.	Coverage automatically adjusts based on the number of lines on the account.	
Additional Coverage (Only available for	\$11.40/additional registration (consists of WPP and EW)	\$12.40/additional registration (consists of WPP and EW)	
Accounts with Verizon Mobile Protect Multi- Device 4-20 lines)	Up to 3 additional registrations max	Up to 3 additional registrations max	
WPP (Insurance) Claim L	imits in 12 months		
Max claim amount	\$3,000		
Single device – max number of claims	Unlimited		
Multi-device – max	Unlimited per registered line		
number of claims	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 - registra	tions automatically reset after 12 months claim-free	
Wireless Phone Protect			
Coverage		and damage	
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25	Tier 1 Smartphones and Watches: \$8.25	
	Tier 2 Smartphones, Watches and Tablets: \$5.40 Tier 3 Smartphones, Watches, Tablets and Basic	Tier 2 Smartphones, Watches and Tablets: \$5.25 Tier 3 Smartphones, Watches, Tablets and Basic	
	Phones: \$4.25	Phones: \$4.25	
	FIIOICS. WH.2J	FIIVIES. WH.2J	

Cracked Screen Repair Deductible (for select smartphones)	\$0 front cracked screen repair	\$0 cracked screen and back glass repairs
WPP (Insurance)	Loss and theft: \$19/\$49/\$99/\$149/\$249	
Replacement	Damage: \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)	
Deductibles		
(depending on device; applicable to all		
options that include WPP)		
Verizon Extended Warr		
Coverage		ed for post-warranty malfunctions. Includes battery ect smartphones and subject to parts availability).
Monthly Charge	\$4	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 (not an ir	nsurance or service contract product - no coverage for lo	ss, theft, damage or post-warranty malfunctions)
Description	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)
Monthly Charge	Tier 1: \$5.60; Tier 2: \$7.45; Tier 3 : \$5.60 For accounts: For 2 lines, \$11.20; 3 lines, \$18.35; 4-20 lines, \$28.35	Tier 1 : \$6.60; Tier 2 : \$9.60; Tier 3 : \$7.60 For accounts: For 2 lines, \$13.80; 3 lines, \$22.85; 4-20 lines, \$25.85
Additional Information		
Cancellation Policy	Device protection continues 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 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.	
Other Device	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$12.40/\$9.40/\$8.40 per month, depending on device.	
	f applicable to my transaction)	
Bring Your Own	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.	
Bring Your Own		d not lost or stolen.

*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 (New York)

As of July 31, 2024, device protection is changing for New York customers. Existing program information is reflected below as "Current", while changes are reflected as "Effective July 31, 2024".

	Current	Effective July 31, 2024
	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) an	d post-warranty malfunctions (EW)

Monthly Charge			
Single Device	Tier 1 Smartphones and Watches: \$16	Tier 1 Smartphones and Watches: \$18	
	Tier 2 Smartphones, Watches and Tablets: \$16	Tier 2 Smartphones, Watches and Tablets: \$18	
	Tier 3 Smartphones, Watches, Tablets and	Tier 3 Smartphones, Watches, Tablets and Basic	
Multi-Device	Basic Phones: \$13	Phones: \$15	
(For accounts		lines: \$149	
with lines with		lines: \$299	
eligible devices)		may adjust your coverage option and monthly charge.	
WPP (Insurance) (may adjust your coverage option and monthly onarge.	
Max claim		63,000	
amount			
Single Device			
Max number of	U	nlimited	
claims			
Replacement		9/\$49/\$99/\$149/\$249	
Deductibles	Damage: \$99 (if loss/theft deductible is les	ss than \$99, deductible is the same as loss/theft)	
Single			
(depending on device;			
applicable to all			
options that			
include WPP)			
Cracked screen	\$0 front cracked screen repair	\$0 cracked screen and back glass repairs	
repair	+ - · · · · · · · · · · · · · · · · · ·	τ	
deductible (for			
select			
smartphones)			
Multi-Device			
Max number of	3-10 lines: 3 registered lines share 6 claims every 12 months		
claims		s share 22 claims every 12 months	
(excluding		es share 50 claims every 12 months	
cracked screen		ible devices and registrations automatically reset after 12	
repair claims, which are	months claim-free		
unlimited per			
registered line)			
Replacement	Loss and theft: \$19/\$49/\$99/\$149/\$249		
Deductibles	Damage: \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)		
Multi-Device			
(depending on			
device;			
applicable to all			
options that			
include WPP) Cracked screen	¢0 front oro	akad aaraan ranair	
repair	\$0 front cracked screen repair		
deductible (for			
select			
smartphones)			
Wireless Phone P	Protection (WPP) (Insurance)		
Coverage	Loss, theft and damage		
Monthly Charge		Tier 1 Smartphones and Watches: \$8.25	
		Tier 2 Smartphones, Watches and Tablets: \$5.25	
		Tier 3 Smartphones, Watches, Tablets and Basic	
	. , ,	Phones: \$4.25	
Vorizon Extended	Basic Phones: \$4.25		
Verizon Extended		ided for past warranty malfunctions, holydes better	
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		for repairs	
		plicable to EW claims when a repair is available, but not	
	selected by the customer.		
Tech Coach			
Description	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).	
Monthly Charge	Tier 1: \$4.60; Tier 2: \$6.45; Tier 3: \$4.60	Tier 1: \$5.60; Tier 2: \$8.60; Tier 3: \$6.60	
Additional Inform			
Cancellation	Device protection continues to renew each month until canceled, and is billed directly to your wireless		
Policy		tion option 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		
		quired by law.	
Replacement	Claims may be fulfilled with new or refurbished device	es and may be the same model or another model of like	
Devices	kind and quality. Replacement devices may contai	n original or non-original replacement parts. Colors,	
	features and accessory con	npatibility 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.		
Other device	Verizon Protect Business (VPB) consists of WPP,	Verizon Protect Business (VPB) consists of WPP,	
protection	EW and Business Tech Coach Security (each	EW and Business Tech Coach Security (each	
	available separately) Tier 1 and 2 Smartphones only:	available separately) Tier 1 and 2 Smartphones only:	
	\$20	\$22	
	Business Tech Coach Security consists of Tech	Business Tech Coach Security consists of Tech	
	Coach plus access to Mobile Device Management	Coach plus access to Mobile Device Management	
	and Lookout for Small Business Tier 1 smartphones:	and Lookout for Small Business Tier 1 smartphones:	
	\$8.60	\$9.60	
	Tier 2 smartphones: \$10.45	Tier 2 smartphones: \$12.60	
	Total Equipment Coverage (TEC)* consists of	Total Equipment Coverage (TEC)* consists of WPP	
	WPP and EW and is \$11.40/ \$9.55/ \$8.40 per	and EW and is \$12.40/ \$9.40/ \$8.40 per month,	
	month, depending on device.	depending on device.	
Device Requireme	ents (if applicable to my transaction)		
Bring Your Own		representing that my device is fully functioning without	
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.		

*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.

Terms and Conditions:

Review Brochures with Terms and Conditions

For Device Protection Brochures, view www.verizon.com/support/device-protection-brochures

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