

AT&T Protect Advantage Program Changes

New benefit, deductibles, and price increases

See details on upcoming program changes inside.

View terms and conditions effective October 20, 2025
at phoneclaim.com/att

New York Customers Only

New York customers only. If your account address is not in New York state, please request the Nationwide document.

This document supplements the Protect Advantage brochure for customers in New York. For complete program details, please refer to this document, the Protect Advantage brochure, and the program terms and conditions.

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AT&T

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Single-Device Plans	
Current Plans	Plans Effective October 20, 2025
Plan Name and Monthly Charge*: Protect Advantage for 1 and Protect Advantage for Business for 1: \$14: Device Tiers 1 & 2 \$17: Device Tiers 3 & 4	Plan Name and Monthly Charge*: Protect Advantage and Protect Advantage for Business: \$16: Device Tiers 1 & 2 \$19: Device Tiers 3 & 4a \$25: Device Tiers 4b & 4c
Protect Insurance for 1: \$2.25: Device Tier 1 \$2.35: Device Tier 2 \$2.50: Device Tier 3 \$4.80: Device Tier 4	Protect Insurance: \$2.25: Device Tier 1 \$2.35: Device Tier 2 \$2.50: Device Tier 3 \$4.80: Device Tier 4a/4b/4c
Protect Service Contract for 1: \$5.35: Device Tier 1 \$5.65: Device Tier 2 \$6.00: Device Tier 3 \$5.45: Device Tier 4	Protect Service Contract: \$5.35: Device Tier 1 \$5.65: Device Tier 2 \$6.00: Device Tier 3 \$5.45: Device Tier 4a \$9.95: Device Tier 4b & 4c
ProTech for 1: \$6.65: Device Tier 1 \$6.25: Device Tier 2 \$8.75: Device Tier 3 \$7.50: Device Tier 4	ProTech: \$8.65: Device Tier 1 \$8.25: Device Tier 2 \$10.75: Device Tier 3 \$9.50: Device Tier 4a \$11.00: Device Tier 4b & 4c
Deductibles and Service Fees for Connected Devices: Replacement: Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4: \$275 Repair: Eligible devices in Tiers 1,2,3,4: \$0	Deductibles and Service Fees for Connected Devices: Replacement: Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4a/4b/4c: \$275 Repair: Eligible devices in Tiers 1,2,3,4a,4b,4c: \$0

*The monthly charge includes the cost of insurance provided in the program.

Device Tier changes for Single-Device Plans

Device Tier 4a: Apple® iPhone® 14 / 14 Plus / 14 Pro / 14 Pro Max, Apple® iPhone® 15 / 15 Plus / 15 Pro / 15 Pro Max, Apple® iPhone® 16 / 16 Plus / 16 Pro / 16 Pro Max / 16e 512 GB, Apple® iPad® Pro 11-inch (2022) / 12.9-inch (2022), Samsung Galaxy S22 5G 256 GB / S22+ / S22 Ultra, Samsung Galaxy S23 5G 256 GB / S23+ 5G / S23 Ultra 5G, Samsung Galaxy S24 / S24+ / S24 Ultra, Samsung Galaxy S25 / S25+ / S25 Ultra, Samsung Galaxy Tab S8+, Google Pixel 8 256 GB / 8 Pro

Device Tier 4b: Samsung Galaxy Z Flip3 5G / Z Flip4 / Z Flip5 5G / Z Flip6, Motorola razr+ 2024

Device Tier 4c: Samsung Galaxy Z Fold3 5G / Z Fold4 / Z Fold5 5G / Z Fold6, Google Pixel 7 Fold

Effective 10/20/25, certain devices will move to a new Device Tier 4a, 4b, or 4c as shown above. For complete information regarding your device, go to phoneclaim.com/att

Multiple-Device Plans (Excluding Business Accounts)

Current Plans	Plans Effective October 20, 2025
Plan Name and Monthly Charge*:	Plan Name and Monthly Charge*:
Protect Advantage for 4: \$50 for up to 4 eligible devices	Protect Advantage Multi-Device: \$50 for up to 4 eligible devices
Protect Insurance for 4: \$12.25	Protect Insurance Multi-Device: \$11.75
Protect Service Contract for 4: \$11.75	Protect Service Contract Multi-Device: \$12.25
ProTech for 4: \$26.00	ProTech Multi-Device: \$26.00
Deductibles and Service Fees for Connected Devices: Replacement: Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4: \$275 Repair: Eligible devices in Tiers 1-4: \$0	Deductibles and Service Fees for Connected Devices: Replacement: Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4: \$275; Tier 5: \$300; Tier 6: \$400 Repair: Eligible devices in Tiers 1-6: \$0

Multiple-Device Plans - Business Accounts

Current Plans	Plans Effective October 20, 2025
Protect Advantage for Business for 4: \$50 for up to 4 eligible devices	Protect Advantage for Business Multi-Device: (Choose your Tier) Tier A: \$50 for up to 4 eligible devices. Tier B: \$125 for up to 11 eligible devices Tier C: \$175 for up to 16 eligible devices
Protect Insurance for 4: \$12.25	Protect Insurance for Business Multi-Device: Tier A: \$11.75 Tier B: \$27.25 Tier C: \$39.00
Protect Service Contract for 4: \$11.75	Protect Service Contract for Business Multi-Device: Tier A: \$12.25 Tier B: \$38.75 Tier C: \$57.00
ProTech for 4: \$26	ProTech for Business Multi-Device: Tier A: \$26.00 Tier B: \$59.00 Tier C: \$79.00
Deductibles and Service Fees for Connected Devices: Replacement: Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4: \$275 Repair: Eligible devices in Tiers 1-4: \$0	Deductibles and Service Fees for Connected Devices: Replacement: Tier 1: \$25; Tier 2: \$100; Tier 3: \$225; Tier 4: \$275; Tier 5: \$300; Tier 6: \$400 Repair: Eligible devices in Tiers 1-6: \$0

Device Tier Changes for All Multiple Device Plans

Device Tier 5: Samsung Galaxy Z Flip3 5G / Z Flip4 / Z Flip5 5G / Z Flip6, Motorola razr+ 2024

Device Tier 6: Samsung Galaxy Z Fold3 5G / Z Fold4 / Z Fold5 5G / Z Fold6, Google Pixel 7 Fold

Effective 10/20/25, certain devices will move to a new Device Tier 5 or Device Tier 6 as shown above. For complete information regarding your device, go to phoneclaim.com/att

Photo Storage Termination (as of 10/20/25)

AT&T Photo Storage app and service will be discontinued

Introducing Same Day Pickup (Starting 10/20/25)

A limited number of replacement devices will be available in select uBreakiFix® powered by Asurion stores and may be available for same-day pickup for customers within an available service area. Devices and locations are subject to change at any time in our discretion. Availability will be determined at the time of claim approval.²

Additional Information for All Plans (No Changes)

Claim Limits: Unlimited number of claims, with each claim limited to \$3,500.

Covered Incidents:

Insurance: Loss, theft and damage (excluding accidental damage from handling).

Service Contract: Accidental damage from handling and out-of-warranty malfunctions.

Replacement Devices: Replacement devices may be new or refurbished of the same or a like kind and quality model. Phone color, brand, model and features may be different. Compatibility of accessories is not guaranteed.

Cancellation Policy: Coverage auto-renews monthly until cancelled. You can cancel your optional coverage at any time by calling 888.562.8662 and you will receive a prorated refund of any unearned monthly premium/charges.

Arbitration: The Terms and Conditions for device protection products contain binding Arbitration Agreements, which can be obtained by visiting asurion.com/att.

Continue enjoying these benefits as a Protect Advantage customer:



Unlimited number of claims



\$0 service fee screen repair, for eligible devices¹



Same-day replacement and setup²



ProTech expert support



Unlimited battery replacement³



And more!

¹Select devices are eligible for repair. Visit phoneclaim.com/att for current list of eligible devices. Repairs are available in select locations, based upon parts and technician availability, and other criteria. If a device requires multiple types of repair, for example cracked screen and back glass repair, the device must qualify as an eligible device for each of the needed repairs, or the device will be replaced (replacement deductible/service fee applies).

²Same Day Replacement: Available for select devices in select areas and is subject to parts and technician availability. For Same Day Delivery, claims must be filed and approved by 4 pm. For Same Day Pickup, claims must be filed and approved by 5 pm. Eligibility is determined at the time of claim approval and is contingent on certain criteria.

³Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after diagnostic testing. Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.

Asurion may send you program communications, including legal notices and terms and conditions, electronically using the last email address on file with AT&T, the mobile number identified in the AT&T system as the account owner, and/or any other email address or mobile number you provide to AT&T or Asurion, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

Protect Advantage for 1 or 4 and Protect Advantage for Business for 1 or 4 are a combination of Protect Insurance for 1 or 4, Protect Service Contract for 1 or 4, and ProTech. Protect Advantage and Protect Advantage for Business are a combination of Protect Insurance, Protect Service Contract, and ProTech. Protect Advantage Multi-Device is a combination of Protect Insurance Multi-Device, Protect Service Contract Multi-Device, and ProTech. Protect Advantage for Business Multi-Device is a combination of Protect Insurance for Business Multi-Device, Protect Service Contract for Business Multi-Device, and ProTech. Protect Insurance for 1, Protect Insurance for 4, Protect Insurance, Protect Insurance for Business Multi-Device and Protect Insurance Multi-Device are underwritten by Continental Casualty Company, a CNA company (CNA), Chicago, IL, and administered by Asurion Protection Services, LLC (in Iowa, Lic. #1001002300, in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #0D63161, in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. Protect Service Contract for 1, Protect Service Contract for 4, Protect Service Contract, Protect Service Contract for Business Multi-Device and Protect Service Contract Multi-Device are provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. Protect Service Contract for 1, Protect Service Contract for 4, Protect Service Contract, Protect Service Contract for Business Multi-Device and Protect Service Contract Multi-Device are service contracts that are separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.