



Xfinity Mobile Care Plus

More mobile devices covered

The information in this brochure applies to Xfinity Mobile Care Plus in all states except NY.

Protection and savings simplified as part of your Mobile Plus data plan

Get the peace of mind that comes from coverage for your smartphone, tablets, and smartwatches on one simple plan. Xfinity Mobile Care Plus combines repair and replacement coverage with unlimited tech support to help save you time and money.

- Covers smartphone front screen-only and back glass-only repairs for \$0**
Choose from hundreds of authorized repair locations.
- All your connected tablets and watches covered**
When your phone is enrolled in Xfinity Mobile Care Plus, all your eligible tablets and smartwatches on the same account are covered, too.
- Stay covered with repairs and replacements**
Your smartphone and connected tablets and smartwatches are covered in the event of mechanical breakdown, accidental damage, loss, and theft.
- Access to live tech support and more in the Xfinity Mobile Care app**
Get expert support for your smart devices by chat or phone.

Xfinity Mobile Care Plus Coverage: This plan covers the smartphone enrolled in Xfinity Mobile Care Plus and all eligible tablets and smartwatches connected on the same Xfinity Mobile account and their model-specific charger, battery, and SIM card (if applicable to your device). Accessories included in the original smartphone, tablet, and smartwatch packaging are covered when a loss simultaneously affects both the device and accessory. Limitations and exclusions apply. See fastclaim.com/xfinitymobile for sample coverage documents.

Support on the go with the Xfinity Mobile Care app

Download the Xfinity Mobile Care app.

Features included at no additional cost:

- + Unlimited live technical support for smart devices in your home
- + User manuals, videos, and how-to and troubleshooting guides
- + Claim filing, tracking, and coverage docs

Live Tech Support: Available 9 a.m. to midnight ET, 7 days a week, excluding major holidays



Scan to download the app or click here.

Enrolling is easy

Enroll in Xfinity Mobile Care Plus at any time by visiting xfinity.com/mobile, calling 1-888-936-4968, or visiting an Xfinity store.

Enrollment is optional, may be canceled at any time, and isn't required to purchase, finance, or activate a device. Xfinity Mobile Care Plus may not be available for all devices. Speak to an associate for complete enrollment details. Exclusions and restrictions may apply.

Once you enroll in Xfinity Mobile Care Plus, coverage will begin on the date of enrollment. Your device may be required to pass an inspection prior to enrollment. If you brought your own device to Xfinity Mobile, coverage for accidental damage and loss will not begin until 30 days after enrollment. The cost of Xfinity Mobile Care Plus (\$9 value) is included as part of your Mobile Plus data plan that will appear as an individual line item on your monthly Xfinity Mobile bill.

Stay connected with fast repairs and replacements

When life happens, Xfinity Mobile Care Plus has you covered with repairs as soon as the same day and replacements as soon as the next business day after your claim is approved.

Once the claim is approved, a service fee/deductible, plus applicable taxes, will apply based on your device tier and claim type. Visit fastclaim.com/xfinitymobile and click on "My Service Fee/Deductible" to see your device's tier.

Service fees/deductibles per claim (plus applicable taxes)				
	Tier 1	Tier 2	Tier 3	Tier 4
Mechanical Breakdown	\$0			
Accidental Damage: Smartphone Front Screen-Only Repair				
Accidental Damage: Smartphone Back Glass-Only Repair				
Accidental Damage: All Other	\$40	\$49 for tablets \$69 for smartwatches \$99 for smartphones		
Loss and Theft	\$50	\$180	\$280	\$380

Smartphone Front Screen-Only Repair and Back Glass-Only Repair: Limited to certain smartphone models only. See fastclaim.com/xfinitymobile for additional details. Applies when service is provided through an Assurant-authorized repair center when and where repair service is available. Otherwise, a replacement is available for the accidental damage (all other) deductible of \$40 (Tier 1) or \$99 (Tiers 2, 3, and 4).

Claim Limits and Maximum Coverage per Claim: There's no limit to the number of covered claims for mechanical breakdown for certain smartphones, tablets, and smartwatches. There's no limit to the number of covered claims for accidental damage and loss and theft up to a maximum of \$5,000 aggregate limit per device for a rolling 12-month period based on the date of the first repair or replacement. The maximum coverage per claim is up to the purchase price or replacement value of the covered device (whichever is lower) less any applicable service fee/deductible per claim.

Other Important Information About Xfinity Mobile Care Plus:

We'll provide you with a copy of the Xfinity Mobile Care Plus coverage documents with full details on benefits, exclusions, and service fees/deductibles when you enroll in the protection plan. Coverage documents are provided in English. You'll be provided with advance written notice of any changes to the device protection coverage terms within 30 to 60 days as indicated in your coverage documents. **This plan auto renews each month until canceled.**

Xfinity employees aren't licensed insurance agents and aren't qualified or authorized to assess your existing coverage. This plan may duplicate your other coverages, such as homeowners or renters insurance. This plan is primary to any other insurance or service contract. Contact your insurance agent for your personal coverage assessment. Xfinity receives compensation for services performed in connection with this program.

Electronic Document Delivery: Receive your coverage documents electronically by supplying your email address and consent at the time of enrollment.

Cancellation: You may cancel Xfinity Mobile Care Plus at any time by contacting us at 1-888-936-4968. Upon cancellation, you may receive a prorated refund of the unearned portion of the price you paid for that month, within the time frame required by law. You'll have the opportunity to request or cancel your Mobile Plus data service. We won't cancel coverage for nonpayment without providing you with notice as required by state law. If you cancel your Mobile Plus data service for any reason, including downgrading, your coverage will end for your smartphone, tablets, and smartwatches.

Filing a Claim: Visit fastclaim.com/xfinitymobile or use the Xfinity Mobile Care app to file a claim 24/7 or call 1-855-884-9771 (7 a.m. to midnight ET, 7 days a week excluding major holidays). Only the primary account holder may file a plan claim. For loss or theft, also contact Xfinity Mobile at 1-888-936-4968 to report and suspend your device service. Claims must be filed within the time frame indicated in your Xfinity Mobile Care Plus coverage documents. During claim filing, you'll be asked for your Xfinity Mobile account and device information including device make, manufacturer, model, and serial number, and last four digits of the credit card on the account. Be ready to provide details about the cause, location, and date of the claim incident. Be prepared to pay your service fee/deductible, which will be collected via credit or debit card once your claim is approved. You can also pay by eCheck where accepted. In certain cases, proof of loss such as a police report or additional documents like government-issued identification may be required to process your claim. When you file a claim, you'll be presented with the repair or replacement options available to you, which may include service through an authorized repair center, advance exchange, a replacement by mail, or reimbursement.

Repairs and Replacements: Upon approval, we'll repair the device with new reconditioned parts or replace with a reconditioned device of like kind and quality. If a reconditioned device isn't available, we'll replace it with a new one of like kind and quality. Device color may vary based on availability. If you receive a replacement, you'll have 10 days to return the broken or damaged device (when requested). Otherwise, we'll charge you an unrecovered equipment fee no greater than the value of the replacement device plus shipping costs. Instructions on how to return the device and prepaid shipping materials will be provided.

Exclusions: Abuse; misuse; service performed by anyone not Assurant-authorized; intentional or cosmetic damage; pre-existing conditions; manufacturer's recall; consequential damages; and claims as a result of setup, installation, or data restoration. See your plan coverage documents for full plan exclusions.

Provider/Underwriter: Property insurance (for accidental damage and loss and theft coverage) is underwritten by: American Bankers Insurance Company of Florida (NAIC 10111); Principal Address: P.O. Box 105689, Atlanta, GA 30348-5689; Jurisdiction: Washington, D.C., and all states in the United States; Domicile: FL) in all states. Coverage is provided under a Master Policy issued to Comcast OTR1, LLC ("Xfinity Mobile") IA 3000874166, CA 0L81072, 1701 JFK Blvd., Philadelphia, PA 19103, 305-253-2244. You'll be the Certificate holder on Xfinity Mobile's Insurance Policy for accidental damage and loss and theft coverage benefits. The service contract provider (for mechanical breakdown coverage) is Federal Warranty Service Corporation in all states except CA, where the service contract provider is Sureway, Inc.; FL, where the service contract provider is United Service Protection, Inc.; and OK, where the service contract provider is Assurant Service Protection, Inc. The address and phone number of each service contract provider is P.O. Box 105689, Atlanta, GA 30348-5689, 1-877-881-8578. These companies operate under the trade name Assurant. For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-492-6116. In UT, the insurance form number is CDP20001P-0920. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general inquiries, call 1-855-884-9771.

Administrator Information: Xfinity Mobile Care Plus is administered by The Signal P/C License #103130 (GA); P/C License #0D79676 (CA); P.O. Box 47168, Atlanta, GA 30362; 1-877-881-8578. In OK, the Service Contract Administrator is The Signal, L.P. The Xfinity Mobile Care app is provided by The Signal. These companies operate under the trade name Assurant.

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