



Frequently Asked Questions: Total Equipment Protection

What does Total Equipment Protection cover?

TEP is a combination of the Equipment Replacement Program (ERP) and the Equipment Service & Repair Program (ESRP). The ERP program is coverage for lost, stolen, physical and liquid damaged handsets. ESRP is coverage for mechanical and electrical failures, failure due to normal wear and tear, and any routine maintenance. TEP is \$7 per month per line.

When can I enroll a customer in TEP?

TEP can be added to a customer's line at the point of sale for every new line activation or upgrade. Customers also have up to 30 days following activation of the new equipment to add TEP. TEP should also be the lead offer at a paid repair.

In addition, customers can upgrade from ESRP to TEP following an in-store service event. An in-store service event includes a repair/replacement covered by ESRP or a paid repair for physical damage. At this time, you may also add TEP to any existing lines on the customer's account.

Can we also add TEP when a customer does an ESN swap into an older handset?

Yes, TEP can be added within 30 days of an ESN change.

Is there a deductible charge or additional fee when filing a claim?

There is a \$50 or \$100 non-refundable deductible per approved replacement depending on the equipment model which is paid to Asurion. Deductible applies to lost, theft, physical or liquid damaged handsets.

There are no additional charges for repairs or replacements delivered in a Sprint Phone Repair Center for devices experiencing mechanical and electrical failure, normal wear and tear, or routine maintenance.

How can we tell if a customer is eligible to bill the deductible to their Sprint account?

Asurion doesn't know the exact eligibility criteria. We receive a yes or no flag from Sprint indicating whether or not the customer is eligible. However, 85% of customers have the option.

How many claims is a customer allowed?

Customers may file three claims within any consecutive 12 month period. Once the customer files their third claim, they will be dropped from ERP and auto enrolled in ESRP. The customer will receive a letter from Asurion stating that they have been removed from the insurance (ERP) program. A customer is eligible to re-enroll in TEP one year from the date of their third claim upon activation of new equipment.

How soon will a customer receive their phone once a claim is processed?

The shipping cut-off time is 7:30pm (Central Standard Time) for next *business day* delivery. Claims approved after 7:30pm (CST) will be delivered second *business day*. There is no additional charge for next day delivery. Saturday shipping is available after 7:30pm on Thursday until 7:30pm on Friday for an additional \$20 charge.

How is the replacement device determined when a customer is filing a claim?

Asurion utilizes the Sprint Warranty Exchange List when determining the replacement handset. Customers are always aware and must agree to the replacement equipment prior to collecting the non-refundable deductible.

If a customer doesn't receive the same replacement handset, do they receive new accessories?

The only equipment covered under TEP is a Sprint or Nextel phone, smart device or connection card. A standard battery and charger are also covered if part of the loss.



What can be done if TEP is not added to a customer's line or if TEP was removed in error?

Please email TEPCorrections@asurion.com with the following information and you will receive a response the same or next business day.

- PTN that needs correction
- Account #
- Brief explanation of why TEP should be added or removed in error

What options do customers have for filing a claim?

For lost, stolen, physical or liquid damaged handsets, www.phoneclaim.com/sprint is the easiest and quickest option for filing a claim. Customers may also contact Asurion Customer Care at 1-800-584-3666. Hours of Operation are Monday through Friday: 7am – 11pm (Central Standard Time) and Saturday and Sunday: 8am - 9pm (CST).

For mechanical or electrical failure, routine maintenance or failure from normal wear and tear, customers can visit a Sprint Store Repair Center for a repair or replacement.

How long do customers have to report a claim?

A customer has 60 days from the time of loss, theft or damage to report their incident to Asurion.

Is there a way for customers to check the status of their replacement?

Yes. Customers can receive tracking information at www.phoneclaim.com/sprint or via an automated system by contacting Asurion Customer Care at 1-800-584-3666.

How do customers return their damaged handset?

A pre-paid envelope will be included in the shipment. Customers must return the damaged handset within 15 days using the envelope provided to avoid being charged for the non-returned equipment.

Please note that if the damaged handset is not returned within 15 days of receipt of the replacement, a non-waivable charge will be applied to the customer's Sprint invoice up to the full replacement value of the phone.

What if the customer receives a damaged or defective handset?

Asurion warrants replacement units to be free of mechanical, electrical and/or system defects for 12 months from receipt of the phone. Customers can call Asurion Customer Care at 1-800-584-3666 to report the defect and receive a replacement device.

Does the TEP attachment rate report take into account the customers that already have TEP when they are upgrading?

Yes, Sprint removes all customers that already have TEP on their account.