



# Sprint Complete

## Equipment Replacement Insurance Program (ERP) Equipment Service and Repair Service Contract Program (ESRP)

This device schedule is updated regularly to include new models. Check this document any time your equipment changes and before visiting an authorized repair center for service. If you are not certain of the model of your phone, refer to your original receipt or it may be printed on the white label located under the battery of your device. Repair eligibility is subject to change.

Models Eligible for \$29 Cracked Screen Repair						
Apple		Samsung		HTC	LG	
<ul style="list-style-type: none"> <li>• iPhone 5</li> <li>• iPhone 5C</li> <li>• iPhone 5S</li> <li>• iPhone 6</li> <li>• iPhone 6 Plus</li> <li>• iPhone 6S</li> <li>• iPhone 6S Plus</li> </ul>	<ul style="list-style-type: none"> <li>• iPhone SE</li> <li>• iPhone 7</li> <li>• iPhone 7 Plus</li> <li>• iPhone 8</li> <li>• iPhone 8 Plus</li> <li>• iPhone X</li> <li>• iPhone XS</li> <li>• iPhone XS Max</li> <li>• iPhone XR</li> </ul>	<ul style="list-style-type: none"> <li>• Grand Prime</li> <li>• GS4</li> <li>• GS5</li> <li>• GS6</li> <li>• GS6 Edge</li> <li>• GS6 Edge+</li> <li>• GS7</li> <li>• GS7 Edge</li> <li>• GS8</li> <li>• GS8 Plus</li> </ul>	<ul style="list-style-type: none"> <li>• GS9</li> <li>• GS9 Plus</li> <li>• Note 3</li> <li>• Note 4</li> <li>• Note 5</li> <li>• Note 8</li> <li>• Note 9</li> <li>• GS10</li> <li>• GS10e</li> <li>• GS10+</li> <li>• Galaxy S10 5G</li> </ul>	<ul style="list-style-type: none"> <li>• One M8</li> <li>• One E8</li> <li>• One M9</li> <li>• One M10</li> <li>• Bolt</li> <li>• HTC U11</li> </ul>	<ul style="list-style-type: none"> <li>• G Flex</li> <li>• G Flex II</li> <li>• G Stylo</li> <li>• Stylo 2</li> <li>• Stylo 3</li> <li>• G7 ThinQ</li> <li>• G8 ThinQ</li> </ul>	<ul style="list-style-type: none"> <li>• G3 Vigor</li> <li>• G4</li> <li>• G5</li> <li>• G6</li> <li>• V20</li> <li>• X power</li> <li>• V40 ThinQ</li> <li>• V50 ThinQ</li> </ul>

Deductible/Service Fee and Repair Schedule						
Monthly Charge	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	
Sprint Complete \$9	\$9	-	-	-	-	
Sprint Complete (Includes AppleCare® Services for eligible devices)	-	\$15	\$15	\$15	\$19	
Equipment Service and Repair Program (ESRP)	\$8.25	\$8.25	\$8.25	\$8.25	\$11	
<b>Phone: Insurance Deductibles (ERP) and Service Contract ADH Service Fees during Asurion Administration (ESRP)</b>						
ADH Cracked Screen Repair (ESRP)	\$25	\$29	\$29	\$29	\$29	
ESRP standalone coverage does not include \$29 cracked screens.						
Device Repair	\$25	\$65	\$115	\$140	\$140	
Device Replacement	\$50	\$125	\$225	\$275	\$275	
<b>Phone: Service Contract ADH Service Fees during AppleCare® Services Administration (ESRP)</b>						
ADH Cracked Screen Repair	-	\$29	\$29	\$29	\$29	
Device Replacement and Other Repairs	-	\$99	\$99	\$99	\$99	
<b>Watch: Insurance Deductible (ERP) and Service Contract ADH Service Fees during Asurion Administration (ESRP)</b>						
Device Replacement	-	\$125	\$225	\$275	\$275	
<b>Watch: Service Contract ADH Service Fees during AppleCare® Services Administration (ESRP)</b>						
Apple Watch ADH Claims (excluding Edition and Hermes)	-	\$69	\$69	\$69	\$69	
Apple Watch ADH Claims (Edition and Hermes)	-	\$79	\$79	\$79	\$79	
<b>All Malfunctions Service Fee (ESRP)</b>						
	\$0	\$0	\$0	\$0	\$0	

**Exceptions to \$29 Cracked Screen Repair Eligibility:** The following equipment manufacturers are ineligible for cracked screen repairs: Alcatel, Essential, Kyocera, Motorola, Sonim and ZTE. Newly released models from Samsung, Apple, LG and HTC will be ineligible for cracked screen repair for up to 60 days post release. Smart watches including the Apple Watch are also ineligible for cracked screen repair.

In New York only, residents may separately purchase ERP insurance or an ESRP service contract, which contain the same ERP or ESRP benefits and fees as under Sprint Complete; depending on the device, ERP is available for \$1, \$3.75, or \$5 and ESRP is available for \$8.25, \$9.25, or \$12.

Tech Expert may be available separately for \$7/month.

The ERP insurance deductibles listed above apply to approved claims for loss, theft, and physical or liquid damage (excluding ADH). The ESRP service contract service fees above apply to Accidental Damage from Handling (“ADH”) and mechanical and electrical breakdown due to defects in materials or workmanship as a result of normal wear and tear.

Phone Equipment Tier 5		Asurion Administration \$29 Cracked Screen Repair \$140 Device Repair \$275 Device Replacement	AppleCare Services (ACS) Administration \$29 Screen Repair \$99 Device Replacement / Repair
Manufacturer	Model	Asurion Repair Eligible	ACS Repair Eligible
Apple	iPhone X, iPhone XS, iPhone XS Max	Yes.	Yes.
Samsung	Galaxy Note 9, Galaxy S10+ 128GB, Galaxy S10+ 512GB, Galaxy S10+ 1TB, Galaxy S10 5G	Yes.	n/a
LG	V50 ThinQ	Yes.	n/a
Phone Equipment Tier 4		Asurion Administration \$29 Cracked Screen Repair \$140 Device Repair \$275 Device Replacement	AppleCare Services (ACS) Administration \$29 Screen Repair \$99 Device Replacement / Repair
Manufacturer	Model	Asurion Repair Eligible	ACS Repair Eligible
Apple	iPhone 6 Plus 128GB, iPhone 6s Plus 128GB, iPhone 7 256GB, iPhone 7 Plus 128GB, iPhone 7 Plus 256GB, iPhone 8 256GB, iPhone 8 Plus 256GB, iPhone XR 256GB	Yes.	Yes.
LG	V30+ 128GB	No.	n/a
	V40 ThinQ	Yes.	n/a
Samsung	Galaxy S8+, Galaxy Note 8, Galaxy S9+, Galaxy S10e 256GB, Galaxy S10	Yes.	n/a
	Galaxy S8 Active	No.	n/a
Phone Equipment Tier 3		Asurion Administration \$29 Cracked Screen Repair \$115 Device Repair \$225 Device Replacement	AppleCare Services (ACS) Administration \$29 Cracked Screen Repair \$99 Device Replacement / Repair
Manufacturer	Model	Asurion Repair Eligible	ACS Repair Eligible
Apple	iPhone 6 16GB, iPhone 6 64GB, iPhone 6 128GB, iPhone 6 Plus 16GB, iPhone 6 Plus 64GB, iPhone 6s 16GB, iPhone 6s 32GB, iPhone 6s 64GB, iPhone 6s 128GB, iPhone 6s Plus 16GB, iPhone 6s Plus 64GB, iPhone 7 32GB, iPhone 7 128GB, iPhone 7 Plus 32GB, iPhone 8 64GB, iPhone 8 Plus 64GB, iPhone XR 64GB, iPhone XR 128GB	Yes.	Yes.
HTC	One M10, Bolt, U11	Yes.	n/a
	5G Hub	No.	n/a
Essential	Essential Phone (PH-1)	No.	n/a
LG	V20 LS997	Yes.	n/a
	G6 LS993	Yes.	n/a
	G7 ThinQ Ice Platinum, G7 ThinQ Blue, G8 ThinQ	Yes.	n/a
Motorola	Nexus 6 32GB Black XT1103, Moto z2 Force Edition (MOT1789)	No.	n/a
Samsung	Galaxy Note 2, Galaxy Note Edge, Galaxy S10e 128GB	No.	n/a
	Galaxy Note 3, Note 4, Galaxy S6 32GB, Galaxy S6 64GB, Galaxy S6 128GB, Galaxy S6 Edge 32GB, Galaxy S6 Edge 64GB, Galaxy Note 5 32GB, Galaxy Note 5 64GB, Galaxy S6 Edge+ 32GB, Galaxy S6 Edge+ 64GB, Galaxy S7, Galaxy S7 Edge, Galaxy S8, Galaxy S9	Yes.	n/a
	Galaxy Note Edge	No.	n/a
SONIM	XP Strike IS, XP8	No.	n/a
Phone Equipment Tier 2		Asurion Administration \$29 Cracked Screen Repair \$65 Device Repair \$125 Device Replacement	AppleCare Services (ACS) Administration \$29 Screen Repair \$99 Device Replacement / Repair
Manufacturer	Model	Asurion Repair Eligible	ACS Repair Eligible
Apple	iPhone 4 8GB, iPhone 4S 8GB, iPhone 4S 16GB, iPhone 4S 32GB, iPhone 4S 64GB	No.	n/a
	iPhone 5 16GB, iPhone 5 32GB, iPhone 5C 8GB, iPhone 5C 16GB, iPhone 5C 32GB, iPhone 5S 16GB, iPhone 5S 32GB, iPhone 5 64GB, iPhone 5S 64GB	Yes.	n/a
	iPhone SE 16GB, iPhone SE 32GB, iPhone SE 64GB, iPhone SE 128GB	Yes.	Yes.
Blackberry	Q10, KEYone	No.	n/a
Bullitt	CAT S48c Rugged Black	No.	n/a
Google	Pixel 3a, Pixel 3a XL	No.	n/a
HTC	EVO 4G LTE X325C, One M7 801C, One A9 HTC2PQ93, One Max AP902, One - E8, One M8, One M9	No. Yes.	n/a
LG	G Flex, G Flex II, G4, G5	Yes.	n/a
	G2, Google Nexus 5 16GB (D820), Optimus G LS970, G3	No.	n/a
Motorola	Photon Q XT897, X 1056, Z3 Play	No.	n/a
Samsung	Galaxy S4, Galaxy S5	Yes.	n/a
	Galaxy Mega, Galaxy III Tri-Band, Galaxy Nexus, Galaxy S III, Galaxy Watch 46mm, Galaxy Watch 49mm, Galaxy S5 Sport, A6 Shine, Galaxy A50	No.	n/a

Sonim	XP5s	No.	n/a
ZTE	LivePro MF97AH	No.	n/a
<b>Phone Equipment Tier 1</b>		<b>Asurion Administration \$25 Device Repair \$50 Device Replacement</b>	
<b>Manufacturer</b>	<b>Model</b>	<b>Asurion Repair Eligible</b>	
Alcatel	Ride-Fi ALY856, 3500	No.	
Airprime	3000, 3200, 3300	No.	
Audiovox	6600, 6601, 6700, 8450, 8912, 8920, 9100, 9155, 9950	No.	
Blackberry	6510, 7100, 7130, 7250, 7510, 7520, 7750, 8703, 8830, 8350, 8530, Pearl 8130, Tour 9630, Bold 9650, Bold 9930, Oxford 9670, Torch 9850, Curve 8350I, 8330, 9330, 9350	No.	
Denso	2100, 2200, DB, SB	No.	
Franklin	300 USB, 301 USB, U602, Sprint Plug-in-Connect Tri-Mode USB U770, U600 USB, R850 Mobile Hotspot, U772 USB Dongle, R910 Mobile Hotspot	No.	
Harman	Sprint Drive hotspot	No.	
Hitachi	P300, G1000	No.	
HTC	Snap S511, Hero 6277, Touch Pro 6850, Touch Pro 2 T7380, Touch 6900, Mogul 6800, Touch Diamond 6950, Arrive T7575, EVO Shift A7373, EVO A9292, EVO Design 4G C715C, EVO 3D X515C, 8XT	No.	
Kyocera	1135, 2035, 2255, 2345, 3035, 6035, Brio S3015, DuraMax, DuraCore, DuraPlus, DuraXT, Rise, Hydro Edge, Kona KYS2151, Verve KYS3510, Vibe KYC6725, DuraTR 8GB, Echo SPC300, Milano C5120, Torque, Torque XT KYE6715, Duraforce Pro KY6830	No.	
LG	125, 150, 160, 225, 325, 350, 535, 1010, 1100, 1200, 2110, 3000, 5200, 5225, 5250, 5350, LX290, 4NE1, Remarq 240, LX400 260, LX265, Rumor 260, Rumor 2 265, Rumor Touch 510, Rumor Reflex, Fusic 550, Muzic 570, Lotus, Lotus Elite, Optimus, Optimus Elite, Optimus F3, Tribute 5, Tribute HD, Marquee, Viper, Mach, X Charge 16GB, Tribute Dynasty 16GB, Tribute Empire, Stylo 4, K30, Stylo 5	No.	
	G Stylo, G3 Vigor, G Stylo 2, X Power, Stylo 3	Yes.	
Motorola	290, I1000, I1000+, I2000, I2000+, I205, I265, I275, I305, I30sx, I315, I325, I335, I355, I355, I365, I370, I390, I445, I500, I50SX, I530, I550+, I55sr, I560, I570, I576, I576S, I580, I58SR, I600, I605, I60c, I615, I670, I700, I710, I730, I733, I736, I760, I776, I776w, I80, I830, I836, I85, I850, I855, I860, I870, I88, I880, I890, I886, I90c, I9, 925, I95cl, IC402, IC502, IC502X, IC602, IC902, CPEI25150, P8167, P8767, ST7762, ST7867, T8167, T8367, V2267, V60V, V8162, V555, LX370, Clutch I465, Brute I680, Brute I686, Debut I856 Krazr K1M, SLVR L7c, Tarpon V120C, RAZR V3M, RAZR2 V9M, Renegade V950, Razr VE20, E4, Admiral, Duo, Titanium, I325IS, I365IS I625IS, I920, I930, Q, Q9C, I1, I1X, XPRT, Photon MB855, E5, E5 Plus	No.	
Neopoint	1000	No.	
Next Generation	USB	No.	
Netgear	341U USB Modem, Zing Mobile Hotspot, Fuse Mobile Hotspot	No.	
Nokia	2170, 3155, 3205, 5170, 6016, 6165, 6185, 6225, 3585I, 3588I, Lumia 635	No.	
Novatel	201, 620, C777, Express EX720, MiFi 2200, S720, U720, U727, U760, MiFi 500 LTE, 3G/4G Mobile Hotspot 4082, 3G/4G 2N1 C208, 3G/4G 2N1 CC208, Mifi 8000	No.	
Pantech	PX500	No.	
Palm	Pixi 120, Pre 100, Treo 300, Treo 600, Treo 650, Treo 700P, Treo 700W, Treo 755P, Treo 800, Treo Centro 690p, Treo Pro 850	No.	
PCD	Sprint Express (M650), Express Mobile Hotspot	No.	
Samsung	A400, A420, A460, A500, A560, A580, A600, A620, A640, A660, A680, A700, A740, A760, A790, A800, A820, A840, A880, A900, A920, A940, A960, N270, 1000, 1500, 1600, 1900, 2000, 3500, 6100, 8500, Seek M350, Trender M380, Rant M540, Exclaim M550, Reclaim M560, Restore M570, Replenish M580, Upstage M620, Highnote M630, Uproar M100, M220, M240, M300, M320, M330, M360, M370, M500, M510, M520, M610, N200, N240, N300, N400, Z400, Array M390, M400, Galaxy J3 Emerge, I300, I330, I350, I500, I600, D600, IP830, Ace I325, Instinct M800, Instinct M850, Instinct S50, Instinct S30 (M810), Moment M900, Conquer 4G SPH-D600, Intercept M910, Transform M920, Transform Ultra M930, Epic D700, Epic Touch D710, Nexus S D720, Galaxy Victory 4G LTE L300, ATIV S Neo SPH1800, Galaxy S 4 Mini L520, Gear S R750, Galaxy J3, Galaxy J7 Perx, J3 Achieve, J7 Refine, Galaxy A10e, Galaxy A20	No.	
	Grand Prime	Yes.	
Sanyo	200, 2300, 2400, 2700, 3000, 3100, 3200,	No.	

	Katana LX 3800, Vero 3820, 4000, Tahoe 4100, 4500, 4700, 4900, 4920, 4930, 5000, 5150, 5300, 5400, 4500/5500, 5600, 6000, 6200, 6400, Katana 6600, Katana II 6650, Eclipse 6750, 6750X, Incognito 6760, Innuendo 6780, 7000, 7050, 7200, 7300, 7400, 7500, 8100, 8200, 8300, 8400, Katana DLX, 8500, 9000, M1, PRO200, PRO700, 2500 S1, SCP2700, SCP3810, Zio SCP-8600	
Sierra	550, 580, 597T, AC402, AC595, AC597, U595, U598, 3G/4G USB 250U, Overdrive Pro SWAC302, Overdrive 801, Sierra Wireless 4G LTE Tri-Fi Hotspot SWAC803	No.
Sharp	Aquos Crystal SH306	No.
Sonim	Sonim XP Strike, XP3	No.
Sony	100, 600, 1101, 1201, Ericsson T608	No.
Sprint	FWU680, U301	No.
Starcom	105, 120, 5740	No.
Toshiba	2032	No.
Yiso	CF2031	No.
ZTE	AC30, N850, Sprint Force N9100, Pocket WiFi (MF975HS), Warp Connect, Max XL, Sprint Vital N9810, Sprint Flash N9500	No.

Phones NOT eligible for coverage: Boost, Special Edition/Limited Edition, MVNO models, CDMA Specialty and limited edition phones. All GSM phones (Motorola V3, V50, V551, V555; Nokia 3120, 3310, 6630, Samsung IP-830w, IPA790), Telematics and Virgin Mobile Phones. Netbooks, Notebooks, Tablets, Desktop Modems, Intrinsically safe device: r765IS, 4G only devices and Samsung M400 (activated under the Sprint As You Go program).

For approved claims, a repair or replacement device will be provided at our discretion. For repairs, you will be required to bring or mail your device to an authorized repair center. Remote repair options may be available at time of claim for select devices subject to parts and technician availability. Additional information on repairs is available at [phoneclaim.com/sprint](http://phoneclaim.com/sprint), which includes a list of eligible devices, types of repairable damage, and available select repair locations. Repair eligibility is subject to change. If you have an eligible device that is not repairable, a device that is ineligible for repair, there is not an authorized repair location available, or we decide that a replacement is necessary, you will receive a replacement device and be charged the replacement service fee. If you have a water resistant device, it may not be water resistant after repair. Repairs are typically completed in 5 business days. After your repair, your device will be of like kind and quality with similar features and functionality.

Sprint Complete is a combination of the insurance Equipment Replacement Program (ERP), underwritten by Continental Casualty Company, a CNA company (CNA), Chicago, IL, and administered by Asurion Protection Services, LLC, a licensed agent of CNA (In Iowa, Lic. #1001002300. In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161. In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), the service contract Equipment Service & Repair Program (ESRP), provided by Asurion Warranty Protection Services, LLC, or one of its affiliates, and Tech Expert. Terms and conditions are subject to change. Coverage terms may vary by state and eligibility may vary by device. All applicable taxes and surcharges extra. Visit <https://protection.sprint.com/tep/en/terms.html> for full terms, conditions, and limitations of coverage.

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