Sprint Complete

Equipment Replacement Insurance Program (ERP)
Equipment Service and Repair Service Contract Program (ESRP)
Effective August 2020

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.

<table>
<thead>
<tr>
<th>Models Eligible for $29 Cracked Screen Repair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
</tr>
<tr>
<td>• iPhone 5</td>
</tr>
<tr>
<td>• iPhone 5C</td>
</tr>
<tr>
<td>• iPhone 5S</td>
</tr>
<tr>
<td>• iPhone 6</td>
</tr>
<tr>
<td>• iPhone 6 Plus</td>
</tr>
<tr>
<td>• iPhone 6S</td>
</tr>
<tr>
<td>• iPhone 6S Plus</td>
</tr>
<tr>
<td>• iPhone XS</td>
</tr>
<tr>
<td>• iPhone XR</td>
</tr>
<tr>
<td>• iPhone 11</td>
</tr>
<tr>
<td>• iPhone 11 Pro</td>
</tr>
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<table>
<thead>
<tr>
<th>Deductible/Service Fee and Repair Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Charge: Sprint Complete $9</td>
</tr>
<tr>
<td>Tier 1</td>
</tr>
<tr>
<td>Sprint Complete (Includes AppleCare® Services for eligible devices)</td>
</tr>
<tr>
<td>Equipment Service and Repair Program (ESRP)</td>
</tr>
<tr>
<td>Phone: Insurance Deductibles (ERP) and Service Contract ADH Service Fees during Asurion Administration (ESRP)</td>
</tr>
<tr>
<td>ADH Cracked Screen Repair (ESRP)</td>
</tr>
<tr>
<td>Device Repair</td>
</tr>
<tr>
<td>Device Replacement</td>
</tr>
<tr>
<td>Phone: Service Contract ADH Service Fees during AppleCare® Services Administration (ESRP)</td>
</tr>
<tr>
<td>ADH Cracked Screen Repair</td>
</tr>
<tr>
<td>Device Replacement and Other Repairs</td>
</tr>
<tr>
<td>Watch: Insurance Deductible (ERP) and Service Contract ADH Service Fees during Asurion Administration (ESRP)</td>
</tr>
<tr>
<td>Device Replacement</td>
</tr>
<tr>
<td>Watch: Service Contract ADH Service Fees during AppleCare® Services Administration (ESRP)</td>
</tr>
<tr>
<td>Apple Watch ADH Claims (excluding Edition and Hermes)</td>
</tr>
<tr>
<td>Apple Watch ADH Claims (Edition and Hermes)</td>
</tr>
<tr>
<td>All Malfunctions Service Fee (ESRP)</td>
</tr>
</tbody>
</table>

Exceptions to $29 Cracked Screen Repair Eligibility: The following equipment manufacturers are ineligible for cracked screen repairs: Google, 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. Detachable accessory screens are Non-Covered Accessories and are not repaired or replaced. Smart watches including the Apple Watch are also ineligible for cracked screen repair.

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Asurion_Public
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 $2 and ESRP is available for $7.20, or $11.20.

Tech Expert may be available separately for $6/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.

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### Phone Equipment Tier 5

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
<th>Asurion Administration</th>
<th>AppleCare Services (ACS) Administration</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$29 Cracked Screen Repair</td>
<td>$29 Screen Repair</td>
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<tr>
<td></td>
<td></td>
<td>$140 Device Repair</td>
<td>$99 Device Replacement / Repair</td>
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<td>$275 Device Replacement</td>
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<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
<th>Asurion Repair Eligible</th>
<th>ACS Repair Eligible</th>
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</thead>
<tbody>
<tr>
<td>Apple</td>
<td>iPhone X, iPhone X5, iPhone Xs Max, iPhone 11 Pro 64GB, iPhone 11 Pro 256GB, iPhone 11 Pro Max 64GB, iPhone 11 Pro Max 256GB, iPhone 11 Pro Max 512GB</td>
<td>Yes.</td>
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</tr>
<tr>
<td>Google</td>
<td>Pixel 4 XL 128 GB</td>
<td>No.</td>
<td>n/a</td>
</tr>
<tr>
<td>Samsung</td>
<td>Galaxy Note 9, Galaxy S10+ 128GB, Galaxy S10+ 512GB, Galaxy S10+ 1TB, Galaxy S10 5G, Galaxy Note 10+, Galaxy S20 5G, Galaxy S20+ 5G, Galaxy S20 Ultra 5G 128GB, Galaxy S20 Ultra 5G 512GB, Galaxy Z Flip 256GB</td>
<td>Yes.</td>
<td>n/a</td>
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<tr>
<td>LG</td>
<td>V50 ThinQ</td>
<td>Yes.</td>
<td>n/a</td>
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### Phone Equipment Tier 4

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<th>Manufacturer</th>
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<th>AppleCare Services (ACS) Administration</th>
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<tr>
<td></td>
<td></td>
<td>$29 Cracked Screen Repair</td>
<td>$29 Screen Repair</td>
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<tr>
<td></td>
<td></td>
<td>$140 Device Repair</td>
<td>$99 Device Replacement / Repair</td>
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<tr>
<td></td>
<td></td>
<td>$275 Device Replacement</td>
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<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
<th>Asurion Repair Eligible</th>
<th>ACS Repair Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
<td>iPhone 7 Plus 256GB, , iPhone 8 Plus 256GB, iPhone XR 256GB, iPhone 11 256GB</td>
<td>Yes.</td>
<td>Yes.</td>
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<tr>
<td>Google</td>
<td>Pixel 3 XL, Pixel 4 128GB, Pixel 4 XL 64GB</td>
<td>No.</td>
<td>n/a</td>
</tr>
<tr>
<td>LG</td>
<td>V40 ThinQ</td>
<td>No.</td>
<td>n/a</td>
</tr>
<tr>
<td>Samsung</td>
<td>Galaxy S8+, Galaxy Note 8, Galaxy S9+, Galaxy S10e 256GB, Galaxy S10, Galaxy Note 10, Galaxy S8 Active</td>
<td>Yes.</td>
<td>n/a</td>
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### Phone Equipment Tier 3

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<tr>
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<th>Model</th>
<th>Asurion Administration</th>
<th>AppleCare Services (ACS) Administration</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$29 Cracked Screen Repair</td>
<td>$29 Screen Repair</td>
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<tr>
<td></td>
<td></td>
<td>$115 Device Repair</td>
<td>$99 Device Replacement / Repair</td>
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<td>$225 Device Replacement</td>
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<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
<th>Asurion Repair Eligible</th>
<th>ACS Repair Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
<td>iPhone 6 Plus 16GB, iPhone 6 Plus 64GB, iPhone 6 Plus 128GB, , iPhone 6s Plus 16GB, iPhone 6s Plus 64GB, iPhone 6s Plus 128GB, iPhone 7 Plus 32GB, iPhone 7 Plus 128GB, iPhone 7 256GB, iPhone 8 Plus 64GB, iPhone 8 Plus 128GB, iPhone 8 256GB, iPhone XR 64GB, iPhone XR 128GB, iPhone 11 64GB, iPhone 11 128GB, iPhone SE 2 256 GB</td>
<td>Yes.</td>
<td>Yes.</td>
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<tr>
<td>HTC</td>
<td>One M10, Bolt, U11, 5G Hub</td>
<td>Yes.</td>
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<tr>
<td>Essential</td>
<td>Essential Phone (PH-1)</td>
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<tr>
<td>LG</td>
<td>V20 LS997, G6 LS993, G7 ThinQ Ice Platinum, G7 ThinQ Blue, G8 ThinQ, G8X ThinQ</td>
<td>Yes.</td>
<td>n/a</td>
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<tr>
<td>Motorola</td>
<td>Nexus 6 32GB Black XT1103, Moto z2 Force Edition (MOT1789)</td>
<td>No.</td>
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<tr>
<td>OnePlus</td>
<td>7 Pro 5G</td>
<td>No.</td>
<td>n/a</td>
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<tr>
<td>Samsung</td>
<td>Galaxy Note 2, Galaxy Note Edge, Galaxy S10e 128GB</td>
<td>No.</td>
<td>n/a</td>
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<tr>
<td></td>
<td>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</td>
<td>Yes.</td>
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<tr>
<td>SONIM</td>
<td>XP Strike IS, XP8</td>
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<td>n/a</td>
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### Phone Equipment Tier 2

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<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
<th>Asurion Administration</th>
<th>AppleCare Services (ACS) Administration</th>
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<tbody>
<tr>
<td></td>
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<td>$29 Cracked Screen Repair</td>
<td>$29 Screen Repair</td>
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<td>$65 Device Repair</td>
<td>$99 Device Replacement / Repair</td>
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<td>$125 Device Replacement</td>
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<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
<th>Asurion Repair Eligible</th>
<th>ACS Repair Eligible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
<td>iPhone 4 8GB, iPhone 4S 8GB, iPhone 4S 16GB, iPhone 4S 32GB, iPhone 4S 64GB</td>
<td>No.</td>
<td>n/a</td>
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<tr>
<td>Manufacturer</td>
<td>Model</td>
<td>Asurion Administration</td>
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<tr>
<td>--------------</td>
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<td></td>
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<tr>
<td>Alcatel</td>
<td>Ride-Fi ALY856, 3500</td>
<td>$25 Device Repair</td>
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<tr>
<td>Airprime</td>
<td>3000, 3200, 3300</td>
<td>$25 Device Repair</td>
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<tr>
<td>ANS</td>
<td>Netstick GTC USB Modem, WatchMeGo</td>
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<tr>
<td>Audiovox</td>
<td>6600, 6601, 6700, 8450, 8912, 8920, 9100, 9115, 9950</td>
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<tr>
<td>BlackBerry</td>
<td>6510, 7100, 730, 7510, 7520, 7750, 8703, 8830, 8850, 8930, Pearl 8130, Tour 9630, Bold 9650, Bold 9930, Oxford 9670, Torch 9850, Curve 8350i, 8330, 9330, 9350</td>
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<tr>
<td>Denso</td>
<td>2100, 2200, DB, SB</td>
<td>No.</td>
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<tr>
<td>Franklin</td>
<td>300 USB, 301 USB, U602, Sprint Plug-in-Connect Tri-Mode USB U770, U600 USB, R850 Mobile Hotspot, U772 USB Dongle, R910 Mobile Hotspot</td>
<td>No.</td>
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<tr>
<td>Harman</td>
<td>Sprint Drive hotspot</td>
<td>No.</td>
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<tr>
<td>Hitachi</td>
<td>P300, G1000</td>
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<tr>
<td>HTC</td>
<td>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</td>
<td>No.</td>
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<tr>
<td>Kyocera</td>
<td>1135, 2035, 2255, 2345, 3035, 6035, Brio S3015, DuraMax, DuraCore, DuraPlus, DuraXT, Rise, Hydro Edge, Kona KY52151, Verve KY53510, Vibe KY6C725, DuraTR 8GB, Echo SPE300, Milano CS120, Torque, Torque XT KY6E715, Duraforce Pro KY6830</td>
<td>No.</td>
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<tr>
<td>Neopoint</td>
<td>1000</td>
<td>No.</td>
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<tr>
<td>Next Generation USB</td>
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<tr>
<td>Netgear</td>
<td>341U USB Modem, Zing Mobile Hotspot, Fuse Mobile Hotspot</td>
<td>No.</td>
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<tr>
<td>Nokia</td>
<td>2170, 3155, 3205, 5170, 6016, 6165, 6185, 6225, 358S1, 358B1, Lumia 635</td>
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<tr>
<td>Pantech</td>
<td>PX500</td>
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<td>PX500</td>
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<tr>
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<td>Phones</td>
<td>Eligible for Coverage</td>
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<tr>
<td>PCD</td>
<td>Sprint Express (M650), Express Mobile Hotspot</td>
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<tr>
<td>Sanyo</td>
<td>200, 2300, 2400, 2700, 3000, 3100, 3200, 3400, 3500, 3600, 3700, 3800, 4000, 4100, 4200, 4300, 4400, 4500, 4700, 4900, 4920, 4930, 5000, 5150, 5300, 5400, 5500, 5600, 5800, 6000, 6200, 6400, 6600, 6800, 7000, 7050, 7200, 7300, 7400, 7500, 8100, 8200, 8300, 8400, 9000, 9900,</td>
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<tr>
<td>Sierra</td>
<td>550, 580, 597T, AC402, AC595, AC597, U595, U598, 3G/4G USB 2500, Overdrive Pro SWAC302, Overdrive 801, Sierra Wireless 4G LTE Tri-Fi Hotspot SWAC303</td>
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<td>Sharp</td>
<td>Aquos Crystal SH306</td>
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<td>Sonim</td>
<td>Sonim XP Strike, XP3</td>
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<td>100, 600, 1101, 1201, Ericsson T608</td>
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<td>Sprint</td>
<td>FWU680, U301</td>
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<td>Starcom</td>
<td>105, 120, 5740</td>
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<td>Yiso</td>
<td>CF2031</td>
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<tr>
<td>ZTE</td>
<td>AC30, N850, Sprint Force N9100, Pocket WiFi (MF975HS), Warp Connect, Max XL, Sprint Vital N9810, Sprint Flash N9500</td>
<td>No.</td>
<td></td>
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</tbody>
</table>


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/pr, which includes a list of eligible devices, types of repairable damage, and authorized 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. #0D63161. 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 sprintcomplete.com/information/program-terms, for full terms, conditions, and limitations of coverage.

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