

Important Things to Know about Device Protection - Consumer (Nationwide)

Program information for all New York customers appears after the Nationwide charts.

As of May 29, 2024, device protection is changing for Nationwide customers. Existing program information is reflected below as “Current”, while changes are reflected as “Effective May 29, 2024”. Note that device protection for New York customers is not changing on May 29, 2024.

	Current	Effective May 29, 2024
Verizon Mobile Protect (VMP) & Verizon Mobile Protect Multi-Device (VMP MD)		
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge		
Single Device	Tier 1 Smartphones and Watches: \$17	Tier 1 Smartphones and Watches: \$19
	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$14	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$16
Multi-Device (For accounts with lines with eligible devices)	4 to 20 lines: \$60 3 lines: \$50 2 lines: \$34	4 to 20 lines: \$60 3 lines: \$57 2 lines: \$38
	Coverage automatically adjusts based on the number of lines on the account.	Coverage automatically adjusts based on the number of lines on the account.
Additional Coverage (Only available for accounts with Verizon Mobile Protect Multi-Device 4-20 lines)	\$11.40/additional registration (consists of WPP and EW)	\$12.10/additional registration (consists of WPP and EW)
	\$8/additional registration in FL (consists of WPP only)	\$9.25 /additional registration in FL (consists of WPP only)
	Up to 3 additional registrations max	Up to 3 additional registrations
WPP (Insurance) Claim Limits in 12 months		
Max claim amount	\$3,000	
Single device – max number of claims	Unlimited	
Multi-device – max number of claims	Unlimited per registered line	
	VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time	
	VMP MD accounts with 2 lines get 2 registrations	
In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free		
Additional Coverage	1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free	
Verizon Extended Warranty (EW)*		
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).	
Monthly Charge	\$4.15	
Fees	\$0 for repairs	
	\$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.	

Mobile Secure		
Description (Not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)	Tech Coach and other features	Tech Coach and other features. Plus in-person device optimization where available (with screen protectors installed for select smartphones at no extra cost)
Monthly Charge	Single line: \$5.60 For accounts: 4-20 lines: \$25.35/ 3 lines: \$15.35/ 2 lines: \$11.20	Single line: \$6.90 For accounts: 4-20 lines: \$21.60/ 3 lines: \$20.25/ 2 lines: \$13.80
Wireless Phone Protection (WPP) (Insurance)		
Coverage	Loss, theft and damage	
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.25	Tier 1 Smartphones and Watches: \$7.95 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.95
WPP (Insurance) Replacement Deductibles (depending on device; applicable to all options that include WPP)	Loss and theft: \$19/\$99/\$129/\$189/\$229/\$279 Damage: \$99 (unless loss/theft deductible is less than \$99 in which case deductible will be same as loss/theft)	Loss and theft: \$19/\$99/\$109/\$189/\$229/\$279 (\$129 deductible becomes \$109) Damage: \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)
Cracked Screen Repair Deductible (for select smartphones only)	\$0 front cracked screen repair	\$0 front cracked screen and back glass repair
Additional Information		
Cancellation Policy	All device protection options continue to renew each month until canceled , and are billed directly to your wireless account. You can cancel your optional device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.	
Replacement Devices	Claims may be fulfilled with new or refurbished devices and may be the same model or another model of like kind and quality. Replacement devices may contain original or non-original replacement parts. Colors, features and accessory compatibility are not guaranteed.	
Monthly Charge	If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion. For details on your monthly charge see brochure.	
Other Device Protection Options	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$11.40 a month or \$8.40 a month, depending on device.	Total Equipment Coverage (TEC)* consists of WPP and EW and is \$12.10 a month, or \$9.10 a month, depending on device.
Device Requirements (if applicable to my transaction)		
Bring Your own Device	I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), free of defects and not lost or stolen.	
Open Enrollment	I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), and free of defects.	

All applicable taxes and surcharges extra.

*EW and TEC are not available in Florida & for Florida customers. For Florida customers, coverage for post-warranty malfunctions is provided by WPP (damage replacement deductible and claim limits apply)

EW is a service contract, separate and distinct from any product/ service warranty which may be provided by the device manufacturer, and does not extend the term of any such product/ service warranty.

Limitations and exclusions apply. Review complete Terms and Conditions in the brochure, which have an arbitration provision for disputes, including a class action waiver.

Important Things to Know about Device Protection - Business (Nationwide)

Program information for all New York customers appears after the Nationwide charts.

As of May 29, 2024, device protection is changing for Nationwide customers. Existing program information is reflected below as “Current”, while changes are reflected as “Effective May 29, 2024”. Note that device protection for New York customers is not changing on May 29, 2024.

	Current	Effective May 29, 2024
Total Mobile Protection (TMP) for Business & TMP Multi-Device (TMP MD) for Business		
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Tech Coach (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge		
Single Device	Tier 1 Smartphones and Watches: \$16	Tier 1 Smartphones and Watches: \$18
	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$13	Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$15
Multi-Device (For accounts with lines with eligible devices)	3-10 lines: \$49	
	11-24 lines: \$149	
	25-49 lines: \$299	
Changes to the number of lines on your account may adjust your coverage option and monthly charge.		
WPP (Insurance) Claim Limits in 12 months (excluding cracked screen repair claims, which are unlimited per registered line)		
Device claim max	\$3,000	
Single Device		
Claim Limit	Unlimited	
Replacement deductibles	Loss and theft: \$19/\$99/\$129/\$189/\$229/\$279	Loss and theft: \$19/\$99/\$109/\$189/\$229/\$279 (\$129 deductible becomes \$109) Damage: \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)
	Damage: \$99 (unless loss/theft deductible is less than \$99, in which case deductible will be the same as loss/theft)	
Cracked screen repair deductible (for select smartphones)	\$0 front cracked screen repair	\$0 front cracked screen and back glass repair
Multi-Device		
Claim Limit	3-10 lines: 3 registered lines share 6 claims every 12 months	
	11-24 lines: 11 registered lines share 22 claims every 12 months	
	25-49 lines: 25 registered lines share 50 claims every 12 months	
In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free		
Replacement deductibles	Loss and theft: \$19/\$99/\$129/\$189/\$229/\$279 Damage: \$99 (if loss/theft deductible is less than \$99, deductible is the same as loss/theft)	

Cracked Screen Repair Deductible (for select smartphones)	\$0 front cracked screen repair	
Other Device Protection Options		
Verizon Protect Business (VPB)		
Consists of	WPP, EW and Business Tech Coach Security (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge	Tier 1 Smartphones only: \$20	Tier 1 Smartphones only: \$22
Total Equipment Coverage (TEC)*		
Consists of	WPP and EW (each available separately)	
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)	
Monthly Charge	Tier 1 Smartphones and Watches: \$11.40 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$8.40	Tier 1 Smartphones and Watches: \$12.10 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$9.10
Wireless Phone Protection (WPP) (Insurance)		
Coverage	Loss, theft and damage	
Monthly Charge	Tier 1 Smartphones and Watches: \$7.25 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.25	Tier 1 Smartphones and Watches: \$7.95 Tier 2 Smartphones, Watches, Tablets and Basic Phones: \$4.95
Verizon Extended Warranty (EW)*		
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).	
Monthly Charge	\$4.15	
Fees	\$0 for repairs \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.	
Tech Coach		
Description	Tech Coach and other features	Tech Coach and other features. Plus, for TMP for Business single device only, in-person device optimization where available (with screen protectors installed for select smartphones at no extra cost)
Monthly Charge	Single line: \$4.60	Single line: \$5.90
Business Tech Coach Security		
Description	All benefits of Tech Coach plus VZ MDM and Lookout for Small Business. My Business.	Business Tech Coach benefits and other features. Plus, in-person device optimization where available (with screen protectors installed for select smartphones at no extra cost)
Monthly Charge	Tier 1 smartphones only: \$8.60	Tier 1 smartphones only: \$9.90
Additional Information		
Cancellation Policy	All device protection options continue to renew each month until canceled, and are billed directly to your wireless account. You can cancel your optional device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.	
Replacement Devices	Claims may be fulfilled with new or refurbished devices and may be the same model or another model of like kind and quality. Replacement devices may contain original or non-original replacement parts. Colors, features and accessory compatibility are not guaranteed.	
Monthly Charge	If you purchase WPP (insurance) or a product that includes WPP, the monthly insurance premium may include fees payable to Verizon and/or Asurion. For details on your monthly charge see brochure.	
Device Requirements (if applicable to my transaction)		

Bring Your own Device	I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), free of defects and not lost or stolen.
Open Enrollment	I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), and free of defects.

All applicable taxes and surcharges extra.

*EW and TEC are not available in Florida & for Florida customers. For Florida customers, coverage for post-warranty malfunctions is provided by WPP (damage replacement deductible and claim limits apply).

EW is a service contract, separate and distinct from any product/ service warranty which may be provided by the device manufacturer, and does not extend the term of any such product/ service warranty.

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Important Things to Know about Device Protection - Consumer (New York)

Verizon Mobile Protect (VMP) & Verizon Mobile Protect Multi-Device (VMP MD)	
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Mobile Secure (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	
Single Device	Tier 1 Smartphones and Watches: \$17 Tier 2 Smartphones, Watches and Tablets: \$17 Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$14
Multi-Device (For accounts with lines with eligible devices)	4 to 20 lines: \$60 3 lines: \$50 2 lines: \$34 Coverage automatically adjusts based on the number of lines on the account.
Additional Coverage (Only available for accounts with Verizon Mobile Protect Multi-Device 4-20 lines)	\$11.40/additional registration (consists of WPP and EW) Up to 3 additional registrations max
WPP (Insurance) Claim Limits in 12 months	
Max claim amount	\$3,000
Single device – max number of claims	Unlimited
Multi-device – max number of claims	Unlimited per registered line VMP MD accounts with 4-20 lines and 3 lines can register up to 3 lines at 1 time VMP MD accounts with 2 lines get 2 registrations In all cases, number of lines refers to lines with eligible devices and registrations automatically reset after 12 months claim-free
Additional Coverage	1 more registration with unlimited claims - registrations automatically reset after 12 months claim-free

Wireless Phone Protection (WPP) (Insurance)	
Coverage	Loss, theft and damage
Monthly Charge	<p>Tier 1 Smartphones and Watches: \$7.25</p> <p>Tier 2 Smartphones, Watches and Tablets: \$5.40</p> <p>Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25</p>
WPP (Insurance) Replacement Deductibles (depending on device; applicable to all options that include WPP)	<p>Loss and theft: \$19/\$49/\$99/\$149/\$249</p> <p>Damage: \$99 (unless loss/theft deductible is less than \$99 in which case deductible will be same as loss/theft)</p>
Cracked Screen Repair Deductible	\$0
Verizon Extended Warranty (EW)*	
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).
Monthly Charge	\$4.15
Fees	\$0 for repairs \$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.
Mobile Secure (not an insurance or service contract product – no coverage for loss, theft, damage or post-warranty malfunctions)	
Description	Tech Coach and other features
Monthly Charge	<p>Tier 1: \$5.60; Tier 2: \$7.45; Tier 3: \$5.60</p> <p>For accounts: 2 lines: \$11.20, 3 lines: \$18.35, 4-20 lines, \$28.35</p>
Additional Information	
Cancellation Policy	All device protection options continue to renew each month until canceled , and are billed directly to your wireless account. You can cancel your optional device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.
Replacement Devices	Claims may be fulfilled with new or refurbished devices and may be the same model or another model of like kind and quality. Replacement devices may contain original or non-original replacement parts. Colors, features and accessory compatibility are not guaranteed.
Covered Property/ Accessories	Device being used on the mobile number enrolled (for VMP MD, lines registered for coverage) One standard battery (attached to wireless device at time of loss) + one standard home charger
Arbitration	Subject to individual binding arbitration provision (with limited, state-specific provisions).
Other Device Protection Options	<p>Total Equipment Coverage (TEC)* consists of WPP and EW and is \$11.40/ \$9.55/\$8.40 per month, depending on device.</p> <p>*EW and TEC are not available in Florida & for Florida customers. For Florida customers, coverage for post-warranty malfunctions is provided by WPP (damage replacement deductible and claim limits apply).</p>
Device Requirements (if applicable to my transaction)	
Bring Your own Device	I agree that by continuing with this transaction, I am representing that my device is fully functioning, without damage (including cracked screen), free of defects and not lost or stolen.
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Important Things to Know about Device Protection - Business (New York)

Total Mobile Protection (TMP) for Business & TMP Multi-Device (TMP MD) for Business	
Consists of	Wireless Phone Protection (WPP), Verizon Extended Warranty (EW) and Tech Coach (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	
Single Device	<p>Tier 1 Smartphones and Watches: \$16</p> <p>Tier 2 Smartphones, Watches and Tablets: \$16</p> <p>Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$13</p>
Multi-Device (For accounts with lines with eligible devices)	<p>3-10 lines: \$49</p> <p>11-24 lines: \$149</p> <p>25-49 lines: \$299</p> <p>Changes to the number of lines on your account may adjust your coverage option and monthly charge.</p>
WPP (Insurance) Claim Limits in 12 months (excluding cracked screen repair claims, which are unlimited per registered line)	
Device claim max	\$3,000
Single Device Claim Limit	Unlimited
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Verizon Protect Business (VPB)	
Consists of	WPP, EW and Business Tech Coach Security (each available separately)
Coverage	Loss, theft, damage (WPP) and post-warranty malfunctions (EW)
Monthly Charge	Tier 1 and Tier 2 Smartphones only: \$20
Wireless Phone Protection (WPP) (Insurance)	
Coverage	Loss, theft and damage
Monthly Charge	<p>Tier 1 Smartphones and Watches: \$7.25</p> <p>Tier 2 Smartphones, Watches and Tablets: \$5.40</p> <p>Tier 3 Smartphones, Watches, Tablets and Basic Phones: \$4.25</p>
WPP (Insurance) Replacement Deductibles (depending on device; applicable to all options that include WPP)	<p>Loss and theft: \$19/\$49/\$99/\$149/\$249</p> <p>Damage: \$99 (unless loss/theft deductible is less than \$99, in which case deductible will be the same as loss/theft)</p>
Cracked Screen Repair Deductible	\$0
Verizon Extended Warranty (EW)*	
Coverage	Unlimited repairs and replacement devices provided for post-warranty malfunctions. Includes battery replacements for battery malfunctions (for select smartphones and subject to parts availability).
Monthly Charge	\$4.15
Fees	<p>\$0 for repairs</p> <p>\$49 replacement fee. Replacement fee is only applicable to EW claims when a repair is available, but not selected by the customer.</p>

Tech Coach	
Description	Tech Coach and other features
Monthly Charge	Tier 1: \$4.60; Tier 2: \$6.45; Tier 3: \$4.60
Business Tech Coach Security	
Description	Includes Verizon Mobile Device Management (MDM) and Lookout for Small Business, plus all the benefits of Tech Coach. Plus, 24/7 access to Tech Coach experts via live chat for device support, onboarding and support via My Business.
Monthly Charge	Tier 1 smartphones only: \$8.60 Tier 2 smartphones only: \$10.45
Additional Information	
Cancellation Policy	All device protection options continue to renew each month until canceled , and are billed directly to your wireless account. You can cancel your optional device protection option at any time and receive a prorated refund of your monthly charge. We may cancel your device protection option or change terms by giving you prior written notice as required by law.
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Arbitration	Subject to individual binding arbitration provision (with limited, state-specific provisions).
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Terms and Conditions:

[Review Brochures with Terms and Conditions](#)

For Device Protection Brochures, view www.verizon.com/support/device-protection-brochures/

Updated: 03/06/2024.