

Sprint

Complete

**When life happens,
we've got your back.**

Sprint's exclusive program to
optimize your connected life.





Sprint

Complete

Sprint Complete is a combination of the insurance Equipment Replacement Program (ERP), the service contract Equipment Service and Repair Program (ESRP), and Tech Expert. Available for select smartphones and smartwatches.

In New York only, residents may purchase the programs of Sprint Complete separately.

INSURANCE (ERP) PROGRAM



Next-day replacement

If your device is lost or stolen, receive a replacement as soon as the next business day, saving you hundreds.

SERVICE CONTRACT (ESRP) PROGRAM



\$29 cracked screen repair¹

For pricey 'oops' moments, pay just \$29 for trusted screen repair at one of 450 Sprint repair stores, or schedule a Tech Expert visit to your home or office. Other types of repairs are available at Sprint repair stores.



AppleCare[®] Services

With an eligible device, you get 24/7 priority access to Apple experts via phone and chat and direct access to certified repairs at Apple Stores and Apple Authorized Service Providers for the first two accidental damage from handling claims and all malfunction claims during the first two years.

TECH EXPERT PROGRAM



Unlimited cloud storage¹

No worries — keep your memories safe with automatic, high-resolution backup for photos and videos via the Complete Storage app.



Password protection

Online password management tools to help you protect your accounts, along with personalized help to restore your identity via the Complete Security app.



Tech Expert help

Reach a live U.S.-based Tech Expert for unlimited help with your device via the Sprint Complete app. **You can also get help with:**²



Device setup

Your phone your way, including fast and easy content transfer to your new device — even learn a cool thing or two — with the help of a live U.S.-based Tech Expert.



Device checkup

Maximize speed and extend the life of your device with the help of a live Tech Expert; battery replacement provided as needed, based on applicable threshold.³



Smart home consults

Looking to simplify your life with the power of technology? Schedule a live Tech Expert consult for expert guidance on smart home devices — we'll even come to your home.



Small and medium business

Live Tech Experts are your one-stop shop to solve connected device issues for your business.

¹ Repairs only available for eligible devices, in select locations, subject to parts and technician availability, and may be subject to the Accidental Damage from Handling claim limit.

¹ Unlimited available for Tiers 2-5. Tier 1 customers get 5 GB.

² All features may not be available in all areas, at all times, or for all devices. Not available for Tier 1 customers.

³ Battery replacement available under Sprint Complete, and eligibility subject to performance thresholds as shown on sprintcomplete.com.

Summary of Key Terms and Conditions

Sprint Complete is a combination of the insurance Equipment Replacement Program (ERP), the service contract Equipment Service and Repair Program (ESRP), and Tech Expert.

To view the full Terms and Conditions of program coverage, you may do one of the following before you enroll:

1. Ask your sales representative,
2. View and download online at sprintcomplete.com/information/program-terms, or
3. Call 1-800-584-3666.

We will also provide you the full Terms and Conditions after enrollment.

Sprint Complete			
Monthly charge ¹	Tier 1	Tiers 2-4	Tier 5
	\$9	\$15	\$19
Replacement equipment	<ul style="list-style-type: none"> • Claims may be fulfilled with new or refurbished equipment. If the same make and model is not available, a comparable model will be substituted. Color, features, and accessory compatibility are not guaranteed. • Apple Watch claims are not eligible for repair. Replacements will only be fulfilled with the model and color combination sold by Sprint. 		
Tech Expert ²	N/A	Included	
Content backup ³	5 GB	Unlimited	
Cancellation policy	You may cancel your optional coverage at any time and receive a prorated refund/credit.		
Arbitration	Program coverage contains binding arbitration (express state exemptions may apply; please see your program terms and conditions).		

ERP Insurance Coverage					
Covered incidents	Loss, theft, and physical damage (excluding ADH).				
ERP Insurance claim limits	Maximum of three claims within any consecutive 12-month period. Equipment replacement value maximum of \$2,000 per claim.				
ERP Insurance Deductibles					
	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Device replacement	\$50	\$125	\$225	\$275	\$275
Device repair	\$25	\$65	\$115	\$140	\$140

ERP is 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.). ESRP is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. 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 complete terms, conditions, and limitations of coverage.

ESRP Service Contract Coverage					
	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Covered incidents	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 (malfunction).				
ESRP Service Contract ADH claim limits	Two ADH claims within a consecutive 12-month period.				
ESRP AppleCare® Services (ACS) Administration ⁴	N/A	Within the first 24 months, ACS Administration will cover the first two ADH claims and all malfunction claims for customers who purchase a new Apple Watch Series 3 or above, or a new iPhone 6s, SE, or above and enroll in coverage within 60 days from device activation. (ACS Administration is only available in the continental United States, Alaska, and Hawaii.)			
ESRP Asurion Administration	For devices eligible for ACS Administration, the third or subsequent ADH claim and all malfunction claims after 24 months will be covered under Asurion Administration. For all other devices and for devices not enrolled in Sprint Complete, all claims are under Asurion Administration.				
ESRP Service Contract Claim Service Fees					
AppleCare® Services Administration					
iPhone ADH Fees – Repair and Replacement Claims					
	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
iPhone screen damage repair claims	N/A	\$29	\$29	\$29	\$29
Other iPhone ADH repair and replacement claims	N/A	\$99	\$99	\$99	\$99
Apple Watch ADH Fees – Repair and Replacement Claims					
Apple Watch (excluding Edition and Hermès) ADH claims	N/A	\$69	\$69	\$69	\$69
Apple Watch Edition and Hermès ADH claim	N/A	\$79	\$79	\$79	\$79
Asurion Administration					
Repair and Replacement Claims					
	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
ADH replacement (including screen damage)	\$50	\$125	\$225	\$275	\$275
ADH repair (excluding screen damage)	\$25	\$65	\$115	\$140	\$140
Phone screen damage repair	\$25	\$29	\$29	\$29	\$29
All ESRP Malfunction/Operational Failure Claims					
\$0					

New York Only Coverage

In New York only, residents may separately purchase ERP insurance or Advanced Device Insurance (ADI) or an ESRP or Advanced Device Service and Support (ADSS) service contract, which contain the same ERP, ADI, ADSS, or ESRP benefits, limitations and deductibles/service fees as under Sprint Complete or Sprint Complete for Tablets. For ADI and ADSS, see page 4.

Monthly Charge

	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
ERP	\$2	\$2	\$2	\$2	\$2
ESRP	\$7.20	\$7.20	\$7.20	\$7.20	\$11.20
ADI	\$3.25	\$3.25	\$3.25	\$3.25	\$3.25
ADSS	\$4	\$4	\$4	\$4	\$4
Tech Expert	May be available separately for \$6/month depending upon device type.				

If you are enrolled in ERP, and you can submit proof that you have purchased and maintain a separate extended warranty, the premium for ERP will be reduced by \$0.20. If you are enrolled in ADI, and you can submit proof that you have purchased and maintain a separate extended warranty, the premium for ADI will be reduced by \$0.25.

New York Producer Compensation

Sprint (producer) has a limited license to sell wireless communications equipment insurance in New York (license # LR-541077) and will be paid a portion of your contract purchase price by the insurer, CNA. The producer will be compensated by the insurer if you purchase the insurance. The producer's compensation may vary based on the product you purchased. For more information about compensation, please ask your sales representative.

ESRP without ACS Administration is also available standalone for NY and nationwide customers for \$8.25, \$9.25, or \$12 per month, based upon device tier.

Important Information

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 for Sprint Complete customers at time of claim for select devices subject to parts and technician availability. Additional information on repairs is available at 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. After your repair, your device will be of like kind and quality with similar features and functionality.

Changing Your Device Under Sprint Complete: In the ESRP portion of your coverage, if you change to a device that is covered under Asurion Administration, the Asurion Administration service fees will apply and any ADH and malfunction claims will carry over to the newly activated device. If you change to a new eligible device that is covered under ACS Administration, the ACS Administration service fees will apply as applicable and any ADH or malfunction claims will not carry over to your new device because your claim count resets.

- The monthly charge for Sprint Complete includes the cost of insurance provided in the program. For customers who elect insurance coverage, the monthly insurance premium may include fees payable to Sprint and/or Asurion. Monthly charge per device and deductible depend on device type. See schedule on phoneclaim.com/sprint for a complete list of devices with applicable pricing and deductible tiers. All applicable taxes and surcharges extra. Offers may be modified or discounted at any time.
- Tech Expert may be available separately for \$6/month depending upon device type.
- There may be limitations on the size of each video that can be backed up and secured.
- AppleCare Services Administration is a separate program from AppleCare+. If your device is already enrolled in AppleCare+, it is ineligible for AppleCare Services Administration.

AppleCare® Services, iPhone® and Apple Watch® are registered trademarks of Apple Inc.

Device Schedule

Device Tier	Devices
Tier 1	Motorola E4, Motorola E5 Play, Motorola E5 Plus, LG K30, LG Stylo 4, LG Tribute Dynasty, LG Tribute Empire, Samsung Grand Prime, Samsung J3 Achieve, Samsung J7 Refine, Sonim XP3
Tier 2	Apple iPhone SE 16 GB, Apple Watch Series 3 and 4, HTC One M8, HTC One M9, Google Pixel 3a, Google Pixel 3a XL, LG G4, LG G5, Motorola Z3 Play, Samsung Galaxy A6
Tier 3	Apple iPhone 6S (16 GB, 32 GB, 64 GB), Apple iPhone 6S Plus (16 GB, 64 GB), Apple iPhone 7 (32 GB, 128 GB), Apple iPhone 7 Plus 32 GB, Apple iPhone 8 64 GB, Apple iPhone 8 Plus 64 GB, Apple iPhone Xr (64 GB, 128 GB), HTC 5G Hub, HTC One M10, HTC Bolt, LG G6, LG G7 ThinQ, LG G8 ThinQ, Samsung Galaxy S7 32 GB, Samsung Galaxy S8 64 GB, Samsung Galaxy S9
Tier 4	Apple iPhone 7 Plus 128 GB, Apple iPhone Xr 256 GB, LG V30+, LG V40 ThinQ, Samsung Galaxy Note 8, Samsung Galaxy S8 Plus 64 GB, Samsung Galaxy S8 Active, Samsung Galaxy S9+, Samsung Galaxy S10e 256 GB, Samsung Galaxy S10
Tier 5	Apple iPhone X, Apple iPhone Xs, Apple iPhone Xs Max, LG V50 ThinQ, Samsung Galaxy Note 9, Samsung Galaxy S10+ (128 GB, 512 GB, 1 TB)

For information about your phone model, if you do not see it in the list above, and for a complete and current list of devices with associated deductible amounts, please visit phoneclaim.com/sprint or call 1-800-584-3666. NOTE: This list is changed from time to time. Please check phoneclaim.com/sprint anytime your equipment changes for your applicable fees, deductibles, and monthly charge.

Sprint Complete

For tablets

INSURANCE AND SERVICE CONTRACT PROGRAM

Next-day replacement

Receive a replacement as soon as the next business day, saving you hundreds.

TECH EXPERT PROGRAM

Unlimited cloud storage

No worries — keep your memories safe with automatic, high-resolution backup for photos and videos via the Complete Storage app.

Tech Expert support

Reach a live U.S.-based Tech Expert instantly for unlimited tech help with your tablet. Tech Experts can also help you with:

- New tablet setup including content transfer
- Checkups to improve speed and battery performance
- Smart home consults tailored to your needs

Password protection

Stay safe online with password management tools to help you protect your online accounts, along with personalized help to restore your identity.

Advanced Device Service & Support (ADSS)

When the unexpected happens, you'll receive a replacement as soon as the next business day for mechanical and electrical breakdowns due to defects in materials or workmanship and normal wear and tear. Includes 5 GB of backup for your photos and videos.

Advanced Device Insurance (ADI)

If your tablet is lost, stolen, or accidentally damaged — including physical or liquid damage — you'll receive a replacement as soon as the next business day. Includes 5 GB of backup for your photos and videos.

Summary of Coverage

	Sprint Complete ¹	ADSS	ADI
Monthly charge ¹	\$13	\$4	\$3.25
Mechanical or electrical breakdown (malfunction) due to defects or normal wear and tear	Included	Included	N/A
Loss, theft, or liquid, or physical damage	Included	N/A	Included
Tech Expert ²	Included	N/A	N/A
Content Backup ³	Unlimited	5 GB	5 GB
Deductible / service fee (nonrefundable per approved claim)	Tier 1: \$100 Tier 2: \$200 Per approved claim for loss, theft, or damage	\$0	Tier 1: \$100 Tier 2: \$200 Per approved claim
Claim limits	Three insurance claims within any consecutive 12-month period for loss, theft, or damage with a maximum replacement value of \$2,500. There is no claim limit for mechanical or electrical breakdown claims.	Unlimited number of claims.	Three insurance claims within any consecutive 12-month period for loss, theft, or damage with a maximum replacement value of \$2,500 per claim.
Replacement equipment	Replacement equipment may be a new or refurbished device and/or a comparable model. If the same make and model is not available, a comparable model will be substituted. Color, features, and accessory compatibility are not guaranteed.		
Cancellation policy	You may cancel your optional coverage at any time and receive a prorated refund/credit.		
Arbitration	Program coverage contains binding arbitration (express state exemptions may apply; please see your program terms and conditions).		
Device Tier	Tier 1	Tier 2	
Devices	ANS Quanta 10" Tablet (LTE Only) ANS Quanta 8" (LTE Only) Samsung Galaxy Tab E Samsung Galaxy Tab A	iPad Air 16 GB, 32 GB iPad Air 2 16 GB, 32 GB, 64 GB iPad Air 3 16 GB, 64 GB, 128 GB iPad Mini 4 16 GB, 32 GB, 64 GB iPad Pro 128 GB, 256 GB iPad Pro 9.7 32 GB, 128 GB, 256 GB	

¹ The monthly charge for Sprint Complete includes the cost of insurance provided in the program. For customers who elect insurance coverage, the monthly insurance premium may include fees payable to Sprint and/or Asurion. Monthly charge per device and deductible depend on device type. See schedule on phoneclaim.com/sprint for a complete list of devices with applicable pricing and deductible tiers. All applicable taxes and surcharges extra. Offers may be modified or discounted at any time.

² Tech Expert may be available separately for \$6/month depending upon device type.

³ There may be limitations on the size of each video that can be backed up and secured. If you do not see your tablet in the above list, and for a complete and current list of devices with associated service fees, please visit phoneclaim.com/sprint or call 1-800-584-3666.

NOTE: This list is changed from time to time. Please check the list at phoneclaim.com/sprint anytime your equipment changes.

*Sprint Complete is a combination of ADI, ADSS, and Tech Expert. ADI is 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.). ADSS is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. 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.

Get the apps.

Complete your connected life with these powerful apps.



Complete Storage app¹

- Unlimited storage for all your photos and videos.
- Automatic backup with true high resolution.
- Organize, sort, and share photos.
- Free up memory on your device.
- Easy access to the Sprint Complete app.



Sprint Complete app

Reach a live U.S.-based Tech Expert for unlimited help with your device — including setup and content transfer. Tech Experts can even show you a cool new feature or two. Receive device tips, shortcuts and proactive alerts, and schedule a smart home consult.



Complete Security app²

Keep your passwords safe online with password management tools that can help you protect your accounts. Includes personalized help from identity restoration pros to help restore your identity.



My Sprint

On the move or on the couch, the My Sprint app lets you live your life without worrying about your Sprint account.

Start here →

Download Complete Storage today.

Included with the Sprint Complete plan.



¹ There may be limitations on the size of video that can be uploaded.

² In order to take full advantage of the Complete Security app, you must also download the Sprint Complete app to receive assistance after a breach. It may be necessary to contact a third party, who may require you to sign a power of attorney.

Additional Information

Duplication of coverage

The Equipment Replacement Program or the Advanced Device Insurance may provide a duplication of coverage already provided by a consumer's insurance (auto, renter, homeowner, personal liability) or other source of coverage. All program coverage begins on the date you enroll your device and continues until canceled or terminated pursuant to the program terms and conditions. The Equipment Service and Repair Program and the Advanced Device Service and Support program may provide certain enhanced coverage during the term of the manufacturer's warranty.

Associate qualifications

Unless otherwise licensed, Sprint sales reps are not qualified or authorized to evaluate the adequacy of your existing insurance coverages. Questions regarding this program should be directed to CNA's covered agent, Asurion Protection Services, LLC, at 1-800-584-3666.

Optional

Insurance and service contract coverage is optional and you are not required to enroll in these programs in order to purchase services or equipment. Insurance program enrollment or claim authorization shall be at the sole discretion of CNA or Asurion in accordance with the terms and conditions and applicable law.

Device coverage

Sprint Complete coverage is only available for products or devices with cellular connectivity and/or an established MDN. For coverage to apply to a particular device, you must own or lease the device and have used (logged voice or data use) that device on your enrolled wireless number after initial enrollment. Coverage applies to only one device at any given time and the covered device will be your most recently used device on your wireless number at the time of the loss. See terms and conditions for the full definition.

Covered equipment

Includes wireless device, and if part of the covered loss, one standard battery, one standard charger, one standard watch band, and one Subscriber Identification Module (SIM) card. Devices NOT eligible for coverage: Boost or Virgin devices, 4G-only devices, GSM-only devices, MVNO models, special/limited-edition devices, netbooks, notebooks, desktop modems, intrinsically safe device: r765IS by Motorola, Samsung Gear S II.

Non-return fee

If your device is damaged or if your lost device is later found, you can avoid non-Return fees of up to \$1500 (the fee is based on the cost of the claim to the insurance company) by simply returning the device as directed by us in the return envelope that we provide to you.

Binding arbitration

THE SERVICE CONTRACT AND COVERAGE CERTIFICATE EACH CONTAIN A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE SERVICE CONTRACT AND IN SECTION VIII.G OF THE COVERAGE CERTIFICATE.

In the unlikely event we cannot informally resolve any disputes, you will be required to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL-CLAIMS COURT ACTIONS INSTEAD OF THROUGH THE COURTS OF GENERAL JURISDICTION; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTIONS OR CLASS ARBITRATIONS. (EXPRESS STATE EXEMPTIONS MAY APPLY; PLEASE SEE YOUR PROGRAM TERMS AND CONDITIONS.)

NOTE: Any person who knowingly and with intent to injure, defraud, or deceive any insurer, files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree. In Oregon, this note does not apply.

Customer support

Asurion and CNA strive to satisfy every customer and ask you to allow them the opportunity to resolve any questions, concerns, or complaints you may have by calling 1-800-584-3666.

All applicable taxes and surcharges extra. Offers may be modified or discounted at any time.

Insurance Exclusions and limitations

This insurance coverage does contain limitations and exclusions. Loss due to indirect or consequential loss, intentional acts, abuse, technological obsolescence or depreciation, cosmetic damage, unauthorized repair or replacement, pollutants, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, batteries unless it is part of the covered loss, malware, nuclear reaction or radiation, war, governmental action, damage to data, nonstandard external media, and nonstandard software, failure to reasonably protect the device from any further loss, accidental damage from handling, are excluded. All exclusions and limitations can be found in the full terms and conditions.

How to make a Claim

Two ways to make a claim:

- Visit sprintcomplete.com
- Call **1-800-584-3666**

Note: File your claim within 60 days of your loss.

Lost/stolen devices

If your device is lost or stolen, contact Sprint immediately at 1-888-211-4727 to suspend your service.

Here's what you'll need:

- Wireless number
- Device make/model
- Payment information (if applicable)
- Sprint PIN
- Shipping address

We may require you to provide additional information to complete your claim, such as proof of purchase and/or a government-issued photo ID.

Deductible/service fee

Once your claim is approved, a nonrefundable deductible or service fee (when applicable) will be collected from you. See Device Schedule and deductibles or service fees within this brochure or visit phoneclaim.com/sprint.

Damaged/malfunctioning devices

If the claim involves replacing a damaged or malfunctioning device, you will be provided with detailed instructions on how to return the device.

AppleCare Services

Customers eligible for ACS Administration also have the option to contact Apple directly during AppleCare Services Administration:

- Visit getsupport.apple.com
- Call Apple at **1-800-694-7466**

Within the first 24 months from the date you enroll in coverage, AppleCare Services Administration covers the first two ADH claims and all malfunction claims. Asurion will administer all claims that AppleCare Services does not.

Phone repair

All Sprint customers have easy access to phone repairs. Convenient in-store phone repairs are available at Sprint Service and Repair locations or via mail-in to a Sprint-authorized service and repair center. In-store repairs are typically completed the same day and mail-in repairs are ready within 5 business days, in most cases. To find an authorized Sprint Service and Repair Center near you, visit sprint.com/storelocator.

Please note: In-store repair options are only available for select phones and certain types of damage or malfunction.

No device protection?

Customers without device protection are responsible for paying the full retail cost for the repair or replacement.

How to Enroll

Signing up is easy, but you must act quickly! Simply ask a Sprint sales rep to enroll.

Your device is eligible for enrollment **within the first 30 days of activation**, anytime you upgrade, or within 30 days of a Sprint-authorized repair. After 30 days, devices may no longer be eligible to enroll.

Device purchase date: _____

Last date to enroll: _____

Full retail price of device: _____

You've got Sprint Complete. Now what?

Let us help you keep your device
running at peak performance.

Getting started

Get Tech Expert help to set up your new device in minutes, back up all your photos and videos, and help protect your online account passwords.

Keep it running

Contact a Tech Expert for a device checkup when yours feels sluggish, or anytime you have tech issues, questions, or simply want to learn more about your device.

Fix it fast

Get your cracked screen repaired for only \$29 on eligible smartphones — or get a replacement phone as soon as tomorrow if yours is lost or stolen.



Do all this and more at
sprintcomplete.com

Your Tech Expert call is scheduled for:

_____ on _____
Time Date

Access to WiFi during your call is recommended.

Unlimited storage

Now for Tier 1 customers in Sprint Complete and Equipment Service and Repair Program customers in New York.

- Unlimited storage for photos and videos¹
- Automatic backup with true high resolution
- Organize, sort, and share photos
- Free up memory on your device



Download the Complete Storage app today.

Unlimited storage is included with Sprint Complete plans Tiers 1-5 and Equipment Service and Repair Program (ESRP) in New York as part of the service contract.



Summary of Key Terms and Conditions

The relevant portions of the charts below have been updated to show that Tier 1 and ESRP in New York now include unlimited content backup. See brochure for full program details.

Sprint Complete is a combination of the insurance Equipment Replacement Program (ERP), the service contract Equipment Service and Repair Program (ESRP), and Tech Expert.

To view the full Terms and Conditions of program coverage, you may do one of the following before you enroll:

1. Ask your sales representative,
2. View and download online at sprintcomplete.com/information/program-terms, or
3. Call 1-800-584-3666.

We will also provide the full Terms and Conditions after enrollment.

Sprint Complete	
Tier 1	
Monthly charge ²	\$9
Replacement equipment	<ul style="list-style-type: none">• Claims may be fulfilled with new or refurbished equipment. If the same make and model is not available, a comparable model will be substituted. Color, features, and accessory compatibility are not guaranteed.• Apple Watch claims are not eligible for repair. Replacements will only be fulfilled with the model and color combination sold by Sprint.
Tech Expert ³	N/A
Content backup	Unlimited
Cancellation policy	You may cancel your optional coverage at any time and receive a prorated refund/credit.
Arbitration	Program coverage contains binding arbitration (express state exemptions may apply; please see your program terms and conditions).

ESRP Service Contract Coverage	
Tier 1	
Covered incidents	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 (malfunction).
ESRP Service Contract ADH claim limits	Two ADH claims within a consecutive 12-month period.
Content backup	Unlimited

¹ There may be limitations on the size of each video that can be backed up and secured.

² The monthly charge for Sprint Complete includes the cost of insurance provided in the program. For customers who elect insurance coverage, the monthly insurance premium may include fees payable to Sprint and/or Asurion. Monthly charge per device and deductible depend on device type. See schedule on phoneclaim.com/sprint for a complete list of devices with applicable pricing and deductible tiers. All applicable taxes and surcharges extra. Offers may be modified or discounted at any time.

³ Tech Expert may be available separately for \$6/month depending upon device type.