The Equipment Replacement Program is underwritten by Continental Casualty Company, a CNA company, and administered by Asurion Protection Services, LLC a licensed agent of CNA. With an advanced software system and state-of-the-art call center, Asurion can respond to your claims quickly so you can be back in touch with the people and places you need to reach.

Program enrollment or repair or replacement authorization shall be at the sole discretion of CNA, its program administrator or any other authorized representative of CNA. You shall accept the terms of the Coverage Certificate and applicable law.

The included Coverage Certificate is the entire agreement between the insurer and you. Please refer to the Coverage Certificate for complete terms and conditions of the coverage provided. For questions or to obtain a full-size copy of the Insurance Coverage Certificate, please contact:

Asurion Protection Services, LLC
Customer Care

Attn: Equipment Replacement Program

P.O. Box 411605
Kansas City, MO 64141-1605

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Kansas City, MO 64141-1605

The Equipment Replacement Program is insurance underwritten by Continental Casualty Company, a CNA Company, and administered by Asurion Protection Services, LLC.

To File a Claim:

• Go to sprint.com/protection or call Asurion Customer Care at 888-366-3666.
• File your claim within 60 days of loss.
• If your Sprint or Nextel device is lost or stolen, contact Sprint immediately at 1-888-211-4772 to suspend your service.
• Pay a $50 or $100 nonrefundable deductible per approved claim depending on phone model.

To Enroll:

Ask a sales rep or call 1-800-584-3666 to enroll.

Optional: The Equipment Replacement Program is an optional insurance coverage that you are not required to purchase in order to purchase services or equipment.

Asurion is under no obligation to suspend the sale of your optional insurance coverage if you fail to meet any of the required enrollment criteria.

The Equipment Replacement Program may provide a duplication of coverage already provided by a consumer’s personal liability insurance policy or other source of coverage.

The Equipment Replacement Program contains limitations and exclusions. For example, intentional damage, cosmetic damage, and device failures due to faulty parts or workmanship are excluded. Complete exclusions and limitations can be found in the Installed Coverage Certificate

The included Coverage Certificate may provide a duplication of coverage already provided by a consumer’s personal auto insurance policy, homeowner’s insurance policy, personal liability insurance policy or other source of coverage.

For Residents of California, Indiana, and Maryland Consumer Habitats for the State of California Department of Insurance is 1-800-584-3666.

For Residents of California, Indiana, and Maryland

1-800-347-0477 (KHS). For the State of Indiana Department of Insurance is 1-800-622-4861.

For the Maryland Insurance Administration is 1-800-492-0617.

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1-800-347-0477 (KHS). For the State of Indiana Department of Insurance is 1-800-622-4861.

For the Maryland Insurance Administration is 1-800-492-0617.
We will not pay for Loss caused directly or indirectly or resulting from events, conditions or our authorized representative will notify you within 20 days if your request is not approved.

Monthly premiums will be charged monthly to your regular account with your Service Provider is incorporated by reference in this Certificate. The lockline Customer Care Center or your Service Provider will provide you with a new replacement or repair subject to the terms and conditions set forth in this Certificate, we will make good any Loss to the entire pair or set.

Subject to the terms and conditions set forth in this Certificate, we will make good any Loss to the entire pair or set.

We cover the Covered Property (as defined in Section IX. DEFINITIONS) of Insured Action, meaning seizure or destruction of property by order of governmental authority or other documentation from your Service Provider is incorporated by reference in this Certificate. Eligibility may be limited to new equipment that has not been previously reclaimed.

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You must not have exhausted the benefits available under a CNA coverage certificate or your Covered Property cease to be eligible for coverage.

In Puerto Rico “lockline” refers to lockline of Puerto Rico, Inc. California, lockline, LLC does business as lockline Insurance Agency, LLC (CA license #: OD63161).

A. In the event of a covered Loss, we will arrange for the replacement, or at our sole option, the repair or replacement of the Covered Property.

B. Loss caused by or resulting from change or enhancement in color, texture, or finish. Loss

c. one Sprint or Nextel wireless data card,

D. Loss caused by or resulting from change or enhancement in color, texture, or finish. Loss

E. For Loss resulting from attempted theft, vandalism or lost equipment, you must provide us with

F. Notice of cancellation or non-renewal will state the effective date of cancellation or non-

G. You may not assign this Certificate without our written consent.

H. We retain the right to revise this Certificate at any time and adjust the coverage terms including

I. This coverage;

J. You may not assign this Certificate without our written consent.

K. We agree that any terms of this Certificate not in conformity with applicable law are conformed

L. You must not have exhausted the benefits available under a CNA coverage certificate or your Covered Property cease to be eligible for coverage.

M. “Pollutants” means: Any solid, liquid, gaseous, or thermal irritant or contaminant including

N. This Certificate contains all the agreements between you and us concerning the insurance

O. We retain the right to revise this Certificate at any time and adjust the coverage terms including

P. You may not assign this Certificate without our written consent.

Q. We retain the right to revise this Certificate at any time and adjust the coverage terms including

R. You must not have exhausted the benefits available under a CNA coverage certificate or your Covered Property cease to be eligible for coverage.


T. You must not have exhausted the benefits available under a CNA coverage certificate or your Covered Property cease to be eligible for coverage.

U. We agree that any terms of this Certificate not in conformity with applicable law are conformed

V. This Certificate and the Certificate that are subject to the terms and conditions set forth in this Certificate. Eligibility may be limited to new equipment that has not been previously reclaimed.

W. We retain the right to revise this Certificate at any time and adjust the coverage terms including

X. STATE CHANGES.

Y. If you are a resident of Arkansas, Kentucky, Louisiana, Massachusetts, Mississippi, Missouri, Montana, Nebraska, New Hampshire, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming.

Z. You must not have exhausted the benefits available under a CNA coverage certificate or your Covered Property cease to be eligible for coverage.

AA. You are not entitled to, and we shall not be liable for, any costs or expenses incurred by or on behalf of a third party or the insured that were not authorized in writing by us in advance.

BB. In the event of a covered Loss, you must notify us immediately.

CC. We are not responsible for, and you shall indemnify and hold us harmless from, any costs or expenses incurred by or on behalf of a third party or the insured that were not authorized in writing by us in advance.

DD. In the event of an applicable insurance coverage, we shall not be liable to you for any Loss or damage caused or resulting from negligence, willful misconduct, or the willful or intentional violation of law on the part of any employee, officer, director, or agent, of the insured.

EE. We shall not be liable for any Loss or damage caused or resulting from negligence, willful misconduct, or the willful or intentional violation of law on the part of any employee, officer, director, or agent, of the insured.

FF. You shall indemnify and hold us harmless from, any costs or expenses incurred by or on behalf of a third party or the insured that were not authorized in writing by us in advance.

GG. In the event of an applicable insurance coverage, we shall not be liable to you for any Loss or damage caused or resulting from negligence, willful misconduct, or the willful or intentional violation of law on the part of any employee, officer, director, or agent, of the insured.

HH. You shall indemnify and hold us harmless from, any costs or expenses incurred by or on behalf of a third party or the insured that were not authorized in writing by us in advance.

II. In the event of an applicable insurance coverage, we shall not be liable to you for any Loss or damage caused or resulting from negligence, willful misconduct, or the willful or intentional violation of law on the part of any employee, officer, director, or agent, of the insured.

JJ. You shall indemnify and hold us harmless from, any costs or expenses incurred by or on behalf of a third party or the insured that were not authorized in writing by us in advance.

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