

# Welcome to **Cricket®** **Protect**

Device protection, including \$0 deductible cracked screen repair<sup>1</sup>, and photo and video storage<sup>2</sup>.

**Cricket® Protect**  
**\$8 or \$12**/mo.

Depending on Device Tier

New York (NY) state residents, please refer to the NY Device Protection brochure.

# We've got you covered

- **Unlimited** number of claims
- **As soon as next-day device replacement**<sup>3</sup>
- **\$0 deductible cracked screen repair**<sup>1</sup>  
& \$0 service fee battery replacement<sup>4</sup>  
for eligible smartphones, as soon as the same day
- **Unlimited photo and video storage**<sup>2</sup>  
within the myPhotoVault app
- **myExpert tech support** by phone, online, or the Asurion app<sup>2</sup>

**Don't Wait.** You must enroll within 45 days of activation or device upgrade.

Cricket Protect is a combination of Cricket Protect Insurance and Cricket Protect Service Warranty. Cricket Protect Insurance is insurance coverage underwritten by Continental Casualty Company, Chicago, IL, a CNA company (CNA), and administered by Asurion Protection Services, LLC (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.), a licensed agent of CNA. The Cricket Protect Service Warranty is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates.

Cricket Protect includes insurance similar to other insurance sold separately for up to \$5.50 per month.

**<sup>1</sup>Cracked Screen Repair:** Select devices are eligible for repair. Visit [asurion.com/cricket](https://asurion.com/cricket) or call 855-309-8342 to check current eligibility. Repairs are available in select locations, based upon parts and technician availability, and other criteria. Same-day repair option depends upon claim approval time, parts, and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts; may contain original or non-original manufacturer parts; and may void the manufacturer warranty.

**<sup>2</sup>The Asurion and myPhotoVault apps:** The Asurion and myPhotoVault apps require a compatible device with Cricket Wireless service. Technical limits may prevent certain features from working on all devices. There may be limitations on the size of each video that can be backed up and secured with the myPhotoVault app. App functionality requires device powered on and connected to the internet. Data charges may apply for app download. Accuracy, availability, and timeliness are not guaranteed. Free versions of the apps with limited features are also available. The Asurion, myPhotoVault and other related apps provided by Asurion Mobile Applications, LLC. Only available for devices running iOS 9.0 and up, or Android 5.0 and up.

**<sup>3</sup>Next-day replacement:** Claims fulfilled with a replacement device and approved by 7 p.m. EST will be shipped and, in most cases, delivered the next day. Deliveries to Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands cannot be shipped for next-day delivery.

**<sup>4</sup>Subject to eligible wireless phones outside of the manufacturer's warranty period that power on but fail to hold an electrical charge in accordance with the applicable performance threshold as shown on [Asurion.com/cricket](https://Asurion.com/cricket). Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.**



# Summary of key terms and conditions

<b>Monthly Charge<sup>5</sup></b> <b>(Depending on Device Tier)</b>	<b>Device Tiers 1-4:</b> \$8 <b>Device Tier 5:</b> \$12  Includes Cricket Protect Insurance and Cricket Protect Service Warranty
<b>Replacement Deductibles/Service Fees</b> <b>(Depending on Device Tier)</b>	Tier 1: \$10, Tier 2: \$40, Tier 3: \$75, Tier 4: \$130, Tier 5: \$250. A return after deductible list and before refundable deductible or service fee will be charged for each approved claim. Deductible and service fee amounts are based on Device Tiers. See a Partial List of eligible devices and associated Deductibles/Service Fees on pages 7-8 of this brochure. Devices may be moved to a different deductible/service fee tier during your enrollment and these changes are updated online. For a complete and current list of devices with current associated deductible/service fee amounts, visit <a href="http://asurion.com/cricket">asurion.com/cricket</a> or call 855-309-8342. All applicable taxes are extra.
<b>Device Repairs, Including Battery Replacements</b>	<b>All Repairs:</b> Select devices are eligible for repair. Visit <a href="http://asurion.com/cricket">asurion.com/cricket</a> or call 855-309-8342 to check current eligibility. Repairs are available in select locations, based upon parts and technician availability, and other criteria. Same-day repair option depends upon claim approval time, parts and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts; may contain original or non-original manufacturer parts; and may void the manufacturer warranty.  <b>Repair by Battery Replacement:</b> If a device is outside the manufacturer's warranty period and powers on but fails to maintain an adequate charge after diagnostic testing, we will repair the device by replacing the battery.

<sup>5</sup>The monthly charge stated includes all applicable taxes. With respect to all other prices shown in this document, any applicable taxes are extra.

## Summary of key terms and conditions

<b>Cracked Screen Repair Deductible</b>	\$0 for eligible devices.
<b>Battery Replacement Service Fee</b>	\$0 for eligible devices.
<b>Bring Your Own Devices (BYOD)</b>	When you bring your own device and activate service with it on the Cricket network, it may be eligible for enrollment in Cricket Protect. Smartwatches are not eligible. You must enroll in Cricket Protect within 45 days of activating service on the Cricket network or during an Open Enrollment period. The device must be in good working condition and not damaged. Deductibles/service fees for BYOD devices depend on device tier. You can check eligibility and deductible at <a href="https://asurion.com/cricket">asurion.com/cricket</a> . To enroll, customers will need to visit a Cricket store.
<b>Insurance and Service Contract Claim Limits</b>	Unlimited number of claims. Maximum device value: \$2,500 per claim.
<b>Coverage</b>	<p><b>Cricket Protect Insurance:</b> Loss, theft, and accidental or liquid damage.</p> <p><b>Cricket Protect Service Warranty:</b> Out-of-warranty mechanical and/or electrical malfunctions and technical support features.</p> <p>For coverage to apply, you must own or lease the device, and have used the device (logged use of voice or data) on your wireless number after enrollment. Coverage applies to the most recently used device on your enrolled wireless number at the time of loss.</p>
<b>Replacement Devices</b>	Replacement devices may be new or refurbished of the same or a like kind and quality model. Phone color, brand, model and features may be different. Compatibility of accessories is not guaranteed.

<b>Cancellation</b>	You can cancel your optional coverage at any time by calling 1-800-274-2538. You will receive a prorated refund of any unearned monthly premium/charges. We may cancel or change terms by giving you prior written notice as required by law.
<b>Enrollment</b>	Enrollment is optional and <b>will continue to auto-renew monthly until canceled.</b> You must enroll within 45 days of activation or device upgrade. To enroll or verify your enrollment please visit a Cricket Wireless store or online at <a href="http://cricketwireless.com">cricketwireless.com</a> .
<b>Arbitration</b>	The Terms and Conditions contain binding Arbitration Agreements, which can be obtained by visiting <a href="http://asurion.com/cricket">asurion.com/cricket</a> .
<b>Covered Equipment</b>	Includes the device and battery and if part of the loss, charging cord and SIM.



# Download the apps to get started!



## Free up space with the **myPhotoVault<sup>6</sup>** app



- Securely back up photos & videos and keep photo collections at your fingertips, ready to edit and share



**Download  
myPhotoVault app**



## Get device help and manage your plan with the **Asurion app<sup>6</sup>**



### **CLAIMS**

- File and track claims



### **UNDERSTAND YOUR BENEFITS & TECH**

- Easily find your protection plan benefits



### **GET SUPPORT**

- Chat with our myExpert team
- Get help setting up your new device and learning how to use it



**Download  
Asurion app**

**You can also contact myExpert  
by calling**

**855-309-8342**

MON – FRI 8 a.m. – midnight EST

SAT – SUN 10 a.m. – 10 p.m. EST

To enroll, visit a Cricket store or online at [cricketwireless.com](https://cricketwireless.com), or call 1-800-CRICKET (274-2538) when you activate service or upgrade a device.

To file a claim, visit [asurion.com/cricket](https://asurion.com/cricket) or call 855-309-8342 Mon–Sat, 8 a.m. EST–11 p.m. EST, and Sun, noon EST–9 p.m. EST.

- File the claim within 60 days of the date of loss or damage
- If your device was lost or stolen, contact Cricket to temporarily suspend service and prevent unauthorized use
- Pay the non-refundable deductible/service fee per approved claim
- If your device is defective or damaged, or if your lost device is later found, return it using the prepaid shipping label provided with your replacement device. Non-return charges of up to \$850 (based on the cost of the claim to the insurance company) may be added to your wireless bill for failure to return your device

## Partial List of Smartphones Eligible for Cracked Screen Repair<sup>7</sup> as of February 14, 2025

- All smartphone cracked screen repairs come with a 12-month limited warranty
- Find current eligible smartphones at [asurion.com/cricket](https://asurion.com/cricket) or call 855-309-8342

**Apple® iPhone®:** 12 / 12 mini / 12 Pro / 12 Pro Max / 13 / 13 mini / 13 Pro / 13 Pro Max / 14 / 14 Plus / 14 Pro / 14 Pro Max / 15 / 15 Plus / 15 Pro / 15 Pro Max

**Samsung Galaxy:** A51 / A52 / A53 / A54 / S21 FE 5G / S6 / S7 / S8 / S9 / S10 / S20 FE / S20 Plus / S23 FE / S24

**Google Pixel:** 4 / 4 XL / 4A / 5 / 6 / 6A / 6 Pro / 7 / 7 Pro

- The cracked screen repair deductible is \$0 for each approved repair
- Eligible smartphones and available markets are subject to change

## Battery Replacement

Go to [asurion.com/cricket](https://asurion.com/cricket) to see if your device is eligible for battery replacement. The list of repair types, devices, and locations may be updated over time.

<sup>7</sup>See footnote 1 on page 2 or “Device Repairs” on page 3 for details.

# Replacement Deductibles/ Service Fees

The deductible/service fee schedule is occasionally updated. Some devices may be moved to a different tier during the term of enrollment. For a complete list of devices with associated deductible/service fee amounts, visit [asurion.com/cricket](https://asurion.com/cricket) or call 855-309-8342.

## Abbreviated Eligibility List (As of February 14, 2025)

<b>TIER 1</b> \$10	Cricket Vision Plus, TCL 30 Z, Cricket Debut Smart, LG Phoenix 4, LG Phoenix 5
<b>TIER 2</b> \$40	Motorola G Stylus 2023, Motorola g Power, Cricket Ovation 2, Motorola g Play, Cricket Ovation 3, Samsung A03s, Cricket Icon 43
<b>TIER 3</b> \$75	Motorola g Stylus 5G 2023, Samsung A14 5G, Motorola g 5G 2023, Cricket Innovate E 5G, Samsung A13
<b>TIER 4</b> \$130	Apple® iPhone®: SE 2022 64GB / 128GB; Samsung A54, 5G; Google Pixel: 4A, 5A, 6A,7A
<b>TIER 5</b> \$250	Apple® iPhone®: SE 2022 256GB, 11, 11 Pro Max, 12, 12 Mini, 12 Pro, 12 Pro Max, 13, 13 mini, 13 Pro, 13 Pro Max, 14, 14 Plus, 14 Pro, 14 Pro Max; Samsung Galaxy: S21 FE 5G, S21 5G, S21+ 5G, S21 Ultra 5G, S22 5G, S22+ 5G, S22 Ultra 5G, S23 5G, S23+ 5G, S23 Ultra 5G; Google Pixel: 5, 6, 6 Pro, 7, 7 Pro

## What you need to know

### Agreement to Terms and Conditions

You agree to the Terms and Conditions, including the Coverage Certificate and Service Contract, when you enroll. If you would like to review the complete Terms and Conditions before you enroll, you can ask your sales representative or visit [asurion.com/cricket](https://asurion.com/cricket), or call 855-309-8342. Complete Terms and Conditions including the Coverage Certificate and Service Contract will also be sent to you after your enrollment.

The Coverage Certificate is the entire agreement between the insurer and you. Please refer to the Coverage Certificate, and Service Contract, 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  
Asurion Protection Service Insurance Agency, LLC  
Customer Care Center

P.O. Box 332024, Nashville, TN 37203  
CA License #OD63161  
Telephone: 855-309-8342

**Coverage Is Optional** Cricket Protect is an optional coverage that you are not required to purchase in order to buy Cricket services or devices. Program enrollment and replacement authorization shall be at the sole discretion of Continental Casualty Company, a CNA company; Asurion, the plan administrator; or any other authorized representative of CNA in accordance with the terms of the Coverage Certificate and applicable law.

**Non-Return Fee** If your device is damaged, malfunctions, or if your lost device is later found, you can avoid non-return fees of up to \$850 (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.

**Customer Satisfaction** Asurion and CNA strive to satisfy every customer and ask that you allow us the opportunity to resolve any question, concern or complaint you may have by calling us at 855-309-8342.

**For residents of California, Indiana, Maryland, and Illinois:** The consumer hotline for the California Department of Insurance is 800-927-HELP (4357), for the State of Indiana Department of Insurance is 800-622-4461, and for the Maryland Insurance Administration is 800-492-6116. The Illinois Department of Insurance can be contacted by mail at 320 W. Washington St., Springfield, IL 62767, by phone at 866-445-5364 or online at [idoihelpcenter.illinois.gov/s/](http://idoihelpcenter.illinois.gov/s/).

**For residents of Washington,** we may cancel the insurance policy or change the insurance terms and conditions with at least 30 days notice unless we cancel for the following reasons and notice: (1) 15 days for fraud or material misrepresentation in obtaining coverage or in the presentation of a claim; (2) 10 days for non-payment; (3) immediately for no longer having active service with Cricket or exhausting your aggregate claim limit. We will not increase the premium or deductible or restrict coverage more than once in any 6 month period but will provide to each WA policyholder a 30 day advance written notice of any premium or deductible increase; or (4) 30 days based on a determination by Cricket or the Agent that the program should no longer be offered. We will not increase the premium or deductible or restrict coverage more than once in any 6 month period but will provide to each WA policyholder a 30 day advance written notice of any premium or deductible increase.

**Communications** Asurion may send you program communications, including legal notices and terms

and conditions, electronically using the last email address on file with Cricket, the mobile number identified in the Cricket system as the account owner and/or any other email address or mobile number you provide to Cricket or Asurion, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

**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 VII.F. 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).**

**FRAUD** 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 section does not apply.

**Other Coverage** Cricket Protect may provide a duplication of coverage already provided by a consumer's personal auto insurance policy, homeowner's insurance policy, renter's insurance policy, personal liability insurance policy or other source of coverage. This coverage is primary over any other coverage you may have. Unless otherwise licensed, Cricket associates are **not qualified or authorized** to evaluate the adequacy of your existing insurance coverage. Questions regarding this plan should be directed to CNA's licensed agent, Asurion Protection Services, LLC, by calling **855-309-8342**.

**Service Contract** Cricket Protect includes a service contract that is separate and distinct from any product or service warranty which may be provided by the manufacturer, importer, or seller, and does not extend the term of any original product or service warranty that the manufacturer, importer, or seller may have provided.

**Exclusions and Limitations** This insurance coverage



does contain limitations and exclusions. Loss caused by indirect or consequential loss, intentional parting with the covered property, intentional acts, obsolescence, cosmetic damage, faulty repair, unauthorized repair or replacement, discharge, dispersal or seepage, abuse, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, damage to batteries (unless otherwise covered as part of a Covered Accessory when part of a Loss to other Covered Property), malware, nuclear reaction, war, seizure, nonstandard software, and failure to reasonably protect the device from further loss are excluded. All exclusions and limitations can be found in the complete terms and conditions.

