

# SmartPROTECT Basic

Protect your devices and  
stay connected

  
**CarolinaWest**  
WIRELESS

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Smart**PROTECT**



likewise.

## WHY SIGN UP?

SmartPROTECT Basic is designed to give you peace of mind. So when you accidentally spill your morning coffee on your phone, or your dog turns your device into a chew toy, you're protected.

Sign up today to avoid the price tag and headache that comes with a damaged or malfunctioning device. The chart below shows you just how much you could save with the plan versus purchasing a new device.

Retail Price	\$249.00	<b>SAVE*</b> <b>61%</b>
Subscriber Fee - 12 Months	\$59.88	
Replacement Processing Fee	\$35.00	
<b>Total Savings</b>	<b>\$154.12</b>	


\*Savings may vary depending on your device. This savings is based on a device with a retail value of \$249.00 and placing 1 approved Service Request (eligible for 2) in a 12-month period while enrolled in the plan.

## HOW DO I FILE A SERVICE REQUEST?


Filing a Service Request with Likewise is easy. Just follow our 3-step process to get reconnected quickly and efficiently.

- 1


Visit [protect.likewise.com/carolinawest](https://protect.likewise.com/carolinawest) or call 1-888-399-5296


- 2

Pay a Processing Fee


- 3

Get your device replaced





**HOW MUCH DOES IT COST?**

Retail Value of Device	\$0.00 - \$249.99
Monthly Subscriber Fee	\$4.99
Processing Fee	\$35.00

All program costs and fees are subject to applicable taxes.

The Processing Fee must be paid before you receive your device replacement and is non-refundable.

**What’s Protected?**

The Plan protects against accidental damage, including liquid damage, and malfunction after the expiration of the manufacturer’s warranty.

**What’s Not Protected?**

Loss and theft protection is not included in this plan. Any normal wear and tear, pre-existing flaws, or cosmetic damage is not protected. Have questions or need more details? Your Terms and Conditions have the full details on what is and is not protected.

**When Am I Protected?**

Protection starts immediately upon enrollment. Enrollment is available when you purchase your new device as well as up to 30 days after purchase. Please note that your device must be fully operational and have no damage in order to enroll.

**How Will I Be Billed?**

Your monthly subscriber fee will be added to your monthly Carolina West Wireless Mobile bill.

**What are the Service Request Limits?**

You can make up to approved 2 service requests in any 12 month period. The plan also allows for up to \$250.00 per service request.

**How do I Cancel?**

You may cancel at any time by calling Carolina West Wireless at 1-800-411-0848.

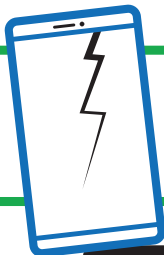
You may receive a pro-rated refund of the remainder of the monthly service fee.

For full program terms and conditions, visit [protect.likewise.com/carolinawest](http://protect.likewise.com/carolinawest).

**41%**

OF SMARTPHONE OWNERS HAVE

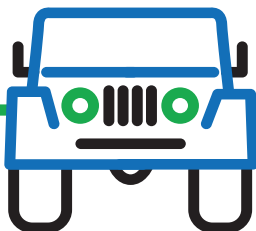
**CRACKED  
THEIR  
SCREEN**



**25%**

OF OWNERS  
HAVE DAMAGED THEIR  
SMARTPHONE WITH

**A CAR**



**1 IN 5**

**PHONES  
END UP WITH**

**WATER  
DAMAGE**



**37%**



OF OWNERS ARE  
USING A SMARTPHONE  
WITH A CRACKED SCREEN

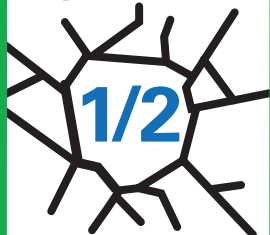
**58%**

OF SMARTPHONE  
OWNERS WITH  
CHILDREN HAVE



**CRACKED  
THEIR  
SCREEN**

**OVER**



OF OWNERS  
HAVE DAMAGED  
**THEIR**  
SMARTPHONE