

New Hampshire Insurance Company  
175 Water Street, New York, NY 10038

Insurance covers loss and theft incidents. When combined with the Service Contract Agreement, it forms the complete Wireless Protection with AppleCare Services program.

The coverage is part of Master Policy #011793989. The Named Insured shown below has coverage under this Master Policy.

**Item 1. Named Insured**

The Named Insured is C Spire. The purchasers of the insurance policy are the "Insured Customers."

**Item 2. When Coverage under Insurance Policy is Effective**

Coverage is effective for new devices enrolled at the time of purchase or within twenty four (24) months of purchase.

**Item 3. Coverage Period**

Subject to Item 2 above, coverage is provided on a one (1) month prepaid basis.

**Item 4. Premium**

Premium for Coverage Provided under this Insurance Policy:

Non-Discounted, Non-Subsidized Retail Price	Monthly Premium (Loss and Theft Only)
\$0.00 - \$599.99	\$5.59
\$600.00 - \$1,000.00	\$6.30
\$1,000.01 - \$1,500.00	\$6.42
\$1500.01 - \$2000.00	\$8.06

**Item 5. Communications Equipment Service Provider**

Name: C Spire  
Address: 1018 Highway Colony Pkwy  
Ridgeland, MS 39157

**Item 6. Authorized Representative**

Name: Likewize Agency, LLC  
Address: 1900 W Kirkwood Blvd, Suite 1600C,  
Southlake, TX 76092  
Phone: (682) 348-0354

**Item 7. Limits of Insurance**

Occurrence Limit of Insurance: \$2,000.00 per Occurrence for each Insured Customer..

Aggregate Limit of Insurance: \$2,000.00 per Insured Customer or one (1) occurrence total within a twelve (12) month period.

**Item 8. Deductible**

The deductible will be the amount corresponding to the retail price\* of the Insured Customer's wireless device when initially purchased.

Non-Discounted, Non-Subsidized Retail Price	Loss/Theft Deductible
\$0.00 - \$599.99	\$150.00
\$600.00 - \$1,000.00	\$199.00
\$1,000.01 - \$1,500.00	\$249.00
\$1500.01 - \$2000.00	\$399.00

**Item 9. Replacement Device**

Maximum value of a replacement is \$2,000.00

**Item 10. The Master Policy consists of the following Forms**

1. Wireless Communications Equipment Insurance Policy Declarations 115657 (12/16)
2. Wireless Communications Equipment Insurance Policy Coverage Form 115658 (12/16)
3. Wireless Communications Equipment Coverage Certificate 115659 (01/17)
4. Amendatory Endorsements

Specimen copies of the Forms referenced above are available at the following website, protect.likewize.com/cspire or may be obtained by calling this toll free number (888) 318-7688. This coverage is being provided by New Hampshire Insurance Company.

**OTHER MATERIAL DISCLOSURES**

This brochure contains a summary of information regarding the Program. In addition, this program may change or be modified during your term. We will not cover loss or damage caused directly or indirectly by any of the exclusions listed in the complete Insurance Policy. A non-refundable deductible is applicable to each claim. PLEASE READ THE INSURANCE POLICY CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. To obtain the most up-to-date coverage information and a complete Insurance Policy, visit protect.likewize.com/cspire or call (888) 318-7688.

You are not required to purchase insurance to activate wireless service. The employees of C Spire are NOT QUALIFIED or AUTHORIZED to discuss or evaluate insurance coverage. Any questions regarding the Wireless Protection with AppleCare Services program should be directed to Likewize at (888) 318-7688.

You are not required to purchase the loss and theft coverage under the Wireless Protection with AppleCare Services program. Contact Likewize at (470) 273-7774 to purchase the insurance or service contract separately.

This coverage may provide a duplicate of other sources of coverage. Contact your insurance agent to determine if you have coverage for your wireless device under existing insurance policies you may currently own. Your renters or homeowner's policy may provide the insurance you need. Ask about any policy exclusions. Review your deductible and coverage amounts to be sure they still fit your needs.

A claim must be reported within 60 days from the date of the incident. You must have the "Find My" feature enabled on your device at the time you file your claim. You will have 60 days to provide all information requested for claim adjudication. If you do not take delivery of the replacement device within 60 days of claim approval, your claim will be forfeited. If your premium payment isn't received within 10 days of the due date, your coverage may be canceled. You may cancel at any time by calling C Spire Customer Care at (855) 277-4735. Any unearned premium will be refunded in accordance with applicable law.

The Program is a replacement service provided to Named Insured Customers of C Spire. This coverage is being provided by the New Hampshire Insurance Company, through Likewize Agency, LLC and is administered by Likewize Device Protection, LLC.

For any discrepancy between this Program Summary and the Policy, the Policy shall control. Claims are administered subject to the Terms and Conditions located at: protect.likewize.com/cspire.

**SUMMARY TERMS AND CONDITIONS**

This is a summary of the information regarding the Program. For the complete terms and conditions, visit protect.likewize.com/cspire.

**WIRELESS PROTECTION WITH APPLECARE SERVICES PROGRAM**

The "Program" refers to the Insurance + Service Contract



**WHY SIGN UP?**

The Wireless Protection with AppleCare Services program is your total protection option for iPhone and iPad devices. Designed to give you peace of mind, it combines service, support and hardware coverage from Apple with the added benefits of protection for loss and theft. So, when you accidentally leave your iPhone on the hood of your car or your iPad goes crashing down the stairs, we've got you covered.

**HOW MUCH DOES IT COST?**

Wireless Protection with AppleCare Services program Pricing				
Retail Price of Device*	\$0.00 - \$599.99	\$600.00 - \$1,000.00	\$1,000.01 - \$1,500.00	\$1500.01 - \$2000.00
<b>Monthly Program Fee</b>	\$10.95	\$12.95	\$14.95	\$16.95
<b>iPhone Repair Deductible iPhone screen only**</b>	\$29.00	\$29.00	\$29.00	\$29.00
<b>iPhone Repair Deductible All other damage</b>	\$99.00	\$99.00	\$99.00	\$99.00
<b>iPad Repair Deductible Screen and all other damage</b>	\$49.00	\$49.00	\$49.00	\$49.00
<b>Hardware Malfunction Deductible</b>	\$0	\$0	\$0	\$0
<b>Loss/Theft Deductible iPhone and iPad</b>	\$150.00	\$199.00	\$249.00	\$399.00

\*Your premium and deductible are based on the non-contract, non-subsidized new retail price of the model of your mobile device or phone on the purchase date. The deductible must be paid before you receive your repair or replacement and is non-refundable.

\*\* Screen repair for iPhone models 12 and newer (excluding iPhone SE) refers to the front or back glass. If the claim is for both front and back glass breakage repair, the deductible is \$58 (\$29 per repair) but will still only count as one claim against the limit. If these are separate claims, each repair has a \$29 deductible and each repair counts as one claim against the limit.

**REPORT A CLAIM IN 3 EASY STEPS**

- 1 Visit [cspire.com/warranty](https://cspire.com/warranty) or [protect.likewize.com/cspire](https://protect.likewize.com/cspire)
- 2 Pay a Deductible
- 3 Get Your Device Repaired or Replaced

**NEED TO MAKE A CLAIM OR WANT MORE INFORMATION?**

- Visit [cspire.com/warranty](https://cspire.com/warranty) and sign in
- Call Likewize: 888-318-7688
- Visit Likewize: [protect.likewize.com/cspire](https://protect.likewize.com/cspire)
- Drop by your local C Spire store

**CONTACT LIKEWIZE AT  
PROTECT.LIKEWIZE.COM/CSPIRE OR 888-318-7688  
FOR ALL LOSS AND THEFT CLAIMS**



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## SERVICE CONTRACT

This brochure contains a summary of information regarding the Service Contract Agreement and is not a full and complete version. To view the complete Service Contract, visit [protect.likewize.com/cspire](https://protect.likewize.com/cspire).

The Service Contract covers incidents of accidental damage from handling and hardware malfunction. When combined with Insurance it forms the complete Wireless Protection with AppleCare Services program.

THIS SERVICE CONTRACT IS NOT A CONTRACT OF INSURANCE.

### Service Contract Coverage

Replacement or repair of Wireless Device if, under normal conditions and use, the Wireless Device on record with Likewize fails to operate properly due to accidental damage from handling or manufacturer's defects or workmanship.

### Monthly Program Fee & Deductible

The monthly program fee and repair deductible are based on the new retail price of the model of your wireless device when initially purchased. The program fee is due in advance each month and will be added to your monthly wireless bill by C Spire. The deductible is per incident and is non-refundable.

Wireless Protection with AppleCare Services program Pricing (Accidental Damage from Handling and Hardware Malfunction Only)				
Retail Price of Device	\$0.00 - \$599.99	\$600.00 - \$1,000.00	\$1,000.01 - \$1,500.00	\$1500.01 - \$2000.00
Monthly Program Fee	\$5.36	\$6.65	\$8.53	\$8.89
iPhone Repair Deductible iPhone screen only*	\$29.00	\$29.00	\$29.00	\$29.00
iPhone Repair Deductible All other damage	\$99.00	\$99.00	\$99.00	\$99.00
iPad Repair Deductible Screen and all other damage	\$49.00	\$49.00	\$49.00	\$49.00
Hardware Malfunction Deductible	\$0	\$0	\$0	\$0

\*Screen repair for iPhone models 12 and newer (excluding iPhone SE) refers to the front or back glass. If the claim is for both front and back glass breakage repair, the deductible is \$58 (\$29 per repair) but will still only count as one claim against the limit. If these are separate claims, each repair has a \$29 deductible and each repair counts as one claim against the limit.

### Term Period

Coverage may be selected up to twenty four (24) months after the Point of Sale. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage.

Coverage under this agreement is provided on a monthly basis. Your enrollment in the Program will automatically renew each month so long as you pay your service fee by the due date. In the event your coverage is canceled, terminated or non-renewed for any reason, all coverage benefits will end on the effective date of any such cancellation, termination or non-renewal.

### Coverage Limitations

\$2,000.00 per claim; two (2) claims within a rolling twelve (12) month period.

### Purchaser & Seller

The Purchaser ("Subscriber") of this Agreement is the owner of the covered equipment. The Seller of this Agreement is listed on your receipt.

Service Contract Provider & Administrator  
Likewize Device Protection, LLC, 1900 W Kirkwood Blvd, Suite 1600C, Southlake, TX 76092

### OTHER MATERIAL DISCLOSURES

This brochure contains a summary of information regarding the Service Contract and is not a full and complete version. Some provisions may differ by state based upon applicable state law. PLEASE READ THE COMPLETE SERVICE CONTRACT CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. For more information or to obtain a complete copy of this, visit [protect.likewize.com/cspire](https://protect.likewize.com/cspire) or call (888) 318-7688.

You are not required to purchase this Agreement to purchase products or services from C Spire. You may cancel this Agreement at any time by calling C Spire at (855) 277-4735. Any unearned Service Fees will be refunded in accordance with applicable law.

## FREQUENTLY ASKED QUESTIONS

### What's Covered?

The Wireless Protection with AppleCare Services program covers an impressive range of incidents: loss, theft, accidental damage from handling and hardware malfunction.

### What's Not Covered?

Any normal wear and tear, pre-existing flaws, or cosmetic damage is not covered.

Your policy and service contract has the full details on what can and can't be covered.

### When am I Covered?

Coverage starts immediately upon enrollment. Enrollment is available when you purchase your device from C Spire as well as up to 24 months after purchase. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage. Be sure to enable the "Find My" feature on your device as you must have the feature enabled at the time your device is lost or stolen.

### How will I be Billed?

Your monthly program fee will appear on your C Spire wireless bill.

### Will I be Charged Taxes on this Program?

All program costs, fees, and charges are subject to applicable taxes.

### What are the Claim Limits?

You're covered for up to 3 approved claims in any rolling 12-month period, 2 of which can be for accidental damage from handling and 1 of which can be for loss or theft. The plan also allows up to \$2,000 per claim. There are no limits on the amount of hardware malfunction claims you may receive.

### What Type of Replacement will I Receive?

Replacements are often new but on occasion may be reconditioned. While reconditioned equipment looks and functions just like new, it may have minor cosmetic flaws. If the exact make, model and/or color is not available, your replacement will be of like kind and quality and may be a different color.

All replacements are Apple-certified.

### What happens if my device can't be repaired?

If your device can't be repaired, it will be replaced.

### Are there other fees I should know about?

Other fees you may be subject to include a Non-Return Equipment Fee if you fail to return your damaged or malfunctioning device to us or C Spire, or a Locked Device Fee if you return your device to us with "Find My" feature enabled, up to the amount of the unsubsidized, new retail price of the enrolled device at the time of enrollment. A No Trouble Found Fee of \$100 may be charged if you are approved for a Claim and no trouble is found with the device that is returned or brought in for repair. A Claim Conversion Fee may be charged if you pay the screen only Repair Deductible and other damage is found.

### How do I cancel?

You may cancel at any time by calling C Spire at (855) 277-4735. You may receive a refund in accordance with applicable law.