

<FIRST NAME><LAST NAME>  
 <BUSINESS NAME>  
 <ADDRESS1>  
 <ADDRESS2>  
 <CITY>, <STATE><ZIP>

**RE: Total Equipment Protection (TEP) Program and Deductible Changes for your account with mobile number(s) ending in: <list partial device numbers here>**

January xx, 2009

Dear Sprint Customer:

Protecting your investment with optional TEP is a wise choice because purchasing a replacement can certainly be costly and inconvenient. Your enrollment in the program means that if your device is lost, stolen, or accidentally damaged, or requires a warranty repair, you are covered.

**We would like to inform you of some changes to the TEP program. We have made the following improvements to enhance your TEP experience:**

- **Free Express delivery on replacement devices.**
- **Extended customer service hours.**
- **Ability to open or track your claim on [www.phoneclaim.com/sprint](http://www.phoneclaim.com/sprint).**
- **Email notification of your claim shipment status.**

As you previously elected, your wireless equipment is currently enrolled in TEP which is a combination of the Equipment Replacement Program (ERP) for the customers of Sprint<sup>1</sup> and the Equipment Service and Repair Program (ESRP). ERP is underwritten by Continental Casualty Company, a CNA company, and administered by Asurion Protection Services, LLC, a licensed agent of CNA.

**In addition to the changes above, the non-refundable deductible applicable to some advanced wireless devices will increase to \$100 per loss effective April 19, 2009 at 12:01 a.m. However, the deductible applicable to most wireless devices is not changing and will remain at \$50 per loss.** Please refer to the Deductible Schedule included with this notice for a list of devices to determine your deductible. If your device is not listed, a complete list of device models is available at [www.sprint.com/TEP](http://www.sprint.com/TEP), or can be found out by calling 1-800-430-9490. New device models and their associated deductible amounts are also added to this schedule regularly. **Enclosed with this notice is a complete copy of your new Coverage Certificate reflecting the key change to the deductible schedule. Please read this Certificate for the complete terms and conditions of your coverage.**

There will be no changes to your monthly charge for TEP. Payment of the monthly charges for your first billing cycle on or after April 19, 2009, will serve as confirmation that you accept the changes and wish to continue your enrollment in the TEP program.

If you wish to discontinue your optional enrollment in TEP or have questions specifically related to this notice please call 1-800-430-9490. We look forward to continuing to meet your wireless insurance needs with the quick and courteous service you have grown to expect from Asurion.

Sincerely,

Asurion Protection Services, LLC\*  
 Customer Care  
 1-800-430-9490

<sup>1</sup>This notice does not rescind any notice of termination you may have previously received.

\*Asurion Protection Services Insurance Agency, LLC (CA License #OD63161); in Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.