

Let's talk hardware protection



CLEAR®



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The lowdown

Equipment malfunctions should never cramp your internet style. That's why we offer the CLEAR® Hardware Protection Program, which provides protection and replacement for your USB, netbook or residential modem. So you can always stay connected.

Should your CLEAR USB, netbook or modem stop working, you will typically receive a replacement within 48 business hours.

Phew!

sign-up today

Enrollment is available at the time of equipment sale or within 15 days of account activation.

Monthly Fee	\$1.99	\$2.99	\$3.99
Covered equipment	<ul style="list-style-type: none">• CLEAR Modem• CLEAR Modems Series M & G• CLEAR Mobile USB• CLEAR 4G Mobile USB	<ul style="list-style-type: none">• Clear 4G+ Mobile USB• Clear 4G+ Mobile USB Series S	<ul style="list-style-type: none">• Dell Mini 10
Deductible	\$20	\$20	\$80
	non-refundable deductible per approved claim		
Claim limits	Two approved claims within any 12-month period, with a maximum replacement value of \$500 per claim.		
Covered incidents	<ul style="list-style-type: none">• Accidental damage due to handling or power surge.• Defects in material or workmanship, or failure due to normal wear and tear.		
Cancellation	You may cancel your optional coverage at any time without penalty.		
What is not covered	For netbooks, loss or damage to data or software due to any cause, including but not limited to, computer viruses, worms, Trojan programs, adware, spyware, or firmware. Replacement netbooks will not include your data or software that does not come standard with your netbook.		

For best results, please follow these steps in order:

step 1: Gather the following:

- Account ID of the affected equipment
- Make and model
- Date of purchase
- Your credit card, in order to pay the deductible after your claim is approved

step 2: Call 1-866-397-7180

- If the problem is covered by the CLEAR Hardware Protection Program, you will be transferred to a Care Representative to complete the claim process.
- Claims must be filed within 30 days of the date your covered equipment first fails to operate.

step 3: Receive equipment

- Typically, you will receive your replacement equipment within 48 business hours of claim approval.

step 4: Return malfunctioning equipment

- You must return the claimed malfunctioning equipment within 15 days of your receipt of the replacement equipment. Failure to return equipment may result in a non-return fee, which is determined by the model of equipment we replace.

step 5: Party on with your high-speed connection!

Please read your service contract terms and conditions for a complete description of excluded events. If you do not see your equipment listed in the chart under the "Covered Equipment" section, please visit www.techclaim.com. This CLEAR Hardware Protection Program is provided by Asurion Warranty Services, Inc. (in Florida, Asurion Florida Warranty Services, Inc.) For detailed information regarding the CLEAR Hardware Protection Program, please read carefully the terms and conditions you received when you enrolled in the program. If you would like an additional copy of the terms and conditions, please visit www.techclaim.com or call 1-866-397-7180. CLEAR is a registered trademark, and the CLEAR logo and 'super fast mobile internet' are trademarks, of Clearwire Legacy LLC or its affiliate. ©2010 Clear Wireless LLC. All rights reserved.