AT&T HomeTech Protection

Insure your home electronics

The average US household has seventeen or more connected devices. While some of these devices are used for entertainment, many of them are necessary tools for school or work, which means a broken or stolen device may be an emergency. AT&T offers a suite of protection products, including HomeTech Protection and Protect Advantage, for your phone, devices and network to keep you securely connected when it matters most.

In this article, you'll learn:

AT&T HomeTech Protection vs. AT&T Protect Advantage℠

Which protection program do I need?

Sign up for AT&T HomeTech Protection

AT&T HomeTech Protection coverage

AT&T HomeTech Protection pricing

Submitting claims with AT&T HomeTech Protection

AT&T HomeTech Protection support

AT&T HomeTech Protection vs. AT&T Protect Advantage℠

If you're an AT&T customer, you're likely aware of AT&T Protect Advantage - AT&T's protection program for cell phones, tablets and smartwatches - provided in partnership with Asurion. With Protect Advantage, you can choose to protect one device with Protect Advantage for 1 or up to four devices with Protect Advantage for 4. Each Protect Advantage plan includes an unlimited number of claims[1], $0 unlimited screen and back glass repairs[2], same-day replacement and setup[3], unlimited battery replacements[4], unlimited photo and video storage[5] and ProTech expert support. Just remember, you can only sign up for Protect Advantage during an open enrollment period (or within 30 days of purchasing your device).

Learn more about AT&T Protect Advantage

Like AT&T Protect Advantage, AT&T HomeTech Protection is a protection program provided in partnership with Asurion, but HomeTech Protection does not cover devices with a dedicated phone number. Rather, HomeTech Protection covers virtually all your home tech devices, no matter where you bought them.[6]

With HomeTech Protection, for $25 per month (plus taxes), you'll get repair, replacement and 24/7 expert support for nearly all your home electronics, including:

- TVs, gaming consoles and home theater components
- Laptops, desktops and printers
- Audio headsets, VR goggles, Wi-Fi only smartwatches and Wi-Fi only fitness bands
- Smart home devices like thermostats, locks, doorbells and cameras

Excludes coverage for smartphones and most devices connected to a data plan

Learn more about AT&T HomeTech Protection

[1] Maximum device value of $3,500 per claim.

[2] Unlimited Screen and Back Glass Repairs are available in select areas. Newly launched device models may not be eligible for repair. Visit https://www.asurion.com/claims/att/ or call 888.562.8662 to check current eligibility. Same-day repair option depends on claim approval time, part and technician availability. Eligible devices and available areas are both subject to change at any time. Repairs will be available for certain devices, in select locations, which are subject to change at any time.

[3] Available for select devices in select areas and is subject to parts and technician availability. Claims must be filed and approved by 4 p.m. (local time). Eligibility is determined at time of claim approval and is contingent on certain criteria. Claims may be fulfilled with new or AT&T Certified Pre-Owned equipment of the same model or other models of like kind and quality and may be previously opened, used, refurbished or remanufactured, and/or may contain original or nonoriginal replacement parts. Colors, features and accessory compatibility are not guaranteed.

[4] Subject to eligible wireless phones outside of manufacturer's warranty period that power on but fail to hold an adequate charge after ProTech diagnostic testing. Available for select devices in select areas. Battery replacements come with a 60-day limited warranty.

[5] Unlimited photo and video storage: Video size limitations may apply.

[6] This plan does not cover smartphones and most devices connected to a data plan. The plan excludes coverage for products that are not owned by you or that are leased or rented, including routers or modems leased from your internet service provider. PCs eligible for coverage under this Plan are those equipped with a Windows Operating System version Windows 8 or newer or Android version 1.6 or newer and Apple computers which are equipped with an Apple operating system version OS X (10) or newer or Chrome OS. This plan does not cover loss or theft.

[7] Installations are available for select locations for eligible devices only with a $49 installation fee per installation. Call 866.642.4170 to check current eligibility and to schedule your appointment. For in-home installation of a wall-mounted TV, you must supply both the TV and appropriately sized mounting bracket, along with access to the wiring needed for indoor installation.

AT&T HomeTech Protection	**AT&T Protect Advantage℠**
Protection program for home electronics—TVs, gaming consoles, laptops, printers, headsets, Wi-Fi only smartwatches and tablets, smart home devices and more	Protection program for cell phones, tablets and smartwatches
Sign up any time, all year round	Sign up within 30 days of purchasing your device, or during an open enrollment period
1 simple plan	2 plans—Protect Advantage for 1 and Protect Advantage for 4
Aggregate $5,000 claim limit per household per 12-month period ($2,000 single claim limit)	Maximum device value of $3,500 per claim

Should I get AT&T Protect Advantage, HomeTech Protection or both?

If you're an AT&T customer, or you're considering AT&T service, you may be wondering if you could benefit from having AT&T Protect Advantage, AT&T HomeTech Protection or both. Let's break down some common scenarios.

A single person with an iPhone and a Wi-Fi only iPad who has several smart home devices in his/her home, like a smart thermostat and doorbell, as well as a TV and a laptop, may benefit from signing up for the AT&T Protect Advantage for 1 plan along with the AT&T HomeTech Protection plan. The iPhone would be covered under the Protect Advantage for 1 plan, while all the other devices would be protected under the HomeTech Protection plan. These protection plans would cost $14 and $25 per month, respectively, totaling $39 per month (plus taxes).

It's important to note if you sign up for AT&T Protect Advantage for 1, the protected device must be connected to AT&T's Wireless network and have an assigned phone number. If you sign up for Protect Advantage for 4, as long as the first protected device is connected to AT&T's Wireless network, the other devices you choose to protect don't have to be connected to the AT&T wireless network.

A family of four, each with a smartphone, two with Apple Watches (with cellular connectivity), and one with an iPad (with cellular connectivity) who have several home tech devices, like TVs, gaming consoles, VR goggles and smart home devices, may benefit from signing up for the AT&T Protect Advantage for 4 plan, along with the AT&T HomeTech Protection plan. These protection plans would cost $50 and $25 per month, respectively, totaling $75 per month (plus taxes).

When you sign up for AT&T Protect Advantage for 4, you only need to identify the first covered device (and it needs to be connected to the AT&T Wireless network). You will not be required to identify the other three devices you want to cover until you need to make a claim. Once you make a claim on a second device, that device will remain covered, but you will still have the option to choose the remaining two devices you want to cover when it's time to make another claim. This gives you flexibility to get the coverage you need on your account.

A single person or family with AT&T Fiber service, who has wireless service through a different carrier, can still protect their eligible home tech devices with AT&T HomeTech Protection for $25 a month (plus taxes). But keep in mind, it can pay to bundle your connectivity services.

Learn more about AT&T's best bundle deals

Sign up for AT&T HomeTech Protection

How do I sign up for AT&T HomeTech Protection?

If you are an existing customer, you can:

- ✓ Add AT&T HomeTech Protection to your AT&T Wireless account
- ✓ Add AT&T HomeTech Protection to your AT&T Internet account

Is there an open enrollment period for AT&T HomeTech Protection?

Unlike AT&T Protect Advantage, AT&T HomeTech Protection does not have an open enrollment period. That means you can enroll at any time, all year round.

AT&T HomeTech Protection coverage

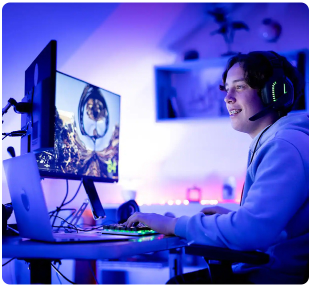
Which devices are covered by AT&T HomeTech Protection?

HomeTech Protection offers one simple plan to protect your home tech, including:

- ✓ TVs, gaming consoles and home theater components
- ✓ Laptops, desktops and printers
- ✓ Audio headsets, VR goggles, Wi-Fi only smartwatches and fitness bands
- ✓ Smart home devices like thermostats, locks, doorbells and cameras

Excludes coverage for smartphones and most devices connected to a data plan

Learn more about products covered by AT&T HomeTech Protection



Is there a limit on how many devices are covered by AT&T HomeTech Protection?

There is no limit to the number of home tech devices covered by HomeTech Protection. You may file an unlimited number of claims in a 12-month timeframe, but there is an aggregate $5,000 limit per household for that 12-month period. Additionally, there is a $2,000 single claim limit. You can track your claim limits by calling Asurion at 866.642.4170 866.642.4170.

An approved claim will apply to your total claim limit for 12 months after the claim is completed. After 12 months (from the time the claim is completed), the amount of that claim will no longer apply to your total claim limit, and it will be added back to your available claim limit allowance.

Does HomeTech Protection cover devices for loss and theft?

No, this plan does not cover any devices for loss or theft.

Did you know?

Most U.S. households have spent $11,500* on technology. When these devices stop working, it can be expensive—unless you have the right protection. Are your devices worth protecting?

Find out how much your devices are worth with this handy calculator tool

*Total device value based on 2022 CTA US Consumer Tech Forecast and 24th US Ownership Study. Device price estimates based on category medians from nationwide retailer.

AT&T HomeTech Protection pricing

How much does AT&T HomeTech Protection cost?

AT&T HomeTech Protection has one plan, and it costs $25 a month, plus taxes. The plan will continue to be renewed each month unless canceled.

What to expect when you sign up:

- The plan begins on day one with access to technical support.
- Device protection coverage begins on day 31 of enrollment. Preexisting conditions or breakdowns that occur within the first 30 days of enrollment are not covered. Device coverage includes mechanical and electrical breakdown on eligible devices and accidental damage from handling for certain portable devices. A service fee of $0, $49, or $99 plus tax will be charged for each approved claim. You will be billed via credit card at the time the claim is filed. Non-original parts may be used for repair, and a replacement product may be a new, refurbished or re-manufactured product.
- Eligible in-home products are covered for mechanical or electrical failure caused by: defects in materials and/or workmanship, power surge, dust, heat or humidity, normal wear and tear or unintentional and accidental damage from handling as a result of normal use of laptops, tablets, portable DVD/Blu-ray players, portable gaming devices, wearables, audio headsets, virtual reality headset and printer display screens only.
- For a full list of covered products, visit hometechprotection.com. All claims made in any consecutive twelve-month rolling period are subject to a per-claim limit of $2,000 and an aggregate claim limit of $5,000.

As an added benefit, with HomeTech Protection, you can pay $49 per device to install electronics in your home.[7]
Call 866.642.4170 to check current eligibility and to schedule your appointment. One important note - for in-home installation of a wall-mounted TV, you must supply both the TV and appropriately sized mounting bracket, along with access to the wiring needed for indoor installation. Learn more about expert device installation

You will also have access to Asurion Experts who can visit your home to optimize your home Wi-Fi network. AT&T HomeTech Protection customers get two in-home visits every 12 months at no extra cost. Learn more about in-home visits with AT&T HomeTech Protection

Submitting claims with AT&T HomeTech Protection

How can I submit a claim with AT&T HomeTech Protection?

If you're signed up for HomeTech Protection, you can file claims online or call 866.642.4170 anytime. Remember, you'll be eligible to file a claim after you have been enrolled in AT&T HomeTech Protection for 30 days.

When I file a claim, what kind of replacement product will I receive?

If Asurion is unable to repair your product and it needs to be replaced, you may get one of the following, at Asurion's discretion:

- A new, refurbished, or remanufactured product of equal or similar features and functionality that performs to the factory specifications of the product that was originally covered
- Reimbursement for the replacement cost of the product

AT&T HomeTech Protection support

What technical support is provided with AT&T HomeTech Protection?

HomeTech Protection includes 24/7 technical support for all your eligible home tech devices. You can get help with:

- Connecting your household Wi-Fi devices
- Setting up new devices
- Using and getting the most out of your devices
- Troubleshooting your devices if you run into an issue

For technical support, call 866.642.4170 or visit hometechprotection.com

Can I cancel AT&T HomeTech Protection?

You can cancel HomeTech Protection by calling 866.642.4170 or by visiting att.com/myatt. You can cancel your HomeTech Protection service at any time. Please note you will have 30 days after cancellation to file a claim, provided you have been enrolled for a minimum of 30 days.

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AT&T Protect Advantage

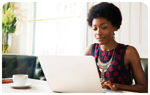
Learn more about cell phone insurance. Sign up during Open Enrollment.

Learn more

Bundle your AT&T services

Get our best bundle offer when you get AT&T Wireless and Internet service.

Learn more



Helpful resources

- Best unlimited data & phone plans
- Get hyper-fast fiber internet
- Add friends & family to your wireless plan
- Switch to AT&T
- Shop the latest Apple products & devices
- AT&T Wireless support
- AT&T Internet support

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Explore our best wireless options

Phones & devices

- Cell phones
- Watches
- Prepaid phones
- Hotspots
- Tablets & laptops
- Certified pre-owned phones
- Accessories

Phone & data plans

- Wireless plans
- Unlimited data plans
- Prepaid phone plans
- Hotspot plans
- Family phone plans
- AT&T In-Car Wi-Fi
- Add a line
- International plans
- Phone insurance plan
- ActiveArmor security

Upgrade

- Phone trade-in
- Phone upgrade
- Early upgrade
- Compare iPhones
- Compare Samsung phones
- Compare Google Pixel phones
- Motorola phones

Switch & save

- Bring your own device (BYOD)
- Switch to AT&T
- Coverage map
- Keep & transfer your number
- Return policy
- Delivery & pick up
- Free personal delivery & setup

Wireless deals

- Best deals today
- Cell phone deals
- iPhone deals
- Samsung Galaxy deals
- Tablet deals
- Google pixel deals
- Free phone deals
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