



Are You Protected?

The Wireless Equipment Program covers your wireless device with rapid replacement for In-Warranty or After-Warranty Malfunction, Loss, Theft and Accidental Physical Damage. You can apply for claims from your own living room and even track their status online. To enroll in the Program simply call 1-888-391-3925 or visit a Cincinnati Bell retail location. **To learn more about the program visit <http://cincinnati.bell.esecuritel.com>.**

Important: See reverse side for Wireless Equipment Program changes.



*Replaced phones must be returned in the included pre-paid mailer or \$100 non-return fee will be applied to your bill. If returned phone under an in-warranty claim has customer damage, the standard insurance deductible (40% of tiered retail value) will be applied to your bill. View complete terms and conditions at <http://cincinnati.bell.esecuritel.com>.

IMPORTANT: Changes to the Wireless Equipment Program*

As part of our commitment to provide exceptional service to our valued customers, our Wireless Equipment Program (WEP) provider will change to **eSecuritel** on August 25, 2009. If you currently subscribe to consumer WEP service there will be no lapse in coverage. However, your monthly fee and terms may have changed, so please read this carefully. Effective August 25, your monthly fee will remain \$4.99 if the full retail value of your handset is equal to or less than \$250. If the full retail value of your handset is over \$250, your monthly fee will increase to \$5.99 per month beginning with the August 25 bill period. Coverage will remain the same for lost, stolen and for accidental physical damage under eSecuritel's insurance program. Malfunction after the manufacturer's warranty period will now be included under insurance coverage. **For more information on the change in your rate plan, deductible schedule and the terms and conditions of your coverage please see the included chart and visit <http://cincinnatiBell.esecuritel.com>.**

	Wireless Equipment Program Effective August 25, 2009	Wireless Equipment Program Before August 25, 2009	No Equipment Service Plan
Monthly fee	\$4.99/month under \$250 retail price \$5.99/month over \$250 retail price	\$4.99/month	N/A
Coverage for devices eligible for Manufacturer's Warranty	Replacement device sent by 2-day advanced exchange. \$10 processing fee applies. (Limit 2 every 12 months)	Device sent in for repair, loaner device issued until device is repaired. (Limit 2 every 12 months)	Device must be sent to manufacturer for repair at customer expense.
Extended Warranty Repairs	Malfunction after the manufacturer's warranty expires is covered by Insurance	Device sent in for repair, loaner device issued until device is repaired.	N/A
Devices eligible for Insurance Coverage	Loss, Stolen, Accidentally Damaged, and Malfunction after the warranty expires	Loss, Stolen, Accidentally Damaged	N/A
Insurance coverage for replacement device	40% off tiered retail value. To view the deductible for your handset visit http://cincinnatiBell.esecuritel.com (Limit 2 every 12 months)	50% off tiered retail value of a replacement device. (Limit 1 every 12 months)	N/A Replacements under 1 year pay full price, over 1 year pay sale price.
Can I file a claim or check claim status online?	Yes	No	N/A
Overnight shipping	\$15	\$35	N/A

* See reverse side for additional terms and conditions.