



Dear Customer,

Your company has chosen to protect its M2M purchase with a **ProtectCELL® Extended Service Plan**—an astute decision and a wise precaution.

To get the most out of our plan, it's best your company understands the few procedures noted in this letter. Be sure to share the following information with your internal team members so that utilizing the **ProtectCELL** plan is smooth and simple. They should also read and understand the terms and conditions of the extended warranty plan. If for some reason you don't have a copy of the terms & conditions, please contact your **ProtectCELL** Reseller or contact us directly, and we'll make sure you get them right away.

ESN Changes: If the protected device is serviced under the original OEM Warranty and there is any ESN change associated with that service, it's important to notify **ProtectCELL** of that change. If we aren't notified of that change, our records won't indicate that the device is protected in our system, and the claim could be denied. That situation can be easily avoided, especially since notifying us of ESN changes is as simple as sending an email to support@protectcell.com or calling 855.334.0927.

Claims Process: If service is needed after the OEM Warranty on the device expires, simply contact us at support@protectcell.com or at 855.334.0927. Please keep in mind that the device ESN will be needed in order to process the claim. (Making a record of it now could avoid inconvenience later on.) Once a claim is initiated, our staff will provide continued support to make sure the process goes smoothly and a device is delivered to you a.s.a.p.

If assistance is required, or if there are any questions regarding the **ProtectCELL** plan or the claim process, please don't hesitate to contact us. We appreciate your business and look forward to providing customer service that exceeds your expectations.

Sincerely,