

AT&T Services at uBreakiFix Stores

AT&T customers with certain protection plans can schedule appointments through the Asurion hub for these services at uBreakiFix stores:

- Device sanitization
- In-person performance promise (diagnostics test)
- Data recovery

As these services come at no cost to the customer, an appointment must be created for these services. uBreakiFix staff cannot proceed without this appointment.

Steps for Creating the In-Store Services Appointment:

1. Go to www.asurion.com/myaccount, select **AT&T** as the provider, and sign in.
2. Click **Improve performance > Device checkups**, then select the device.
3. Select the in-store service from the menu (**Sanitization, Performance, or Data Recovery**), then click **Get my device [service]**.
4. You will be prompted to schedule an appointment. **Please select the store you're currently at and the soonest available time.**

Please note, if only some [or none] of the above services are shown, then your plan may not include these services. uBreakiFix employees have no way of manually adding this service to your account or to your sale with us. Therefore, if you have any issues creating this appointment, you should reach out to Asurion at 1-888-562-8662.

Verizon Services at uBreakiFix Stores

Verizon customers with **certain** protection plans can schedule appointments through the Asurion hub for these services at uBreakiFix stores:

- Device sanitization
- In-person performance promise (diagnostics test)
- Data recovery

As these services come at no cost to the customer, an appointment **must** be created for these services. uBreakiFix staff **cannot** proceed without this appointment.

Steps for Creating the In-Store Services Appointment:

1. Go to www.asurion.com/myaccount, select **Verizon** as the provider, and sign in.
2. At the bottom of the page, select **Services > Data Recovery > When Should I Go In-Store**.
3. Click **Help Me With My Recovery**.
4. Enter the store's zip code.
5. Select the store you are in and the soonest available time.

Please note, if only some [or none] of the above services are shown, then your plan may not include these services. uBreakiFix employees have no way of manually adding this service to your account or to your sale with us. Therefore, if you have any issues creating this appointment, you should reach out to Asurion at 1- 888-881-2622.