



Roadside Assistance for MetroSMART Ride FAQs

MetroSMART Ride includes Roadside Assistance from Allstate® Motor Club, giving you 24/7 access to on-site emergency road services like lock-out assistance, battery boost, gas delivery, flat tire changes and towing services, up to your annual benefit limit.

NOTE: Qualifying MetroPCS rate plan required for Roadside Assistance feature, and you must opt in to the Terms and Conditions of the program to receive the service.

1. What are the benefits that I get from Allstate Motor Club roadside assistance?

Services include Fuel delivery (not the cost of fuel), lockout service, battery boost, tire change, tow and emergency travel expense. For full details of what is included please visit

<http://www.roadsidemobile.com/tac/metro>

2. Are there limits to what is covered under roadside assistance and if so what are they?

Yes, some of the benefits have limits on incidences or value. Please see Allstate Motor Club for a benefit details, exclusions, and limits at <http://www.roadsidemobile.com/tac/metro>

First, there has to be an OBD port for the MetroSmart Ride to be installed in. Motorcycles don't have these and are therefore not eligible. To determine if your vehicle is compatible, check out the vehicle compatibility tool: http://my.moj.io/utility/obd_locator/vehicle-compatibility.html?brand=metrosmartride&device=zte&lan=en

Please go to <http://www.roadsidemobile.com/tac/metro> to see more Allstate Motor Club benefit details and exclusions.

3. Do I have to be the owner of the vehicle that the MetroSMART Ride is in to get roadside assistance?

No, if someone else owns the vehicle but has opted to provide you a MetroSmart Ride device in that vehicle, then the vehicle is covered.

4. What is the contact information for more questions?

FOR 24-HOUR TOLL-FREE EMERGENCY ROAD SERVICE- Call 1- 855-721-0072

FOR CUSTOMER SERVICE- Please go to <http://www.roadsidemobile.com/tac/metro> for more details.

For more information about Roadside Assistance from Allstate® Motor Club, please visit:
<http://www.roadsideclub.com/metro>.