Service packages purchased by 30 September 2026

Joachim Ulbrich - 2026-10-01 - Product support

*The information on this page applies exclusively to service packages purchased on or **before 30 September 2026**.*

Your existing service package remains valid. Here you will find the relevant information and contact details.

*For service packages purchased on or **after 1 October 2026**, please refer to the information about our new partner: dedicom uptime*

With the Service Packages, you receive an attractive and uncomplicated warranty extension beyond the manufacturer's warranty, if it is less than 24 months. This means the device is protected throughout the entire leasing period, and you incur no costs should a technical defect occur.

In addition, from the Plus Service Package onwards, you can also insure yourself against mechanical damage. With the Premium Service Package, loss and theft are also covered.

To use this service, contact Smart Support directly. As a dedicom customer, you also have the option of taking your device directly to a COMSPOT branch. These are being continuously expanded across Germany; you can view the current locations here: COMSPOT*

Service Package Basis	**Service Package Plus**	**Service Package Premium**
Hotline service with user advice	Hotline service with user advice	Hotline service with user advice
Prioritised e-mail support	Prioritised e-mail support	Prioritised e-mail support
Fast-lane repair & service at the service partners	Fast-lane repair & service at the service partners	Fast-lane repair & service at the service partners
Prioritised dispatch for faster device delivery in the event of damage	Prioritised dispatch for faster device delivery in the event of damage	Prioritised dispatch for faster device delivery in the event of damage
Processing of claims with the insurance company (coordination of cost estimates and subsequent settlement) via the service partners included.	Processing of claims with the insurance company (coordination of cost estimates and subsequent settlement) via the service partners included.	Processing of claims with the insurance company (coordination of cost estimates and subsequent settlement) via the service partners included.
	Free check-up and cleaning during the leasing period	Free check-up and cleaning during the leasing period
		EOT check-up at the end of the contract with status certificate
		Easy set-up: set-up and data transfer at the local service partners
Including Device/Mobile Protection Basis	**Including Device/Mobile Protection Plus**	**Including Device/Mobile Protection Premium**
Design, material or manufacturing defects after the manufacturer's guarantee and warranty have expired	Design, material or manufacturing defects after the manufacturer's guarantee and warranty have expired	Design, material or manufacturing defects after the manufacturer's guarantee and warranty have expired
	Operating errors and clumsiness (fall, breakage, liquids)	Operating errors and clumsiness (fall, breakage, liquids)
	Short circuit and/or overvoltage	Short circuit and/or overvoltage
	Fire, blaze, lightning strike, explosion, smouldering, scorching, glowing or implosion	Fire, blaze, lightning strike, explosion, smouldering, scorching, glowing or implosion
	Storm, frost, hail, rockfall	Storm, frost, hail, rockfall

Water, humidity and moisture (also due to weather conditions)	Water, humidity and moisture (also due to weather conditions)
Internal batteries (if they have lost more than 50% power) and are not older than 36 months	Internal batteries (if they have lost more than 50% power) and are not older than 36 months
Premature wear and tear (not foreseeable)	Premature wear and tear (not foreseeable)
	Robbery, burglary and theft (including from means of transport, provided the device was not visible from the outside)

*To use the service at the branches, you will need the serial number of your device. You can find this in the dispatch notification and your delivery note. Please keep this safe.