

# The service packages at a glance

Joachim Ulbrich - 2024-11-05 - [Product support](#)

With the service package, you benefit from an attractive and uncomplicated warranty extension beyond the manufacturer's warranty if this is less than 24 months. This means that the device is protected for the entire leasing period and you will not incur any costs in the event of a technical defect.

You can also insure yourself against mechanical damage from the Service Package Plus onwards. The Premium service package also covers loss and theft.

To take advantage of this service, contact Smart Support directly. As a dedicom customer, you also have the option of contacting a COMSPOT branch directly with your device. These are being continuously expanded in Germany; you can view the current locations here: [COMSPOT\\*](#)

| Service Paket Basis   | Service Paket Plus  | Service Paket 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 Staus certificate  |
|   |   | Easy set-up: set-up and data transfer at the local service partners   |
| Including Geräte-/Mobilschutz Basis   | Including Geräte-/Mobilschutz Plus  | Including Geräte-/Mobilschutz 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, smouldering, scorching, glowing or implosion   | Fire, blaze, lightning strike, explosion, smouldering, 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 make use of the service in the shops, you need the serial number of your device. You will find this in the dispatch note and your delivery note. Please keep this in a safe place.