

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.