



Telkom Device Insurance FAQs

1. Getting Started

What is Telkom Device Insurance

Telkom Device Insurance is a Value-Added Service that protects your mobile devices, such as cellphones, tablets, routers, modems, and laptops — against accidental damage, theft, or unforeseen physical damage.

How do I apply for Telkom Device Insurance?

You can apply for Telkom Device Insurance at any Telkom Store, where your cover will be activated.

Why choose Telkom Device Insurance?

Telkom Device Insurance offers affordable and reliable protection for your essential devices. With cover for accidental damage, theft and loss, you can stay connected with peace of mind. Whether you are on prepaid or contract, you benefit from flexible billing, fast claims processing, and the convenience of managing your cover through Telkom. It is simple, secure, and designed around your needs.

2. Coverage & Eligibility

What devices are covered by the insurance?

The insurance covers mobile and fixed devices purchased directly from Telkom, including:

- Handsets
- Laptops
- Tablets
- MiFi routers
- Wi-Fi routers
- Modems
- Wi-Fi extenders
- Telkom landline handset

How long do I have to insure my device?

- **Mobile devices** (cellphones, tablets, routers, modems, laptops): Must be insured within 60 days of purchase, and activated within 7 days at a Telkom Store
- **Fixed devices** (Wi-Fi extenders, Telkom landline handset): Must be insured within 1 year of purchase, and activated within 7 days at a Telkom Store

What does the insurance cover?

- Theft
- Loss
- Accidental damage

What is not covered by the insurance?

- Accessories (e.g. Bluetooth devices, chargers, pouches, fashion items)
- Sim-only deals and base offers

3. Costs & Payment

How are the premiums calculated?

The costs of the insurance premium depend on the retail value of the device.

How will I be billed?

Your premiums will be billed monthly in advance:

- **Contract customers:** Billed to your Telkom account
- **Prepaid customers:** Debited from your nominal bank account


When is excess payable?

An excess fee is payable only after your claim has been assessed and approved. You will be notified of the excess amount once your claim is approved.

4. Claims

How do I log a claim?

If your insured devices are lost, stolen or damaged, you can log a claim by:

 080 003 3444

 telkomclaims@wwas.co.za

What documents are required for submitting a claim?


- Claims form
- Copy of ID
- Proof of billing (Telkom invoice)

How long does it take to process a claim?

Claims are processed as quickly as possible, subject to verification requirements. Processing times may vary depending on the nature and complexity of the claim.

How will I be updated on my claim's status?

You can stay updated by:


 080 003 3444

 Receiving email updates on your claims process

5. Policy Management

Can I cancel my insurance policy?

Yes. You can cancel your policy at any time by contacting customer support at:

 080 003 3444


How do I request a refund?

To request a refund, please contact our customer support team by calling **0800 033 444**. Our agents will guide you through the refund process and assist with any required documentation. Refunds are subject to eligibility and the terms and conditions of your policy.

6. Support

How do I contact support?

You can contact Telkom Device Insurance support via:

 080 003 3444


 telkominfo@wwas.co.za



7. Complaints & Escalations

How do I lodge a complaint?

If you are not satisfied with the service received, you can lodge a complaint by contacting:

 080 003 3444

 telkomcomplaints@wwas.co.za

What if my complaints are not resolved?

If you are not satisfied with the outcome of your complaint, you may request that your case be escalated for further review by contacting us:

 telkomescalations@wwas.co.za