

Telkom Device Insurance Frequently Asked Questions

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 loss.

How do I apply for Telkom Device Insurance?

You can get Telkom Device Insurance when purchasing your device directly from Telkom. Simply select the insurance option during the purchase process, apply online, or call 0800 033 444 for assistance.

Why choose Telkom Device Insurance?

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

What devices are covered by the insurance?

The insurance covers mobile and fixed devices such as cellphones, tablets, routers, modems, laptops, Wi-Fi extenders and Telkom landline handsets purchased directly from Telkom.

How is the premium calculated?

The cost of the insurance premium depends on the retail value of the device.

How will I pay?

Your monthly premium will be billed in advance and debited from your Telkom account (for contract customers) or from your nominated bank account (for prepaid customers).

How long do I have to insure my device?

Mobile devices must be insured within sixty (60) days from the date of purchase to qualify for coverage. Fixed devices can be insured up to one (1) year from date of purchase.

What does the insurance cover?

The insurance covers theft, loss, accidental damage and unforeseen physical damage.

What is not covered by the insurance?

Accessories such as Bluetooth devices, pouches, chargers and fashion items are not covered by Telkom Device Insurance. Additionally, coverage does not apply to base offers or SIM-only deals.

How do I log a claim?

To log a claim, you can either log a claim online via the claims portal or call our claims support team at 0800 033 444. Our agents will guide you through the process and assist with documentation.

When is excess payable?

Excess is only payable once your claim has been vetted and approved by a claims specialist. You will be notified once your claim is authorised and the excess amount becomes due.

How will I be updated on the status of my claim?

You can track your claim through the online claim portal, by calling our support team, or by receiving email updates regarding your claim's status.

How long does it take to process a claim?

Claims are processed as quickly as possible. While the exact timeline may vary depending on the nature of the claim, we aim to resolve your claim without unnecessary delays.

Can I cancel my insurance policy?

Yes, you can cancel your insurance policy at any time. Contact our customer support team for assistance with cancellation procedures and any applicable refunds.

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.