

# Get cover that keeps you on the go.

Device Insurance from Telkom allows you to go about your day knowing that if the unexpected happens, you are covered with minimal interruption and cost.

Call 0800 033 444  
Click [telkom.co.za](http://telkom.co.za) for more information  
Email [telkominsurance@yp.co.za](mailto:telkominsurance@yp.co.za)  
Go to any Telkom Shop

T&C apply. E&OE.



**Telkom**

# What is Device Insurance?

Device insurance covers you for the loss, theft or accidental damage of your essential business devices.

## Contents

01 What is device insurance?

02 About Telkom Device Insurance

03 Premiums

04 How it works

05 Claims process



Our device insurance is available as a stand-alone, value-added service.

It is a month-to-month premium.

This insurance is only available for devices sold through Telkom channels.



This product requires continuous use of the Telkom Network.

It is available via Telkom stores (TDS/Express) and online.

Claims will be handled directly by the administrator, Adminplus+.



We understand that fixed, mobile and everyday devices are subject to unpredictable loss or damage. Telkom offers comprehensive device insurance for when the unexpected happens, ensuring that you never miss a beat in your business hardware needs.

# About Telkom Device Insurance

02



## Mobile Device Insurance

Telkom Mobile Device Insurance was launched in 2015 and has been available as a value-added service.



## Fixed Device Insurance

We are pleased to have officially launched our Fixed Device Insurance offering as of 2020.

## Every device deserves to be covered

Device Insurance from Telkom Business allows you to go about your business knowing that even if the unpredictable happens, you will be prepared and covered with minimal interruption and cost.

## What devices can be covered?



WiFi Routers



Tablets



All routers



Laptops



Fixed line phones

# Premiums

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## Fixed Device Insurance

Device Insurance Band	Premium	Basic excess	Payable excess fee
FR0_FR1000	R13.00	10% basic excess is payable on all claims. Additional excess fee is payable. Check the table on your right for more information.	10% of replacement value, minimum R250 <b>Additional excess for claim:</b> 1. Within 6 months all bands – R500 2. Within 12 months 2nd claim – R1 000 3. Within 12 months 3rd claim or more – R2 000
FR1001_FR3000	R37.00		
FR3001_FR5000	R60.00		
FR5001_FR7500	R81.00		
FR7501_FR12500	R108.00		
FR12501_FR15000	R126.00		
FR15001_FR20000	R146.00		
FR20001_FR25000	R169.00		
FR25001_FR30000	R202.00		
FR30001_FR35000	R233.00		
FR35001_FR50000	R301.00		
FR50001_FR65000	R403.00		
FR65001_FR80000	R501.00		
FR80001_FR100000	R615.00		

## Mobile Device Insurance

Mobile Device Insurance Band	Premium	Basic excess	Payable excess fee
R1 – R1 000	R33.30	10% basic excess is payable on all claims. Additional excess fee is payable. Check the table on your right for more information.	10% of replacement value, minimum R250 <b>Additional excess for claim:</b> 1. Within 6 months all bands – R500 2. Within 12 months 2nd claim – R1 000 3. Within 12 months 3rd claim or more – R2 000
R1 001 – R3 000	R63.55		
R3 001 – R5 000	R83.74		
R5 001 – R7 500	R120.05		
R7 501 – R12 500	R152.33		
R12 501 – R15 000	R195.70		
R15 001 – R20 000	R244.13		
R20 001 – R25 000	R295.00		
R25 001 – R30 000	R343.00		
R30 001 – R35 000	R385.00		

Underwritten by:  
**MUTUAL & FEDERAL** | risk financing

A member of the OLD MUTUAL Group | Authorised Financial Services Provider, FSP 12

T&C apply. E&OE. Telkom SA SOC Ltd is an Authorised Financial Services Provider FSP Number 46307

# How it works - sign up:

04

Sign up for TELKOM Device Insurance through any of the following channels:



**Corporate Account Managers**  
(CBO on behalf of CAM via CRM)



**Telkom Direct Stores**  
(Agent via CRM/Dealerweb/CMSS)



**Inbound and Outbound Call Centres**  
(Agent via CRM)

*Insurance premiums will be collected by Telkom through a debit order (currently Prepaid is excluded).*

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## Important to remember

- Insurance VAS is excluded from any credit vetting checks or calculations.
- **For Mobile Devices:** You must insure the device within seven days after purchase.
- **For Fixed Devices:** The device can still be insured up to a year after purchase.
- Telkom Insurance VAS for Phase 1 is applicable to mobile devices i.e. handsets and tablets.
- Phase 2 now includes fixed devices i.e. MiFi routers and WiFi routers.

Accessories like Bluetooth portable hands-free, Bluetooth fixed in-vehicle hands-free, fixed installed hands-free devices, pouches, chargers and fashion accessories are not covered by Phase 2 of Device Insurance.

05



## Claims Process

Contact AdminPlus+ directly:

**Email:** [claims@adminplus.co.za](mailto:claims@adminplus.co.za)

**Tel:** 086 111 8765

### Required Documents:

- Copy of ID
- Proof of blacklisting
- Copy of affidavit and police case number



## Get in touch

For any queries, claims or clarity,  
feel free to get in touch with us!

**Call:** 086 111 8765

**Email:** [claims@adminplus.co.za](mailto:claims@adminplus.co.za)

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