

## GEM Exclusive CYBERSOS Service Plan Summary



### What our service plan provides:

- 24-hour access to our cyber emergency helpline for up to 5 hours per incident, up to 2 incidents per year
- Immediate access (upon activation by you) to the IdentityWorks Global Dark Web Monitoring service from Experian – an always-on early warning service letting you know if your personal details have been detected on the Dark Web so that you can take action to protect yourself
- Immediate 24/7 access to our online AI tech chat assistant for all your non-emergency and general cyber and tech support needs
- Immediate access to our Cyber Legal Helpline Service to help you through any legal issues that might arise from a cyber attack or hack (and other general personal legal questions)
- Immediate access to our Cyber Counselling Service in case you are feeling anxious or worried after a cyber attack, or following someone posting something malicious about you online
- Immediate access to our legal document repository so, hand-in-hand with our Cyber Legal Helpline service, if you need to write to a company, bank or credit reference agency following a hack or cyber attack, you've got some helpful template letters to guide you



### Important conditions or restrictions:

- You will only be eligible for access to our cyber emergency helpline a number of days after your subscription first starts e.g. 14 days. This will be clearly shown during the signing-up process and in your plan documents
- We are therefore unable to provide you with access to the cyber emergency helpline immediately you sign-up
- This service plan is designed for devices that you use primarily for personal, non-professional, non-commercial purposes
- You must be 18 or over to sign-up, although the service plan applies to you and members of your immediate family living at the address you give (and dependants up to the age of 22 living away at university or college during term-time), regardless of the age of the occupiers
- You must be resident in the UK
- We are unable to help if a device is affected while it is outside the United Kingdom
- Devices must be in good physical condition with no signs of physical damage other than reasonable general wear and tear
- Devices that we can help with are: mobile phones, tablets, laptop and desktop computers
- We can only help with mobile phones that are within the manufacturer's update and support service period when the subscription plan starts
- For all other devices, we can only help if they are less than 60 months (5 years) old at the time the plan starts

- You must have bought the devices either as new from the manufacturer, network provider or retail store (high street or online) or, if used or refurbished, directly from the manufacturer or network provider only
- You must be able to produce the original proof of purchase – it could be in electronic or paper form
- The operating system for all devices must be in an unaltered state as recommended by their manufacturer – we are unable to help with cracked, modded or jail-broken devices
- In the case of mobile devices and tablets all apps must have been downloaded from the authorised app store for the operating system



### How do you pay for the service plan?

- You pay for your service plan subscription in monthly instalments or annually by credit or debit card
- For monthly payments, we will take payment automatically on the same day each month. For annual plans, we will take the next year's plan fees in full 2 weeks prior to the anniversary date.



### When does the service plan start and end?

- The plan will continue indefinitely unless you or we cancel it
- You will find details of your subscription start date, helpline eligibility date and what happens at each anniversary in your service plan schedule



### How do you manage your service plan?

You can manage your service plan completely online. You can update personal, address or payment details, download documents or cancel it all through your online account dashboard.

Details of how to access your online account dashboard are provided in your sign-up email.



### Who are we?

CYBERSOS is a registered trade mark and trading style of Vivo Lifestyle Services Ltd, a company registered in England and Wales, Company No. 10729223.