

# cyberSOS:PAYG

## One-off Service Summary



### What our service plan provides:

- One-off 24-hour access to our cyber emergency helpline for up to 1 hour



### Important conditions or restrictions:

- You will only be eligible for access to our cyber emergency helpline once you have paid the appropriate fee and you have received an email from us with the helpline number
- This emergency service is designed for devices that you use primarily for personal, non-professional, non-commercial purposes
- You must be 18 or over to purchase the service, although the service 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
- 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 less than 36 months (3 years) old 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
- 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?

- You pay for the service by credit or debit card



### When does the service start and end?

- You can call the cyber emergency helpline once you have paid the appropriate fee and received the welcome email
- If you do not call immediately upon purchase, you have up to 14 days to use the service before it expires – we will refund you in full if you decide not to go ahead and use the service within this time period
- No refunds will be payable if you decide not to use the service after that period
- If you and we agree that it is worthwhile doing so during the call, you can extend the service beyond the initial 1-hour limit. An additional fee will need to be paid before any extended time starts.



### How do you manage your service?

You can manage this service completely online. You can update personal details, download documents or cancel it all online.

Details of how to access your online account dashboard are provided in your welcome email.



### Who are we?

Cyber Made Easy and cyberSOS are registered trade marks and trading styles of Vivo Lifestyle Services Ltd, a company registered in England and Wales, Company No. 10729223.