

## **Norton Cyber Security – Frequently Asked Questions (FAQ)**

### **1. What is Norton Cyber Security?**

Norton Cyber Security is a digital protection service that helps keep your devices safe from viruses, malware, scams, and online threats while you browse, shop, bank, and use apps.

### **2. Who is this product for?**

This service is ideal for: All CSB and SMB Customers on postpaid and prepaid, new and existing excluding Prepaid Fibre

- Mobile users
- Fibre / broadband customers
- Families with multiple devices
- Anyone concerned about online safety

### **3. What devices are supported?**

Norton Cyber Security works on:

- Android smartphones & tablets
  - iPhones & iPads
  - Windows laptops & PCs
  - Mac computers
- (Packages may allow multiple devices)

### **4. How many devices can I protect?**

This depends on the package selected. Customers can typically protect:

- 1 device
- 3 devices
- 5 devices
- 10 devices
- Multiple devices for family plans (15 devices)

### **5. What features are included?**

Features may include:

- Virus & malware protection
- Real-time threat detection
- Safe browsing protection
- Anti-phishing protection
- Wi-Fi security alerts
- Parental controls (selected plans)

### **6. Do I need to download an app?**

Yes. After subscribing, you'll receive:

- A download link
- Activation instructions
- Your unique activation code

## **7. How do I activate the service?**

Activation steps:

- Subscribe via Telkom online or visit our nearest Telkom store
- Receive email with activation link
- Download the Norton app from the App store
- Enter activation details
- Start protecting your device

## **8. Does this use my mobile data?**

The app uses minimal data for updates and protection. Data usage is very low and should not significantly impact your bundle.

## **9. Will this slow down my device?**

Norton is designed to run in the background with minimal impact on device performance. It is built to deliver strong protection while maintaining high performance and a user-friendly experience

## **10. Can I use it on more than one device?**

Yes, if you choose a multi-device plan. You can install it on multiple devices under one subscription.

## **11. How am I billed?**

You will be billed:

- Monthly via your Telkom bill,
- Deducted from your prepaid airtime (depending on your provider)

## **12. Can I cancel anytime?**

Yes. Customers can cancel the service at any time. Protection will remain active until the end of the billing period (month).

## **13. What happens if I change my phone?**

You can reinstall the app on your new device using the same account or activation details.

## **14. Do I still need antivirus if I already have one?**

It is recommended to use only one antivirus at a time. You may need to remove other antivirus apps before installing Norton.

## **15. Does this protect me from scams?**

Yes. Norton helps detect:

- Suspicious links
- Fake websites
- Phishing attempts
- Malicious downloads

**16. Is my personal information safe?**

Yes. Norton helps protect your personal information through multiple privacy and identity features, such as Password Manager and Secure VPN with bank-grade encryption.

**17. What happens if I don't activate?**

You will still be billed until you cancel the service. It is recommended to activate immediately after subscribing.

**18. Who do I contact for support?**

Customers can contact:

- Telkom customer care at: 10210 or 0811 0210
- Via In-App support
- Online help portal

**19. What do I do if this product does not work?**

If something is not working as expected, please use the support option in the app or your account area.

**20. What guarantee do I have that my devices are 100% protected?**

No cybersecurity product can promise 100% protection against every possible threat. Norton provides real-time protection against viruses, malware, ransomware, phishing, scams, and other online threats.

**21. What happens if an incident occurs while Norton is active?**

Norton is designed to help detect, block, and remove threats in real time.

**22. Is the Norton product active or reactive?**

Norton is active and always on. It works in real time to help protect devices, messages, browsing activity, and other common risk areas, while also providing guidance if something suspicious is found.

**23. How regularly does the Norton app get updated?**

Norton updates automatically on an ongoing basis. This includes product updates as well as automatic security-definition updates to help keep protection current.

**24. What is the efficiency rate of the Norton product?**

Norton is regularly recognized by independent testing organizations for protection and efficacy, and Gen's AI scam-detection models have shown up to 95% accuracy in internal testing on hundreds of thousands of scam samples.

**25. How long is the deployment period?**

Setup can begin as soon as the subscription is activated. Once you receive your activation link, you can sign in, install the app, and complete device setup through the guided activation flow.

**27. What is Norton's SLA if, for example, there is an attack at 3am?**

Norton protection runs 24/7, including overnight. If suspicious activity is detected, protection continues automatically.

**28. What is the recovery time if there is a ransomware attack?**

Recovery time depends on the type and severity of the attack. Norton helps protect against ransomware in real time, and some plans also include cloud backup features that can help reduce data loss and support recovery.