

ACTIVCYBER:ASSIST Service Plan Summary



What our service plan provides:

- 24-hour access to our cyber emergency helpline for up to 2 hours per incident, up to 3 incidents per year
- 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 Commercial Cyber Legal Helpline Service to help you through any legal issues that might arise from a cyber attack or hack (and other general business legal questions)
- Immediate access to our legal document repository so, hand-in-hand with our Commercial 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 and cyber resilience improvement consultancy 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 or cyber resilience improvement consultancy immediately you sign-up
- This service plan is designed for devices that you use primarily for business use, but we also extend our services to the devices of the business owner and their immediate family living with them (and dependants up to the age of 22 living away at university or college during term-time)
- You must be 18 or over to sign-up
- Your must be registered in. and trading from 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 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
- 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 annually or in monthly instalments by credit or debit card
- For monthly subscriptions, we will take payment automatically on the same day each month



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 business, 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?

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