

# Norton Small Business

## Information on the Service

Norton Small Business is a cybersecurity solution available on Optus Smart Shop.

This service enables you to use Norton's software to protect against malware, viruses, and other threats.

This service requires a client, available through Optus Smart Shop, to be downloaded onto your device.

### What's Included

- You will need to select an appropriate rate plan for the volume of devices that you want to protect in your business.
- For example, if you choose to protect 5 devices in your company, the service will only allow you to add 5 devices to the protection software..

### Other Important Information

- Client available for PC, Mac, Android & iOS.
- Internet connection required to access online versions and to download desktop applications.

### Minimum Monthly Charge

\$10.80 per month per 5 devices.

## Other Information

### Service Management

Manage your application using the Optus Smart Shop Dashboard at [www.smartshop.optus.com.au/login](http://www.smartshop.optus.com.au/login)

### Billing

Billed monthly, will renew if not cancelled by giving 32 days notice.

You can cancel your billing through Optus Smart Shop or by calling us on **1300 620 646**.

### Help Details

[www.smartshop.optus.com/en/help](http://www.smartshop.optus.com/en/help)

<https://support.norton.com>

## Customer Service

### Phone

You can call **1300 620 646** for assistance with your Optus Smart Shop subscription, website or platform issues or application issues.

### Website

For other assistance and account information, see [www.smartshop.optus.com/en/help](http://www.smartshop.optus.com/en/help)

### Complaints

You can contact our complaint resolution area by calling us on **1300 620 646**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.

## Pricing Information

### Plan Pricing

5 devices	\$10.80 per month
10 devices	\$16.60 per month
20 devices	\$25.00 per month
Option Add Ons	N/A
Minimum Cost	\$10.80 per month
Early Termination Charge	If you give less than 32 days notice when cancelling your monthly contract you will be charged an additional months fee.