

# TELUS Online Security

## All-in-one online protection

Powered by Norton™



## Help protect your identity and information

Sending data over the web may expose sensitive information like passwords & credit card to hackers. The risk can be higher when using an untrusted network, like a Wi-Fi hotspot

A VPN helps protect data on a network. Now you can connect safely and privately on your device, from virtually any location in the world.



## Protect your family's devices

Device Security helps you stay prepared for cybercriminals trying to steal the private and financial information on your devices.

Our 24-hour threat monitoring across the globe helps stop the latest attacks before they reach your devices.

## The help you need in the event of identity theft

Identity theft is when thieves steal your personal information to open new financial accounts, rent or buy properties, or do other fraudulent activities in your name.

With TELUS Online Security you can rest easy, knowing you have a full suite of features that help detect, alert<sup>6</sup>, and restore your good name if identity theft happens to you.

## Get dark web notifications on potential threats

The dark web is a hidden layer of the internet that requires specific software to access and is not accessible by search engines.

Dark Web Monitoring continuously searches the dark web for your information and notifies you if your information is found.

## Protection Plan

- Device Security
- Secure VPN
- Social Media Monitoring<sup>1</sup>
- Dark web monitoring<sup>2</sup>
- Two-Bureau Credit Monitoring<sup>3</sup>
- One-Bureau Daily On-demand Credit Report & Credit Score<sup>3</sup>
- Bank and Credit Activity Alerts<sup>4</sup>
- Investment Account Activity Alerts<sup>4</sup>
- Full-Service Identity Restoration<sup>5</sup>
- Identity Theft Reimbursement Coverage<sup>6</sup>

Note:

Gerrard Square (2/F)  
1000 Gerrard St E., Toronto  
(416) 406-0406

Chinatown Centre (Unit# 101B)  
222 Spadina Ave, Toronto  
(647) 856-3333

Scarborough (Brimley & Eglinton)  
2739 Eglinton Ave E, Toronto  
(647) 764-9999

Pacific Mall (Unit# D59)  
4300 Steeles Ave E, Markham  
(647) 856-5555

First Markham Place (Unit# 117A)  
3255 Hwy 7 E, Markham  
(647) 331-6888



# TELUS Online Security helps protect your online privacy, identity and devices



Check if your email address has been exposed: [telus.com/darkweb](https://telus.com/darkweb)

## Secure VPN

Browse anonymously and securely



Browse securely – even on public Wi-Fi hotspots and unsecured networks.



Block unwanted tracking technologies, avoid being tracked by online advertisers.



Browse the web anonymously, so your privacy is protected.



Access your favourite websites, videos or apps when travelling.

## Device Security

Stop viruses and other online threats



Detect and avoid navigating to fraudulent and malicious websites.



Protect multiple Windows PC, Mac, iOSs and Android devices.



Use Norton Password Manager to remember, secure, and automatically enter your usernames and passwords, so they can't be lost or stolen.

## Identity Theft Protection

Full-Service Identity Restoration<sup>5</sup>



You can request your credit report and credit score throughout the year.<sup>3</sup>



An Identity Restoration Specialist will be dedicated to your case from start to finish, to help restore your identity.



Reimbursement Coverage for lawyers, experts and eligible expenses will be provided up to the limit of your plan.<sup>3</sup>

## Dark Web Monitoring<sup>2</sup>

Get notified when your data exposed



If your personal information is found on the dark web, you will be notified by text, phone<sup>7</sup>, email or mobile app.



Always-on monitoring  
- Continuously searches the dark web for your information.



We will suggest your next steps to help to protect your information.

No one can prevent all cybercrime or identity theft. 1. Does not include monitoring of chats or direct messages. May not identify all cyberbullying, explicit or illegal content or hate speech. Social Media Monitoring is only available on Facebook, Instagram, LinkedIn, Twitter and YouTube. On Facebook, Instagram and LinkedIn only account takeover feature is available. Reimbursement does not apply to identity theft loss resulting, directly or indirectly, from phishing or scams. 2. Dark Web Monitoring Powered by LifeLock™ in the Norton 360 Basic plan (without LifeLock) defaults to monitor your email address only. 3. If your plan includes credit reports, scores, and/or credit monitoring features ("Credit Features"), two requirements must be met to receive said features: (i) your identity must be successfully verified with TransUnion; and (ii) TransUnion and Equifax must be able to locate your credit file that contains sufficient credit history information. IF THESE REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM THE BUREAUS. You will receive Credit Features once the verification process is successfully completed. Any credit monitoring will take several days to begin after your successful plan enrollment. CreditVision credit score is based on TransUnion data. Third parties may use many different types of credit scores to assess your creditworthiness. 4. LifeLock does not monitor all transactions at all businesses. 5. Applies to TELUS Online Security Standard, Complete, and Ultimate plans. 6. The Identity Theft Reimbursement Coverage, with a limit of up to \$25,000 for Basic Plus, up to \$100,000 for Premium and up to \$1 Million for Premium Plus, is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to LifeLock or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, exclusions of coverage, and for the types of experts that may be covered for reimbursement of professional service fees. Experts not specified in the policies will not qualify for reimbursement jurisdictions. Review the Summary of Benefits under the Insurance Coverage (Canada) here. 7. Phone alerts made during normal local business hours. Copyright © 2022 NortonLifeLock Inc. All rights reserved. NortonLifeLock, the NortonLifeLock Logo, the Checkmark Logo, Norton, LifeLock, and the LockMan Logo are trademarks or registered trademarks of NortonLifeLock Inc. or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.