



NortonLive Spyware & Virus Removal Service

Sit back. Relax. We'll fix it!



OVERVIEW

NortonLive Spyware & Virus Removal Service helps consumers and small businesses detect and eliminate deep-rooted PC viruses, spyware, adware, trojans, worms and other complex malware. Available around the clock, from the comfort of your home or office, NortonLive security experts use a secure Internet connection and the latest security technology to diagnose and repair your infected computer. There's no drop-off and pickup, home visit, or confusing instructions. Save yourself time, money, countless hours of frustration and avoid harms from identity and data loss. We are here to help you get your computer – and your life – back on track.




BENEFITS

- Saves you hours of unproductive effort
- Lets you avoid trips to store and repair delay
- Extends the life of your PC so you're not forced to buy a new one
- Prevents a potentially catastrophic loss of your files or personal identity
- Immediately ends the anxiety of not knowing the infection cause or solution
- Restores smooth PC operation

FEATURES

- Cures for abnormal PC activity, pop-up windows, suspicious alerts, and other suspicious behavior
- Detection & elimination of the latest threats other security products miss
- Automated Windows updates set up to reduce future infections
- Recommendations for avoiding or dealing with a future infection
- Repairs and maintains PC health

HOW IT WORKS

<p>1. Call</p>  <p>Call the Norton Service Center.</p>	<p>2. Connect</p>  <p>Your agent will securely connect to your computer over the Internet.</p>	<p>3. Service</p>  <p>Your agent will complete your service and ensure that your computer is working well again!</p>
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9-Step Service Process

1. Gather information about your computer's unusual behavior and infection symptoms.
2. Diagnose the likely causes of the problems.
3. Document the details of your PC problems and the current state of your system.
4. Identify vulnerabilities that allow threats to infect your PC.

5. Update your Norton software and virus definitions, if applicable.
6. Patch all known vulnerabilities in Windows.
7. Use proprietary Norton technology to eliminate all detected threats from your computer.
8. Document all the steps taken to remove the threats.
9. Explain simple ways to avoid ordeal with any future threats.

SYSTEM REQUIREMENTS

SYSTEMS	REQUIREMENTS
WINDOWS® 7	<ul style="list-style-type: none"> • Supports all Service Packs on 32-bit and 64-bit platform • Supports Home Basic, Home Premium, Business, and Ultimate editions • 1 GHz CPU • 512 MB RAM (1 GB recommended) • 500 MB of available hard drive space • SuperVGA (800x600) or higher resolution adapter • You need to log on as administrator
WINDOWS VISTA®	<ul style="list-style-type: none"> • Supports all Service Packs on 32-bit and 64-bit platforms • Supports Home Basic, Home Premium, Business, and Ultimate editions • 1 GHz CPU • 512 MB RAM (1 GB recommended) • 500 MB of available hard drive space • SuperVGA (800x600) or higher resolution adapter • You need to log on as administrator
WINDOWS® XP	<ul style="list-style-type: none"> • Supports Service Pack 2 or later, 32-bit only platform • Supports Home, Professional and Media Center 2005 • 800 MHz CPU • 256 MB RAM (512 MB recommended) • 500 MB of available hard drive space • SuperVGA (800x600) or higher resolution adapter • You need to log on as administrator



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SYSTEM REQUIREMENTS - CONTINUED

SYSTEMS	REQUIREMENTS
REQUIRED FOR ALL INSTALLATIONS	<ul style="list-style-type: none">• High Speed Internet connection• Microsoft Internet Explorer® 6.0+ or Mozilla Firefox® 2.0+

Terms & Conditions

NortonLive Spyware & Virus Removal Service is a one-time service, and is subject to acceptance of the NortonLive Services Terms and Conditions available for review at www.nortonlive.com. Please note that your service entitlement will expire 30 days after purchase date. Additional cost for more than one PC serviced.

Contact Us

To speak with a NortonLive expert in the U.S., call toll-free 1 (877) 788-4877. To speak with a service expert outside the U.S, please visit our website at www.nortonlive.com.

About Norton from Symantec

Symantec's Norton products protect consumers from cyber-crime with technologies like antivirus, anti-spyware and phishing protection – while also being light on system resources. The company also provides services such as online backup and PC tuneup, and is a trusted source for family online safety. Friend us on Facebook at www.facebook.com/nortonlive and follow us on Twitter @NortonLiveHelp.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. More information is available at www.symantec.com.

** Customer satisfaction rating based on voluntary survey results collected from NortonLive customers over a six month period in 2009.*

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