F-Secure Parental Control FAQs

1. What is Mobitel Broadband Security Solution?
Mobitel along with F-Secure protects Mobitel PC and Smartphone internet users as a value added service in their internet package. The solution includes features such as protection from viruses, spyware and other malware, Anti-phishing, Email scans, Parental feature (PC) and Support method (email, phone). The facility will be available for both Prepaid and Postpaid connections free of charge for a 30 day trial period.

2. What is Parental Control feature from F-Secure brought to you by Mobitel?
Parental Control protects your children from inappropriate content in the internet. It works with Safe Browser and prevents your children from using other browsers and enforces search result filtering.

3. How does a customer obtain information about this product?
Type SS and send to 610

4. What is the activation / deactivation detail for the service?
After the trial, the customer will receive a SMS from Mobitel confirming their subscription. Separate activation codes will be required for PC and Mobile Security solutions.

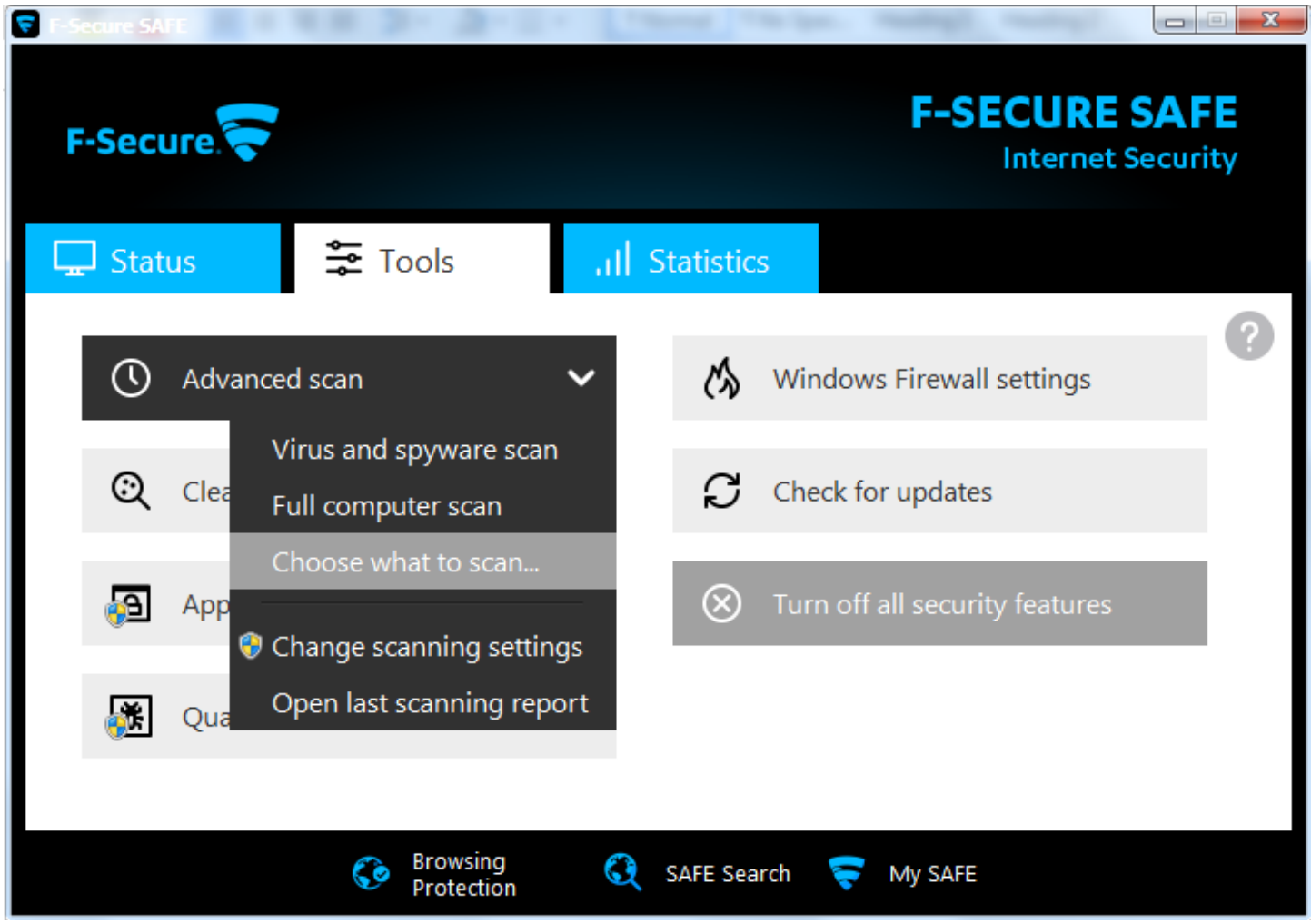
4. Self Activation
For PCs – ACT DS send to 610
For Mobiles – ACT MS send to 610

5. Self Deactivation
For PCs – DCT DS send to 610
For Mobiles – DCT MS send to 610

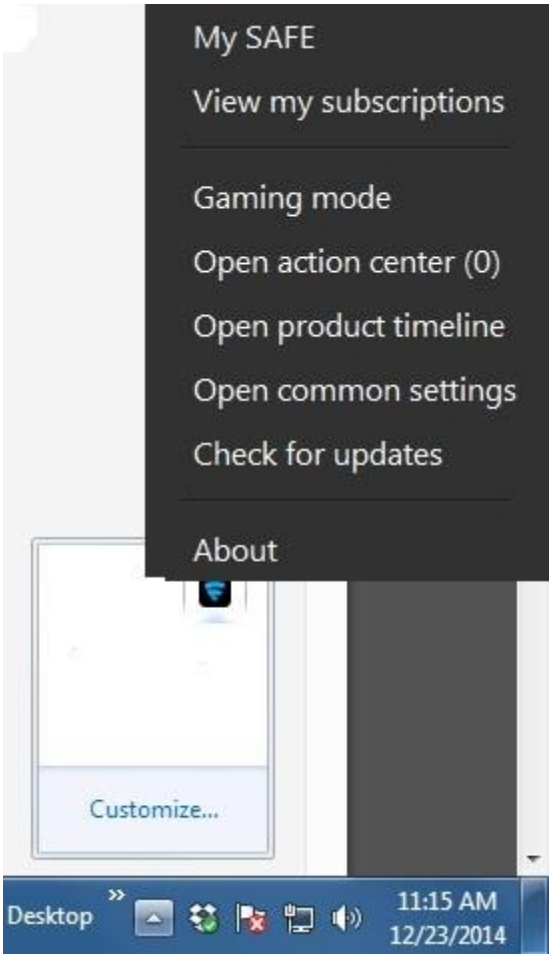
The Customer will receive the license key in the next SMS upon sending of the activation details to Mobitel.
Upon receiving the license key SMS, the customer will receive another SMS with the URL to guide them to the F-Secure web page.

6. How does one enable Parental control feature on their device?
Log in to your F-Secure user portal and from the main screen, select “Parental Control”. By providing accessibility to F-Secure on your device, you will be able to set time limits, block certain web categories and allocate a certain time period to log into web based applications

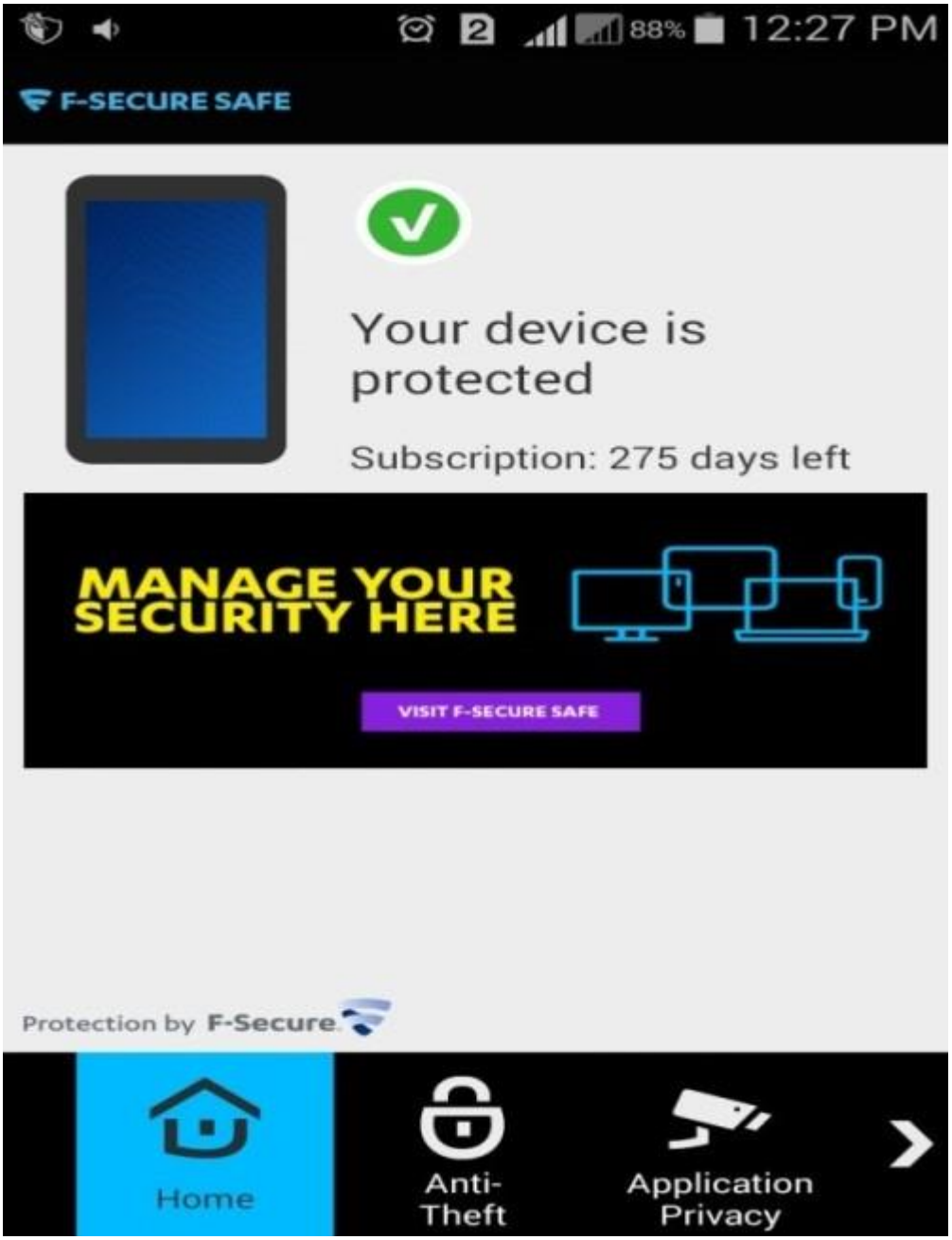
7. Where do I enter the subscription key?
Desktop – F-Secure installation screen as below



Alternatively, the F-Secure icon is available on your task bar


My SAFE
View my subscriptions
Gaming mode
Open action center (0)
Open product timeline
Open common settings
Check for updates
About
Customize...
Desktop
11:15 AM
12/23/2014

Mobile –



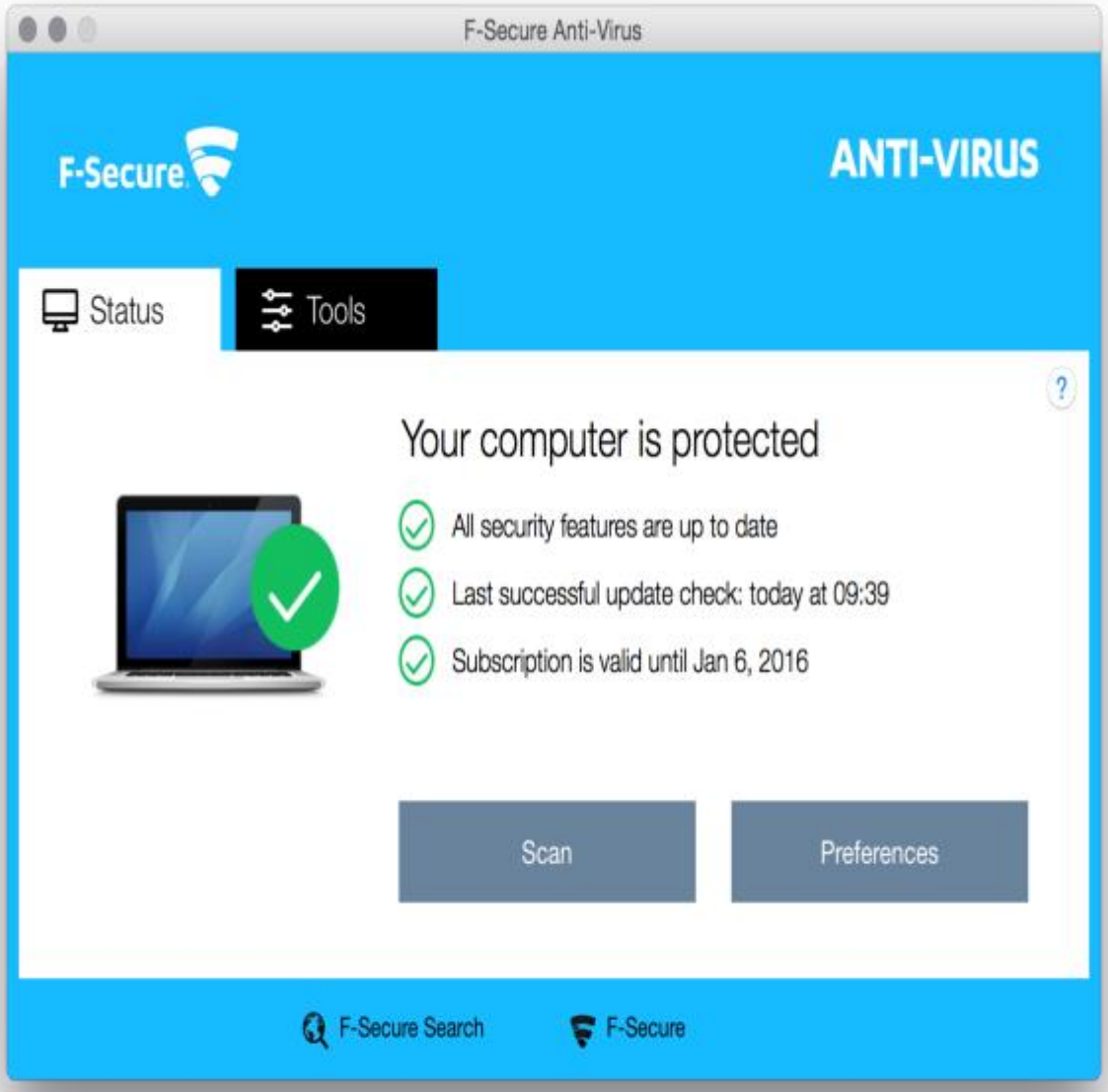
Click the arrow at the bottom to go to the last menu and select more
Select Subscription

Click “Already have a key”
Enter your subscription key for the application, and click OK.

8. How do I activate F-Secure on MAC?

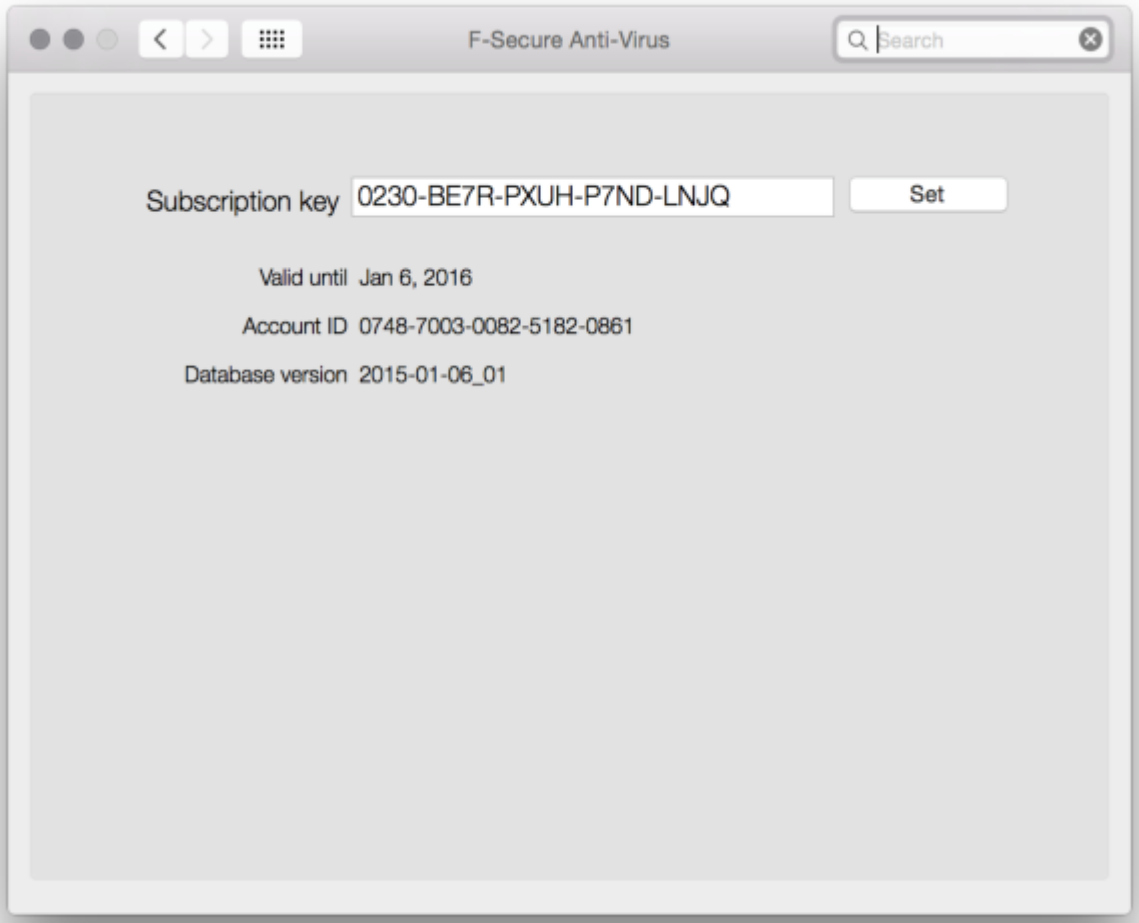
Important – For MAC PC users, F-Secure has named the software as “Anti Virus” and it has the exact same features as Internet Security.

Install and Open F-Secure Anti-Virus



Go to menu > F-Secure Anti-Virus > Preferences

Enter Subscription key and click ‘set’



Close the window and check “Subscription valid till date” to verify that license is activated for 1 year

9. If I lose my subscription key, how do I get it back?
The Call Centre Agent will have the facility to resend the license key to the same Mobitel number

10. If I cannot see my subscription key, can I receive it again?
Yes. The Call Centre Agent will have the facility to resend the license key to the same Mobitel number

11. What is the total price of the product inclusive of taxes?
Rs 49/- + taxes per month i.e. Rs 54.99

12. Is there any billing code available for this service?
Yes.

For Desktops –
Bill description – " PC Security"
Tax Needs – NBT 2.04% and VAT 12%

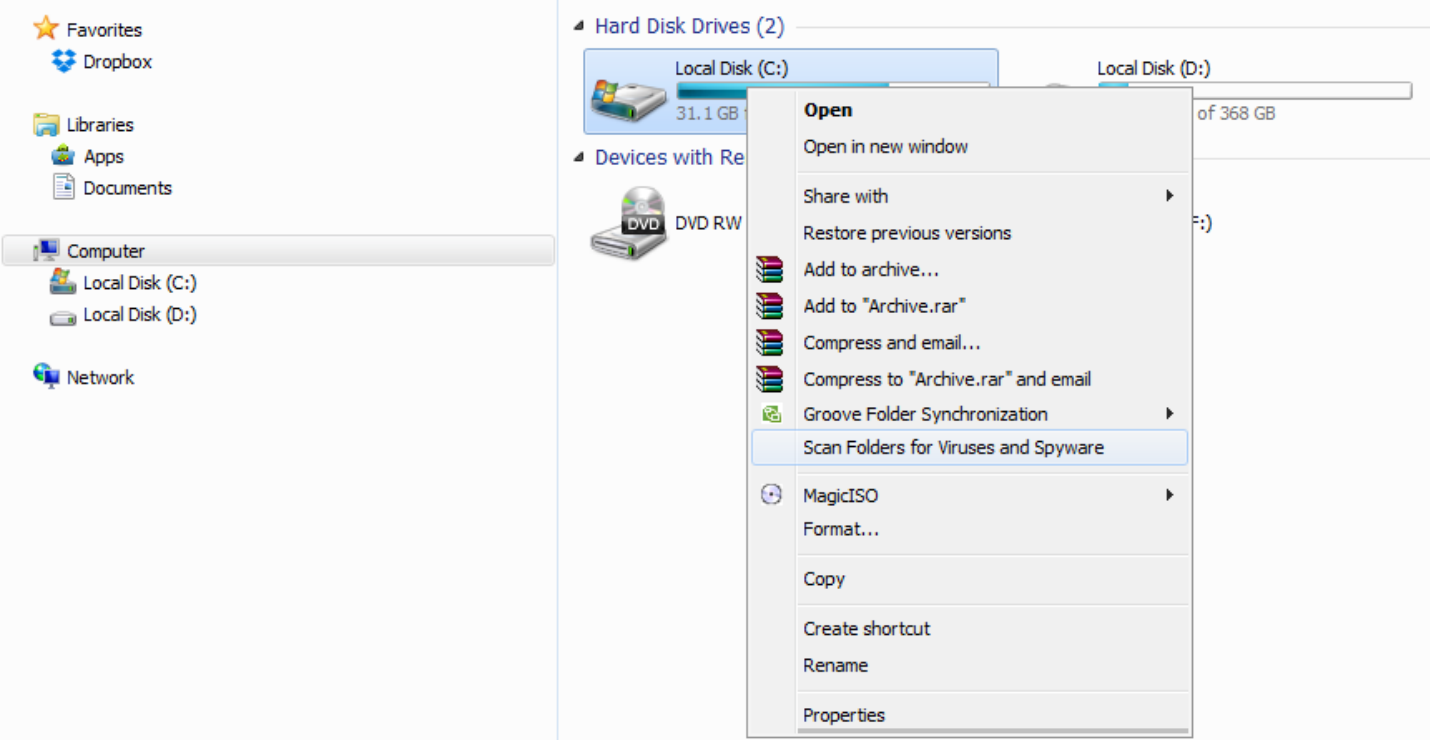
For Mobiles –
Bill description – " Mobile Security"
Tax Needs – NBT 2.04% and VAT 1

13. Can I get more than one license for the same Mobitel number?
Yes. But the customer could get one license each (for PC and Mobile) per mobile number

14. Can the license be billed annually rather than monthly?
No. Currently only the monthly billing option is available for this service

15. How could the Call Centre agent handle technical issues / customer complaints?
If the complaint is not supported by the first level, please forward to CRM team in order to liaise with Evolve Ltd.

16. How do I scan the license manually?
The Customer has to right click the relevant hard drive and select the manual scan option



17. If the device is infected by a virus do I need to format it and install?
No. F-Secure has its own tools to clean up the device

18. Can I install it to more than one device?
No. But you can transfer the subscription key to another device. The moment the key is transferred to a different device, the service will be unsubscribed from the first device.

19. What is the impact on the device if I install this?
There is no impact since F-Secure is one of the lightest Virus Guard Applications in the market

20. What are the contact details of the Local Agent available for F-Secure?
Evolve Technologies.
Contact Details –
Evolve Technologies (Pvt) Ltd
T: +94 114 349 565 |W: www.evolve-sl.com