

1. The Norton Security Service (hereinafter, the "Service"), is a Service that allows you to use a Norton security suite to protect one to three devices per subscription, throughout the Service period. This period starts on the date of subscription and ends when the subscription is cancelled. The Service provides an integrated solution for Windows and Mac as well as Android and iOS smartphones and tablets.

2. The Service is composed of different options described in the commercial offer (hereinafter, the "Offer") and is available to customers who have a contract with Proximus public limited company of Belgian public law, hereafter referred to as "Proximus" for their fixed Internet access (hereinafter, the "Main Contract").

3. The Service is governed by the following documents: these Specific Terms and Conditions, the Offer, and the Main Contract. These documents are also referred to collectively as the "Norton Multi Security Contract". In case of a conflict between the documents, these Specific Terms and Conditions shall take precedence. Consequently, the provisions of the Main Contract also apply to the Service, particularly as regards the rules of use of Internet content, the sending of e-mails, billing, payment, dispute settlement, the collection and use of personal data, and insofar as the provisions of these Specific Terms and Conditions do not explicitly deviate from the provisions of the Main Contract. The terms and conditions of the customer's fixed Internet access are governed by the Main Contract and, in case the customer has mobile Internet access, by the contract concluded between the customer and his mobile Internet access provider.

The prices that apply to the Service, and to the pay-for options of the Service, are mentioned in the Offer. These prices do not include the costs of the fixed and/or mobile Internet access.

4. To use the Service, the customer must download a special application from Proximus MyProximus site onto the terminals he wishes to protect in the context of the Service. This special application may be the property of Proximus or of a third-party provider designated by Proximus. The customer must also accept any supplementary specific terms and conditions relating to the use of this application, as communicated by Proximus or the third-party, before downloading it. By downloading, installing, and using the special application, the customer accepts the abovementioned conditions of use.

5. The customer's personal data is governed by the provisions of the Main Contract relating to the protection of personal data.

6. The Service is reserved for personal, private, and non-commercial use. The Service access requires the use of identifiers, which the customer agrees to use in a confidential way. The customer shall inform Proximus immediately of any unauthorized use of his identifiers that he becomes aware of.

7. Proximus shall use all its expertise to provide a high-quality Service to the customer. However, Proximus does not give any guarantees as to the flawless or uninterrupted operation of the Service.

If the Service has a malfunction, the customer must inform Proximus as soon as possible. To this end, Proximus shall make a helpdesk available to the customer under the conditions laid down in the Main Contract. Proximus will make every reasonable effort to resolve the problem as quickly as possible.

8. Proximus can change certain features of the Service at any time.

9. Proximus can interrupt the Service:

- to maintain, repair, change or extend the network or the appropriate platform;
- if the customer's use of the Service is likely to jeopardize the proper operation of the Service or the Proximus network in general.

10. Proximus can only be held liable in cases where the customer can prove that Proximus or one of its employees is guilty of theft or serious misconduct. In all other cases, Proximus liability with regard to the provision of the Service is excluded with regard to immaterial or indirect damage (such as loss of profits, loss of business opportunities, and loss or corruption of data), and for proven, material and personal damage is strictly limited to the largest of the following amounts: reimbursement of the Service fee due for the past 12 months of use, or a maximum compensation of 50 euros.

11. The customer may cancel the option by any written means, at any time, during the term of the Contract.

12. Proximus may change these terms and conditions, as stipulated in the Main Contract, but in that case the customer's right to terminate the Contract only applies to the Contract which is considered a supplementary option and not a substantial part of the Main Contract. Even if Proximus has to end the Service by serving notice within a reasonable timeframe, the terms and conditions of the Main Contract shall remain unchanged.