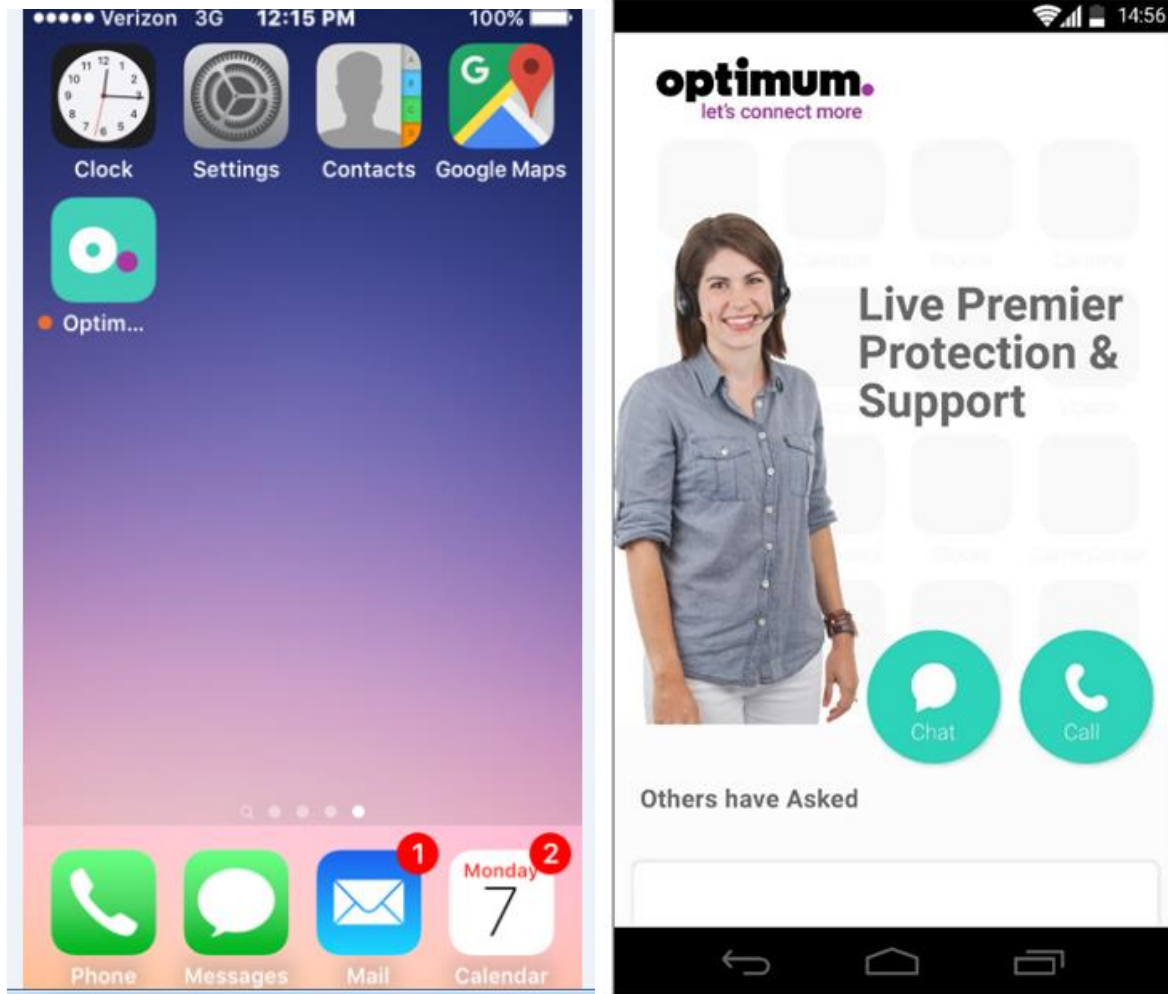


Optimum Live Premier Protection & Support FAQs

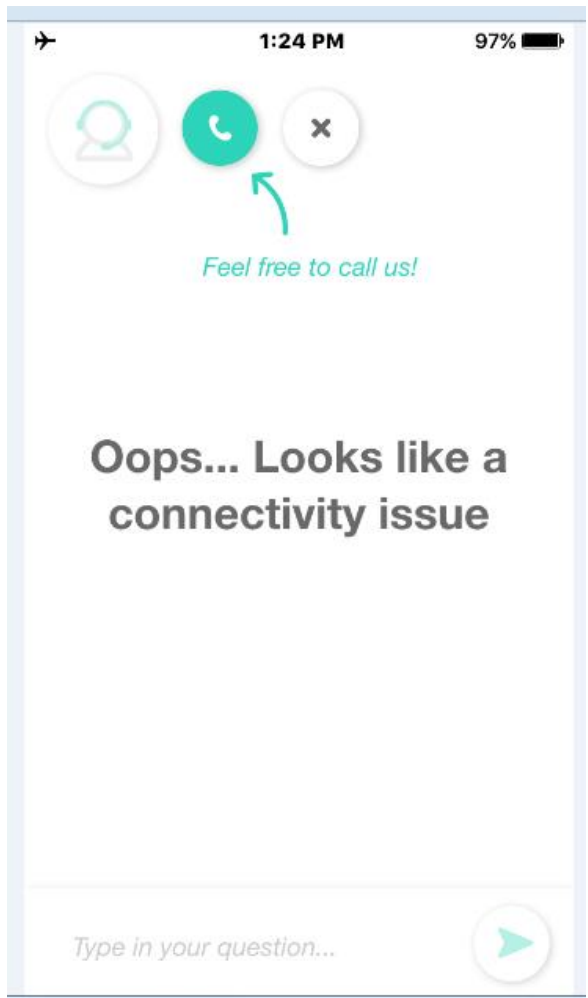
How to start a Chat session with a Tech Advisor



To start chatting with a Tech Advisor simply launch the Live Premier Protection & Support app and click the “Chat” button.

You can ask the Tech Advisor anything you want - how to setup your email or how to follow Oprah Winfrey on Instagram!

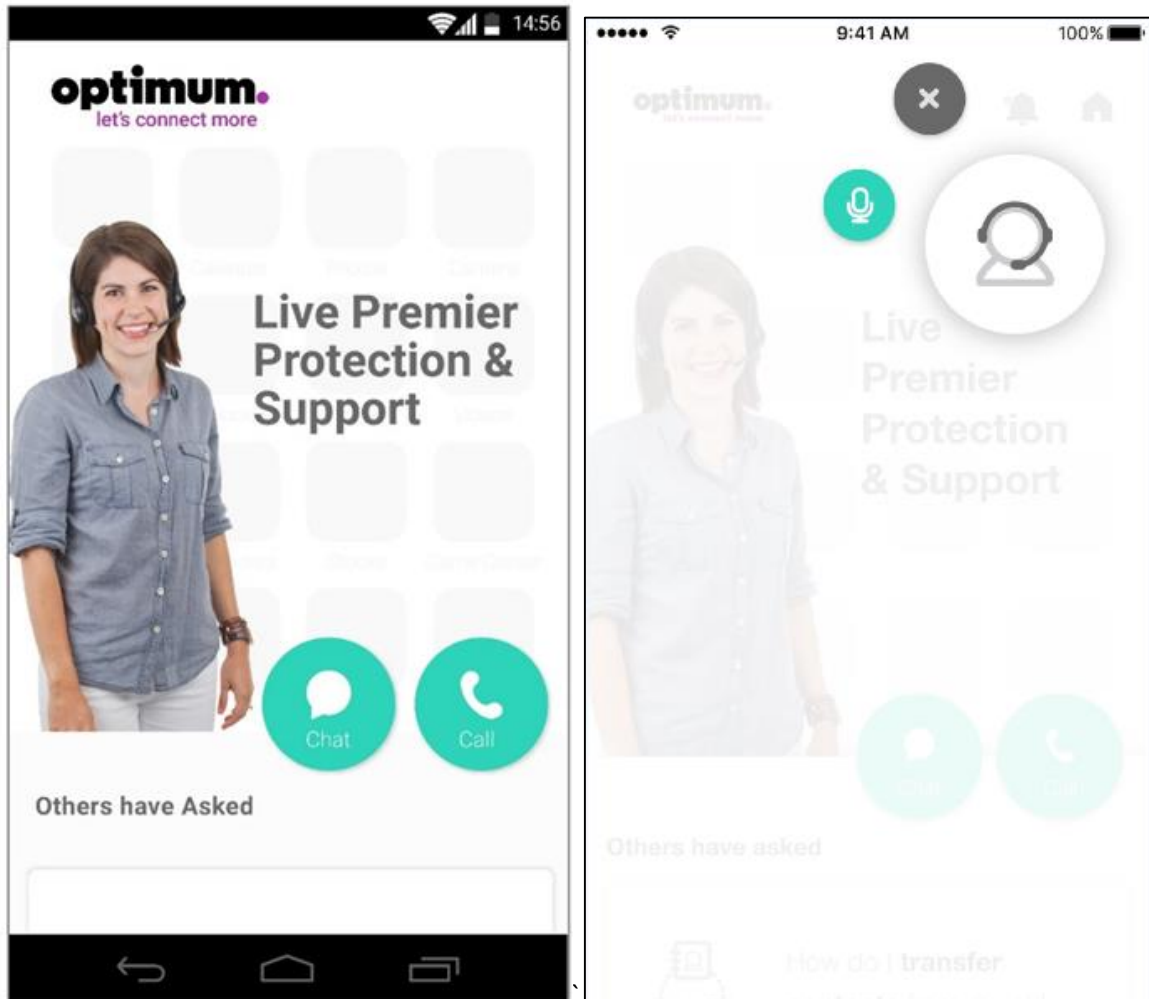
In case Chat is not available, you'll receive the following message



You can still use the "Call" feature to call the Tech Advisors

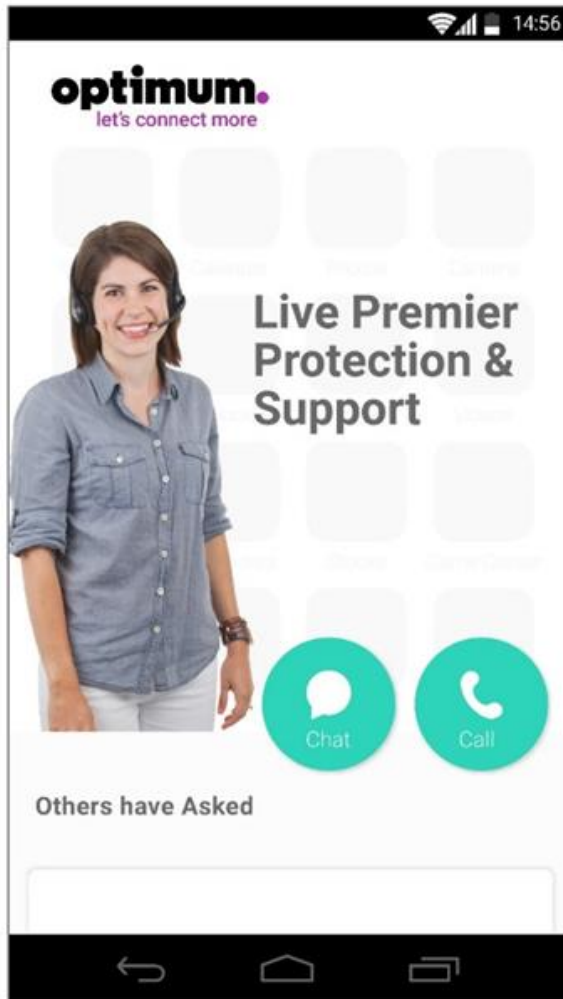
Call Tech Advisor (VOIP enabled)

To call our Tech Advisor and get immediate assistance, simply launch the Live Premier Protection & Support app and click “Call”. You’ll be automatically directed to the first available Tech Advisor.



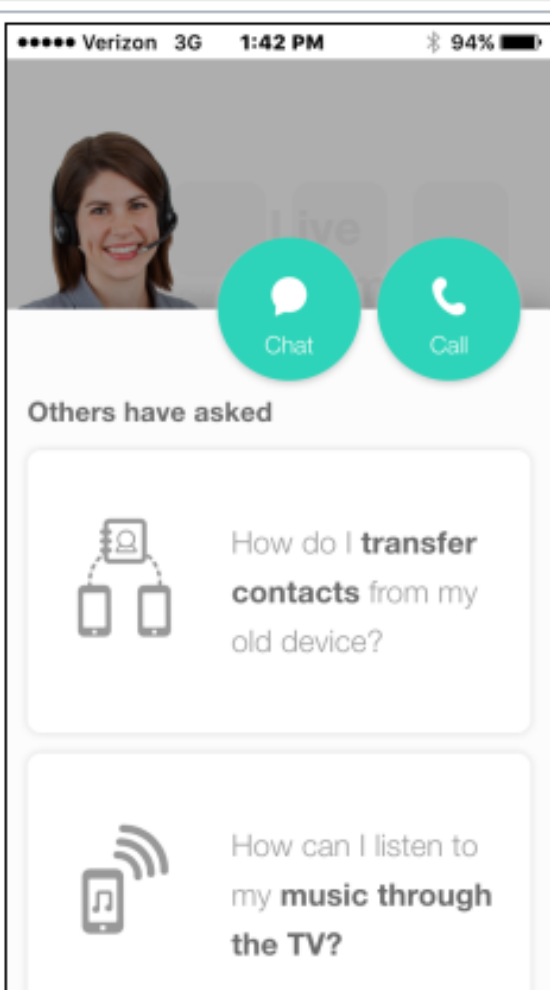
Call Tech Advisor (non-VOIP)

To call our Tech Advisors and get immediate assistance, simply launch the Live Premier Protection & Support app and click “Call”. The phone’s dialer will launch to call our Tech Advisors for assistance.



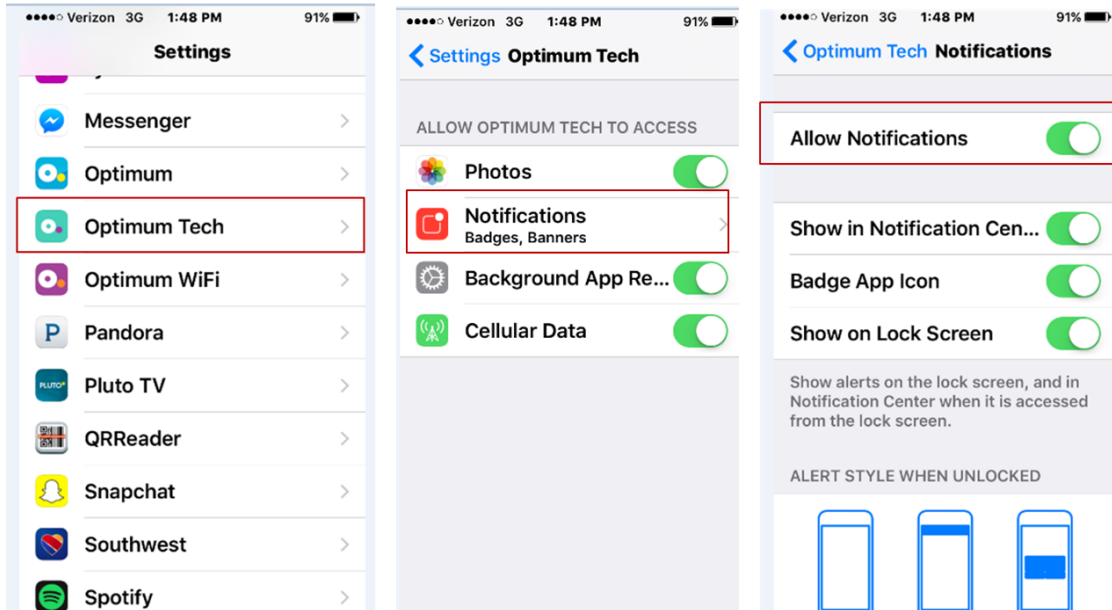
What's the "Others have asked" section? Can I view the answers to these questions?

For now, this section shows popular questions that our Tech Advisors were asked by other people. Soon, you'll be able to view the answers to these questions offline at any time.



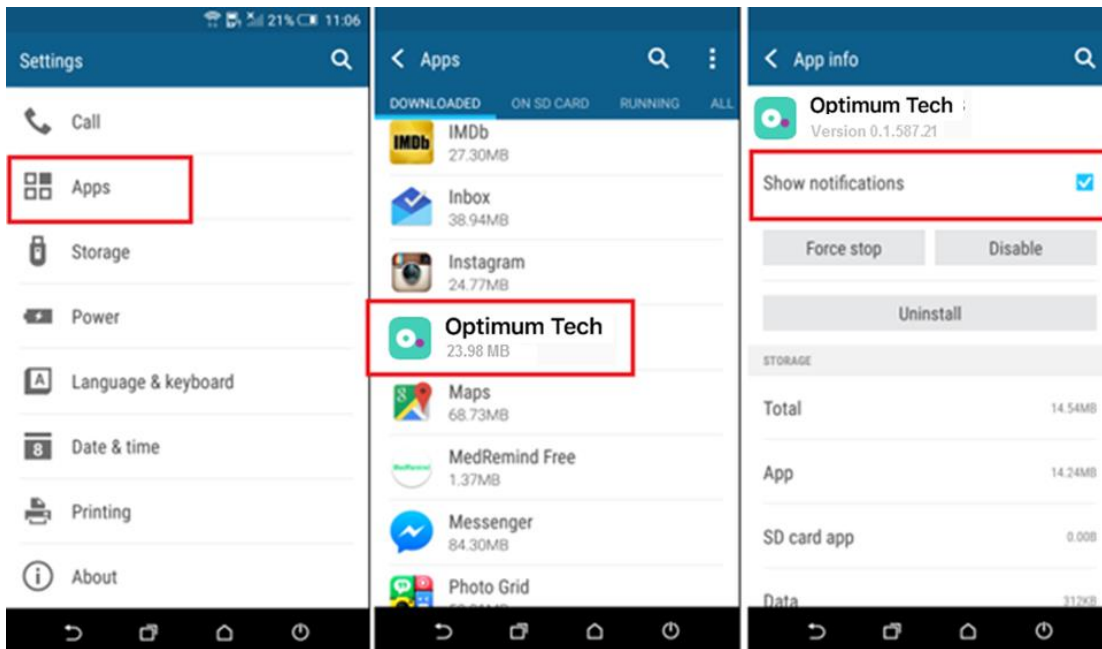
How to disable App Notifications in iOS:

To disable notifications, please go to the iOS Settings page, scroll down and tap “Asurion Advisors” app, select “Notifications” then turn off the green “Allow Notifications” option. See screenshots below:



How to disable App Notifications in android:

To disable notifications, please go to the phones Settings page, click “Apps” or “Application Manager”, locate the Live Premier Protection & Support App and untick the “Show notifications” option. See screenshots below:



Supported devices - can I install the Live Premier Protection & Support app on my device?

At this time, the Live Premier Protection & Support app supports iOS 8+ and android version Android 4.4 (KitKat).

Please note that you must have an active SIM installed in order to use the app.

What happens when I get a new phone or a new number?

Simply install the Live Premier Protection & Support app on your new phone and you're good to go.

How to uninstall the Live Premier Protection & Support app

You can uninstall the Live Premier Protection & Support app anytime just like you would any other app.

To verify the app is installed go to the Google Play or iTunes App Store and check that you can install the application again (the button will say "install" and not "Open").

In android:

Go to Settings, Application Manager or Apps, Scroll down and locate the Live Premier Protection & Support app. Select it and click "Uninstall".

In iOS:

Use Tap and Wiggle to uninstall Optimum Tech: Tap and hold the Live Premier Protection & Support app. Once the apps start to wiggle, tap the X to delete the application.

What data will the Live Premier Protection & Support app have access to?

The Live Premier Protection & Support app only has access to technical stuff - like battery data, how much you are using our app, which apps are installed or have been uninstalled and the device's storage history (for example, 2GB of music and 350MB of photos, but no access to the actual photos or music files). This information helps us learn more about the device, so we can provide you personalized alerts and notifications specific to the device.

The app does not have access to any personal information, so you needn't worry about your personal info or files being transmitted over the internet.