

# AT&T: Working Around the Clock to Protect Consumers From Cyber Security Threats

For AT&T, cyber security is essential to delivering our consumers the safest and most reliable service possible.



## We equip our customers with the necessary tools to combat cyber security threats

- We offer resources and educational information to our customers on the AT&T Smart Controls website. This website educates consumers about cyber threats and provides links to helpful tools to download to protect themselves online.

## AT&T Identity Protect powered by CSIdentity ensures online identity protection

- This program allows consumers to keep their online identity protected with constant surveillance for criminal selling or trading of personal information on the web.



## AT&T Internet Security Suite powered by McAfee® protects consumers' computer

- This platform stops viruses and hackers, blocks spyware and allows consumers to effectively remove any and all traces of confidential files from their computer. This suite also includes revolutionary McAfee Active Protection technology with the most effective protection against malicious computer malware threats.
- AT&T offers the AT&T Internet Security Suite powered by McAfee's anti-virus solution for free to a majority of our high-speed users.



## AT&T ConnecTech Services gives customers access to their own personal help desk

- ConnecTech offers consumers educational resources as well as both free and paid customer care solutions to fix their machine in the event of malware detection or other cyber security incident.
- AT&T, through ConnecTech, recently launched the "Bot or Not" portal. Through this site, AT&T broadband subscribers can run a scan to determine if their computer may be infected with malware.
- If a user's computer is infected, the portal will direct them to resources and solutions on ConnecTech.

## AT&T is constantly monitoring for cyber security risks

- Through the AT&T abuse desk, we monitor for AT&T broadband subscribers who have been identified as issuing a high-volume of spam or have been identified by a source as potentially being infected with malware.
- If a subscriber is identified, we send email notifications to the end user indicating that they may be infected and provide information on how to potentially remediate the issue.

## At AT&T, we support organizations committed to enhancing cyber security

- We are proud supporters of the National Cyber Security Alliance (NCSA), who partners with the Department of Homeland Security on the National Cyber Security Awareness campaign—Stop. Think. Connect.
- Stop. Think. Connect. is a national campaign, endorsed by President Obama, aimed at increasing the understanding of cyber threats and empowering the American public to be safer and more secure online.

**With Our Cyber Security Solutions, We are Striving to Mitigate Cyber Threats and Maintain a Safe and Reliable Network for Our Customers**

