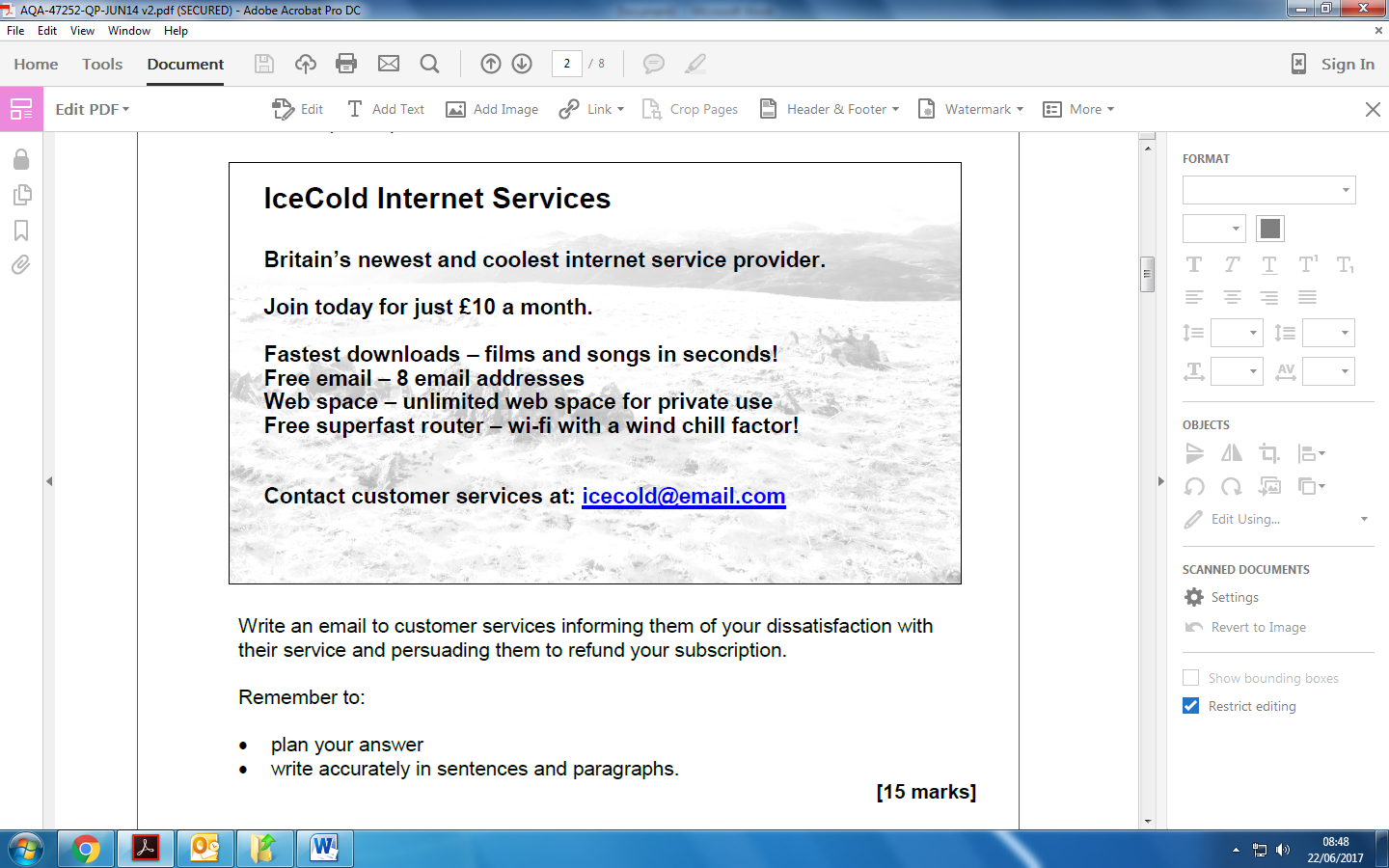
You are advised to spend about 30 minutes on this question.



You are an IT technician for **IceCold Internet Services**. You have been asked to compose the text for a leaflet to be given to **IceCold** customers informing them about staying safe when online.

**Remember to:**

* plan your answer
* write accurately in sentences and paragraphs
* proof read your work