Round Q4

Loan equipment

The equipment referred to in this charter are the devices for Round Q4 and consist of an Acer Iconia W701 tablet and power pack; protective case; 3G connectivity until December 2015; and DETE’s standard suite of software, including Microsoft Office 2013.

Each device will be:

- protected by anti-virus tools and automated updates
- covered by a four year warranty, including the battery
- covered by accidental damage protection (excess applies)
- able to be connected to the school network and have filtered internet and email
- provided with 3G connectivity until December 2015
- able to be used at home and at school for student learning
- installed with DETE’s standard software
- protected by Computrace theft protection.

Equipment ownership

At the end of the loan period, all devices will be returned to the school. The devices will have all licensed software and data removed and will be restored to their original factory state. DETE will make a decision regarding the disposal, sale or recycling of the used devices, as appropriate at that time.

If the student completes their schooling or transfers from the school, the device must be returned to the school. If the device is not returned, reimbursement will be sought.

It is also a requirement of using the device that students provide authorised school staff with access to the device and personal holdings associated with the use of the device if requested.

Fee for provision of device

To participate in the device home-use program parents and/or caregivers may be required to make a contribution. This will cover additional costs incurred by the school in providing and supporting the device.
Funding has been made available by the Federal and State Government for the implementation of the program; however schools may choose to provide extra management and support in addition the standard NSSCF package.

The items below are included in Queensland’s standard NSSCF package:

<table>
<thead>
<tr>
<th>Device item</th>
<th>Annual cost per student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Device</td>
<td>Included</td>
</tr>
<tr>
<td>Vendor-operated student help desk</td>
<td>Included</td>
</tr>
<tr>
<td>Protective case</td>
<td>Included</td>
</tr>
<tr>
<td>Accident damage protection</td>
<td>Included</td>
</tr>
<tr>
<td>Theft protection software</td>
<td>Included</td>
</tr>
<tr>
<td>Internet filtering</td>
<td>Included</td>
</tr>
<tr>
<td>Windows 8 operating system</td>
<td>Included</td>
</tr>
<tr>
<td>Microsoft Office 2013 software suite</td>
<td>Included</td>
</tr>
<tr>
<td>Antivirus software</td>
<td>Included</td>
</tr>
<tr>
<td>3G connectivity until December 2015</td>
<td>Included</td>
</tr>
</tbody>
</table>

**Damage or loss of equipment**

All devices and batteries are covered by a manufacturer’s warranty which covers manufacturing defects through normal usage. In addition, devices are covered against accidental damage, which is determined by the vendor. There is no cover for negligence, abuse or malicious damage. Students will be required to replace lost or damaged chargers.

Any software or hardware issues, vandalism, damage, loss or theft of the device must be reported immediately to the school.
Theft and loss

If the device is stolen outside of school, the parent/caregiver will need to report the incident to the police and ensure they have the following documentation when informing the school:

- Police crime number; and
- Statutory declaration (usually completed with the police).

On receipt of the necessary documentation, DETE will initiate recovery procedures via the inbuilt theft protection software.

Should a device be unrecoverable – whether lost or stolen, the cost of replacement is as follows:

- First case: $200
- Subsequent cases: full replacement cost.

Accidental damage

Where a device is accidentally damaged, the following costs apply:

- First incident: $50
- Second incident: $100
- Subsequent: $150

Non-warranty damage

Non-warranty damage is where damage is not covered by warranty and not classified as accidental damage. The Acer warranty does not cover the device for any wilful damage, carless damage, theft or negligence. Examples of items not covered are:

- Any keys being removed from the notebooks keyboard due to excessive force applied.
- Leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display is damaged.
Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.

No explanation whatsoever can be provided for how the resulting damage occurred.

Repeating cases for the same Notebook which may have previously been termed as accidents.

Faults are reconciled by the hardware vendor, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.

Where a device is deemed non-warranty damaged, the following costs apply:

- **Minor Repair**, includes any one (1) component, excluding repair or replacement of LCD screen or motherboard: $147 excluding GST
  
  - If two (2) or more components require replacement then this would be deemed a ‘Major’ repair and will cost $399 excluding GST

- **Major repair**, including repair or replacement of LCD screen or Mainboard: $399 excluding GST
  
  - If both components require replacing then the unit is deemed ‘Beyond Economical Repair’. In this instance your school will advise of the process to follow.

- **Acer Integrated Keyboard Case** replacement $69

**NB:** Where a school determines that damage has been intentionally caused to a device, the full cost or replacement of the device may be charged. This is a school managed process.