

AISWA QUESTIONS & ANSWERS

General:

Q. Who is eligible to apply for a Notebook?

A. All permanent staff can apply. Unfortunately casual staff cannot apply.

Q. What do I get for my money?

A. You will receive access to a notebook computer and software for use at school and home for the duration of the 3-year operational lease. There are two Acer notebooks to choose from. The specifications of the notebook offered can be found at:

www.aiswalearning.wa.edu.au

Q. Will training be provided?

A. Acer may be able to run familiarisation sessions if there is sufficient numbers. Schools may need to group to enable these sessions to run. There are helpdesks available at Acer.

Q. Do I have to use my notebook at school?

A. No. It is entirely up to you to make decisions on the use of your notebook. You will need to check with your IT staff on whether you are permitted to connect to the network while at school.

Peripherals, Accessories and Notebook Models.

Q. Can I buy Accessories?

A. Yes but you will need to arrange this yourself and they cannot be salaried packaged. A list of Acer accessories will be available on request from the Acer dealer Commander.

Q. Do these accessories have to be returned at the end of the lease?

A. No, they belong to you. However, if you replaced an "onboard" device with a different upgraded device, you must return the machine to its original condition before returning the package or forfeit the upgrade device. For example, if you upgrade the RAM, you must keep the RAM in safe storage and good working order and return it to the machine before returning the package. This may or may not be a job for a registered Vendor technician, depending on the model and type of device. Alternatively, if the new device is an improvement on the base specification, it may be left in the machine on return at the end of the lease. It's important to seek advice from Rent-Tech before seeking to upgrade your notebook.

Q. What if I want a different notebook to the ones offered?

A. There is not an option to lease models other than those specifically listed under the program. When signing your contract, you specifically agree to lease the single machine provided, e.g. the model may not be upgraded to a newer model during the course of the lease. If required (and dependant on the particular model), you may purchase additional RAM or other parts directly from the vendor. It is important to note that it may be impractical to remove such components at the end of the lease and that they may end up being returned to Rent-Tech with the notebook. In some circumstances additional items may only be able to be fitted by the vendor. The cost of fitting and removing such items is not covered in the program and must be borne by the individual, and items requiring fitting by a technician should only be fitted by a registered vendor to avoid breaking the warranty.

Commitment

Q. Do I need to commit to anything?

A. Yes whilst participation in the program is voluntary, there are a number of conditions that you must agree too prior to receiving a notebook. Some of these conditions include: Commitment to fortnightly or monthly payroll deductions under a salary sacrifice arrangement for the duration of the lease.

Q. Will I have to keep paying for the notebook for 3 years?

A. Yes Participation in the program involves commitment to continue your contribution for the duration of the lease. This include periods of leave without pay, meaning that you must arrange for extra payments to be debited from your pay prior to going on unpaid leave or make other arrangements with Rent-Tech to cover the period you will be away. If you leave employment within the Independent School system in WA you must contact Rent-Tech to make alternative arrangements. You may take the notebook with you if you transfer to another participating Independent school in WA but again the new school and Rent-Tech must be notified.

Q. Can I make payments from my bank account or credit card instead?

A. The notebook program deductions may only be made via established salary-package process, although arrears and payments in advance if you are taking leave without pay may be made by cheque, money order or cash to Rent-Tech.

Q. Can I engrave the machine for security purposes?

A. The notebook is owned by Rent-Tech and therefore no permanent markings may be made that would affect its resale value. Also, you may not alter any of the existing markings. You may add removable stickers.

Warranty and Loss/theft/ Accidental Damage

Q. What do I do if the notebook is stolen?

A. Report the theft immediately to the Police Service. The Police will issue an Incident Number and you should then contact Rent-Tech on 1300

Q. What Warranty is Included?

A. Both Acer Notebooks carry a full 3 year Warranty. Acer Warranty claims will be handled by Commander with a 24 hour turnaround for Metro area and a 3 day turnaround for regional areas.

Q. What do I do if my notebook fails to work?

A. A support call must first be lodged with Commander Help Desk on the number below.

Commander: 08 9473 6880.

Q. Who pays transport cost if the machine must be returned for repairs?

A. The vendor will cover the costs if the problem is covered by the warranty. Generally, Staff will need to cover costs of returning the machine for non-warranty inspection or repairs.

Q. If I make a warranty claim, what happens if the vendor's repair centre does not agree that the machine was faulty.

A. If a fault is detected, the warranty will cover the Repair Centre's charge. Some malfunctions may be caused by user error, such as incorrect alterations of software settings. Also, damage to parts may result from incorrect use. The warranty will not cover such problems and staff would be billed for the work in most cases. *Note: wrapping power cables tightly around the power unit for storage will result in damage and voids warranty of these items.*

Q. What happens if the notebook is stolen from my car, home or classroom? What if it is lost or damaged?

A. A specific feature of this Program is that we will cap your maximum liability in the event that your notebook is lost, stolen or accidentally damaged.

Your maximum liability will be capped at \$100.00. We will decide whether to repair or replace your notebook with an equivalent model (i.e. not new for old) or alternatively your remaining lease payments may be paid out.

We have a claims management hotline which can be contacted on 1300 781 448 where you can report loss, theft or accidental damage and you will be guided through our process. If the notebook is stolen you should immediately report to the Police and make note of the incident number.

It is important to note that our concessional; treatment will not apply if you are negligent with your notebook. This is simply following common sense rules such as:

- Not leaving the machine in an unsupervised and unsecure location (e.g. open classroom or office)
- Leaving your machine in your car – except in a locked boot.
- Allowing young children to play with the machine unsupervised.
- Lack of care with liquids and foodstuff.

Q. If I am deemed to be negligent, what happens next?

A. If you are deemed to have been negligent the responsibility to replace or repair the machine would rest with staff member.

Q. I need the flexibility to leave the notebook in my car when shopping on the way home from work, etc. What can I do to ensure security of the machine?

A. Lock the notebook in the boot or security cage of your vehicle. If your vehicle doesn't have these features and you are willing to accept the financial risk of replacing the notebook at your own cost, then you are at liberty to store it in other ways. However if you wish a potential theft to be covered by Insurance arrangements, sadly, it simply is not safe to leave the notebook in the vehicle even for short periods. (This applies equally to notebooks left in unlocked classroom or offices etc.)

Q. If my notebook is lost or stolen will I receive a new or 'used' replacement notebook?

A. Possibly, you will either receive an equivalent replacement notebook or your remaining commitments will be cancelled after you have paid \$100.00.

Home Internet Access

Q. Will access to the internet and school networks be available for staff when they take delivery of their notebook?

A. It is the responsibility of the program participants to arrange their own internet access. You must have an internet connection at home to make connection and this will be at your own cost.

Staff requiring connectivity to their school network will need to speak to their IT manager.

Q. Can I access my work e-mail from home?

A. Yes you will need an internet connection which is your personal responsibility to arrange.

Q. Can I choose to have a high-bandwidth connection?

A. Yes this is your choice through your personal Internet Service Provider (ISP).

Q. Can the Help Desk provide support if I am having problems configuring my Notebook to dialup to my personal ISP?

A. Staff should contact their ISP.

Networks

Q. If I am having problems using my Notebook on a home network, will the help Desk provide support?

A. No this is outside the scope of the program and you will need to make your own private arrangements.

Software

Q. May I add new software to the Notebook in addition to the Standard operating Environment?

A. You may add any appropriate software which you own a license. You should ensure that any software that you load onto the Notebook computer does not compromise the security of your school network. In some instances, eligibility to connect to the school network may be refused if inappropriate software is loaded on your notebook.

Leasing

Q. Will I be able to buy the notebook at the end of the rental?

Rent-Tech as part of the company structure offers there laptops for Auction at the end of the rental period, As such you are able to make an offer to purchase under that arrangement to which AISW have negotiated an approximate market vale of \$250.000 (ex GST).

Q. What residual is charged at the end of the rental?

A. There is no set residual as this is a rental agreement. The notebook is returned to Rent-Tech at the end of the three-year period, unless you choose to make an optional purchase of \$250.00 (ex GST).

Q. Can my school rent notebooks under the same program (at the same price)?

A. Rent-Tech and Acer are happy to make their product available to the school. A school representative should contact Rent-Tech on 1300 781 448 .

Q. What if I retire, resign, go on long term leave without pay, or take up a long term secondment not paid by the Catholic Education System?

A. You have entered into a legally binding contract for a period of 3 years. You will need to make arrangements with Rent-Tech on the best method to cover your changing circumstances.

Q. May I retain the Notebook while on unpaid Leave?

A. Yes, the notebook is your responsibility for the 3 year rental period. You will need to arrange payment of the rental during this period.

Q. What if I fall behind in my rental payments?

A. If you are experiencing difficulty making your repayments you should contact Rent-Tech immediately on 1300 781 448 to make alternative arrangements.

Q. Can I return the Notebook if I change my mind? Is there a cooling-off period after I sign the contract?

A. When you register for the program you are signing a contract binding you to the rental. You may not return your machine so please make your decision carefully.

Q. Can I have more than one Notebook?

A. No the program is limited to one per staff member.

Q. Can I sell or lend the Notebook, even to family members?

A. You may not sell or permanently reassign the Notebook package, as it belongs to Rent-Tec. If you allow family members to use the Notebook, you should be aware that responsibility for the safety (and use) of the machine still lies with you. Therefore, you would be liable in the event of any contravention of the policies in regard to ethical and appropriate use of technology, the internet, use of legitimate software, commercial use etc. In the event of negligence contributing to loss, theft or damage of the package under these circumstances, it is possible that you may incur additional cost.

Q. Can I use the Notebook for private purposes?

A. Yes, providing the use is not for commercial gain. The existing software license explicitly prevents private commercial use of the software. This does not include Internet shopping or other such personal use but **does bar use for profit**, for example running a business, taking minutes for business meetings, etc. To participate in the program you are required to sign a declaration confirming that it is predominantly for business use.

Q. If I need more information who do I contact?

For further enquiries please contact:

Rent-Tech Pty Limited Commander

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