



PCs for MAINE Program Individual & Family Application

PCs for MAINE is a program of the Information Technology Exchange, a 501(C)3 Non-Profit Organization that has provided personal computer access, support and training for more than 5000 people in Maine since 2002!

Do you need a computer?

Choosing the right computer equipment can be tricky. Finding one that comes with real support is rare. These decisions are even more challenging when you have a tight budget, are going through career changes, starting a business, going to school...

If this sounds like you – here is some important information that will help.

A “Big Box” stores’ function is to sell as many computers as possible while maximizing profit. They achieve this by providing the least expensive goods and minimal product support. This strategy leads to higher computer failure rates thus more frequent computer purchases. National consumer studies show the average lifecycle of a ‘Big Box’ computer is only nineteen months and has a high monthly cost of ownership (not including repair or support costs) of forty-six dollars! If you are on a tight budget, one unexpected repair can derail even the best laid plans.

PCs for MAINE is a non-profit program that focuses on empowering peoples’ personal goals by providing high quality equipment and a host of support and training aids for the lowest sustainable cost. In our ten years of providing this service, we have reduced the cost of computer ownership (including repair and support costs) to less than six dollars per month while increasing computer lifecycles well beyond the industry standard to an average of forty-two months.

Getting a computer is only the beginning. Focusing its benefit toward your objectives requires commitment and an extensive support system. This program also includes direct instruction, personal coaching, in-house and remote technical support and convenient online learning resources to help you reach your potential. This alternative combination of low cost quality equipment, training and support is what makes the PCs for MAINE program so unique and effective.

A one-time fee is required to participate (payment plans are not provided). This fee reflects only a portion of the value of this service thanks to the hard work and generous investments made by our volunteers, technology donors, fundraising efforts, grants and dedicated staff.

If you meet the requirements on the next page, this program was made for you. There are lots of valuable recommendations in this application – please read it thoroughly and call us if you need assistance.

Here’s to your exciting new endeavor!

Chris Martin

Co-founder of the Information Technology Exchange and the PCs for MAINE project.

Do your goals and income meet our guidelines?

If so - you can participate in the PCs for MAINE project!

1) Which goal are you working toward? (Check ONE)

- Personal research, communications or writing K-12 Schoolwork Adult Ed classes or GED
 College Job skills development/Career change General Family/Household Use
 Other (please explain): _____

2) Circle your family size and current household income in this table >>>

Your income must fit into the table **OR** you must be an active CSSP, Vocational Rehabilitation Services client or Work Ready training participant to be eligible for the PCs for MAINE project*

| Family Size | Household Income |
|-------------|------------------|
| 1 | up to \$21,660 |
| 2 | up to \$29,140 |
| 3 | up to \$36,620 |
| 4 | up to \$44,100 |
| 5 | up to \$51,580 |
| 6 | up to \$59,060 |
| 7 | up to \$66,540 |
| 8 | up to \$74,020 |

Based on US HHS Income Levels for 2010

3) Do you have a Sponsor? A sponsor is someone who will pay your fee for you.

- YES** - I have a sponsor.
 Voc Rehab CSSP Other: _____

Counselor Name: _____, Office Name: _____, Telephone #: _____

- NO** - I do not have a sponsor and will be paying my fee personally. **Deduct \$40** from your 'Program Fee' on pg 3 (scholarship).

4) Please provide proof of income. Which Proof of Income type are you providing?

We only need one. A recent benefit payment, letter indicating your eligibility for one of the programs below or a copy of your most recent income tax return totals page indicating your "total household income".

- SSA/SSI Maine's Competitive Skills Scholarship Program (CSSP) Unemployment benefits
 Vocational Rehabilitation Services eligibility letter Income Tax Return (current tax year – totals page with 'line G' only.

*CSSP or Workforce Development program participants (Maine's Creative Skills Scholarship Program) and V.R. clients are automatically eligible for this program!

** Participation limited to applicants who are legal US citizens.

About you and how a computer will help

Name: _____

Mail Address: _____

Physical/Street Address (leave empty if same as mail): _____

City: _____ State: _____ Zip: _____ Phone #: _____

Your email address (if available): _____@_____.

5) What is the most advanced task your computer will need to perform? (A=simplest, E=most advanced - check one)

- (A) Internet research, E-mail, communications and word processing; (B) Office work, light book keeping;
 (C) Advanced book keeping, accounting, digital photography or website design; (D) Commercial print or web design;
 (E) 3D graphics rendering, CAD or audio/video editing;

(F) Other: _____

6) Please estimate your computer experience level:

(very experienced users can troubleshoot hardware issues, reload operating systems etc...)

- (1) No experience; (2) Little experience; (3) Fair amount; (4) Use Computers often; (5) Very experienced.

7) How did you find out about the PC's for MAINE project?

- (1) Vocational rehab or career center; (2) Flyer from school; (3) Flyer from a library; (4) Another PC's for MAINE client;
 (5) Public service ad on TV/radio; (6) Other: _____

- Choose the system that fits your goals -

These systems include Microsoft Windows (versions vary), a web browser, email client, firewall, media player, maintenance utilities, antivirus and malware tools, 'Libre Office' Suite for word processing, spreadsheets, presentations (Microsoft Office compatible) and graphics software.

Introductory Systems - for tasks 'A' and 'B'. *Lowest cost solution for Internet, office and academic use.*

Desktop Includes: refurbished Windows XP Pro system, 2.8+ GHz Pentium 4 CPU (processor), 1 GB RAM (memory), 40GB hard drive (storage), CD reader, 17" LCD flat screen monitor, keyboard, mouse, communicator headset, power cables, high speed network port (wired - not wireless). Does NOT include dial-up modem (see options below).

Desktop Program Fee = \$190



Exploratory Systems - for tasks 'A,B and C'. *More power for heavier academic and office needs.*

Desktop Includes: refurbished Windows XP Pro system, 3+ GHz Pentium 4 HT CPU (processor), 1GB RAM (memory), 80GB hard drive (storage), CD burner & DVD reader, 17" LCD flat screen monitor, keyboard, mouse, communicator headset, power cables, high speed network port (wired – not wireless). Does NOT include dial-up modem (see options below).

Desktop Program Fee = \$245

Desktop Option: Upgrade to 2GB of RAM - \$42

Notebook Includes: refurbished Windows XP Pro system, 1.86 GHz+ Core 2 Duo CPU (processor) 2GB RAM (memory), 80GB hard drive (storage), CD burner & DVD reader, 14" display, speakers, wireless (G), wired high speed and dial-up network ports.

Notebook Program Fee = \$355

Notebook Option: Windows 7 32bit upgrade – \$98



Professional Systems - for tasks 'A through D' and light work in 'E'. *Designed for applications such as light graphic design, CAD...*

Desktop Includes: refurbished Windows XP Pro system, Pentium D Dual Core CPU (processor), 2GB RAM (memory), 250GB hard drive (storage), CD & DVD burner, NEW 19" LCD flat screen monitor, speakers or communicator headset, keyboard, mouse, power cables, high speed network port (wired - not wireless). Does NOT include dial-up modem (see options below).

Desktop Program Fee = \$425

Desktop Option: Windows 7 32bit upgrade – \$98

Desktop Option: Add a 2nd 500GB hard drive - \$75

Notebook Includes: NEW Windows 7 home premium system, Intel i3 CPU (processor), 4GB RAM (memory), 320GB Hard Drive (storage), CD & DVD burner, 15.6" wide screen display, speakers, microphone, webcam, wireless (G and N), wired high speed and dial-up network ports. Unit weighs 5.5lbs, battery holds 4.5 hrs.

Notebook Program Fee = \$700



* Computer images are representative of system types and are not of the actual product. Models may vary.

If the majority of your work will be in task 'E' applications (Adobe design suites), call us for additional recommendations.

Desktops are tough and much less expensive to own. Choose a notebook only if you must have portability!

More Options...

Software

- Computers for Youth educational resources for students ages 8 to 14 years old \$10
- Microsoft Office 2007 Standard – Word, Excel and Outlook only – restricted to students \$24
- Microsoft Office 2010 Home & Student – Word, Excel, Powerpoint & One Note \$175
- Dragon Naturally Speaking Version 11 speech to text program \$125

Tools, Components and Peripherals (All new with manufacturer warranties)

- Desktop Systems – Add wireless network card \$32
- Did you choose a desktop system? Using dial-up Internet? Add a modem! \$20
- 8 GB USB Flash Drive (recommended to all users) \$20
- 500 GB external portable USB hard drive \$92
- Notebook cooling pad (prevents overheating on soft surfaces) \$30
- Notebook bag (attaché style with handles and shoulder strap) \$42
- Upgrade refurbished 17" to new 19" LCD Monitor (1+ Year Manufacturer Warranty included) \$119

Training Services... (call ITE for estimate, can include system delivery)...

- PC Basics Coaching, one on one, on location – call for details \$____.00
- Office/Other Training – Notes: _____ \$____.00

Delivery...

- I will pickup at ITE in Belfast. Personal walkthrough included (30 minutes - recommended) **FREE**
- Please ship my DESKTOP system to my address (physical address required) \$38
- Please ship my NOTEBOOK system to my address (physical address required) \$22

Need accessibility tools or other options? Call us!

USING DIAL UP INTERNET? Make sure your system has a dial-up modem (option above)!

These systems are designed specifically for the tasks we prescribe them for...

**Video Gaming and
Social Networking are NOT supported.**

| <u>TOTAL YOUR FEE</u> | |
|--------------------------------------|------------------|
| Program FEE: | \$ ____ . ____ A |
| Scholarship Eligible? (-\$40) | \$ ____ . ____ B |
| All Options: | \$ ____ . ____ C |
| Subtotal (A-B+C=D) | \$ ____ . ____ D |
| ME 5% Sales Tax (D x .05) | \$ ____ . ____ E |
| Training | \$ ____ . ____ F |
| Delivery | \$ ____ . ____ G |
| Total Due (D+E+F+G=H) | \$ ____ . ____ H |
| MAKE CHECKS PAYABLE TO: ITE | |

Questions? Call 1 (207) 338-4233 from 9am to 5pm weekdays!

Information Technology Exchange (ITE) - PCs for MAINE program Participation Agreement

DEFINITIONS -

- o Participant – eligible Individuals or families participating in this program
- o ITE – The Information Technology Exchange and its' assigns, directors, staff, officers, donors and volunteers
- o Hardware – computer systems, parts and peripherals provided by the program
- o Software – computer programs and software licenses provided through this program

GENERAL REQUIREMENTS & TERMS OF USE –

The benefits outlined in this document are made available exclusively to the Participant on a voluntary basis. They are not transferable and are limited to PCs for MAINE provided hardware and software. Microsoft does not provide technical support for operating systems on refurbished systems. Manufacturer support and warranties are provided directly by the manufacturer (this includes all items indicated as 'New' and/or 'Optional Software' and 'Optional Tools, Components and Peripherals' unless indicated otherwise. These benefits begin on the date your application is processed by ITE. Participant promises to honor all software license terms and agreements (EULA's) and to use these resources (equipment, software and services) for legal purposes and for the primary purpose of achieving the goals as indicated on this application. ITE is not responsible for any losses, claims, damages, civil/criminal activities associated with Participant use of ITE supplied resources including, but not limited to personal Information, data, licensing, improper/inappropriate use, shipping and other physical damages. ITE reserves the right to approve, provide or terminate these benefits at any time. All fees, items, benefits and systems described in this application are subject to change.

WEBSITE REGISTRATION AND PARTICIPATION IN PROGRESS SURVEYS IS REQUIRED -

When you have received your PCs for MAINE system, register with our website at www.infotechexchange.org and request a 'PCs for MAINE' participant role. Participants must be registered before receiving ITE benefits or warranty services. Further instructions are provided your PCs for MAINE system start up kit.

RETURNS AND EXCHANGES –

Items provided by this program may be returned for refund or exchange within 14 days if they are returned to ITE in their original packaging and condition with certain limitations: Refunds are credited to the original payor and...

Eligible returns –

- o Program Systems – unmodified stock program systems may be returned as instructed for a \$60 restocking fee
- o More Options – Tools, Components and Peripherals, and Memory upgrades may be returned as instructed for a 25% restocking fee

Ineligible returns –

- o Program Systems or peripherals that are missing parts or show signs of tampering, damage or servicing by others
- o Optional/pre-installed or opened/unsealed software licenses
- o Training, coaching, shipping, delivery or other services that have already been provided

90 DAY REFURBISHED EQUIPMENT LIMITED WARRANTY –

All Warranty support requests must be initiated by contacting the ITE helpdesk or by visiting our Belfast facility. Participant is responsible for properly packaging and returning the faulty part(s) to ITE for repair. This warranty includes a one-time replacement of refurbished desktop system LCD displays. Warranty limited to refurbished part(s) that fail due to normal use/wear and tear and includes labor, part and return shipping costs (ITE to Participant).

This warranty is void if the Participant is not in compliance with this agreement or if ITE staff determines the failure is not due to normal use or conditions including acts of god, power issues, exposure to poor conditions, tampering, physical damage, lack of maintenance or servicing by non ITE personnel. Refurbished laptop batteries are not guaranteed to hold a charge and are not covered by this warranty.

12 MONTH NEW EQUIPMENT/PARTS (MANUFACTURER DIRECT) WARRANTIES –

The Professional Notebook, some system components and most of the items described as 'Options' or 'Upgrades' are new and are subject to their respective manufacturer direct warranties. These manufacturers were selected by ITE for reasons of cost, product quality and warranty coverage. Unless otherwise indicated by ITE staff, these items must be returned to the manufacturer for repair or replacement. If the faulty part (for example – a hard disk drive) is a key component that is required for a system to function, ITE can elect to manage the warranty claim on your behalf which results in faster, more complete repairs.

OUT OF WARRANTY REPAIR SERVICES –

If you experience a hardware failure due to normal wear and tear **after** a Warranty has expired, ITE will continue do whatever it can to help. For a flat rate fee of \$45, ITE will diagnose, and repair a faulty computer if a suitable replacement part is in ITE's donated parts inventory. If a replacement part must be ordered, its cost will be added to the \$45 flat rate fee. This service is limited to ITE provided computers only and does not include peripherals such as printers or monitors, user data backup or restoration/system re-configuration. Flat rate service fee and applicable parts costs (as per ITE repair estimate) must be received before service will be performed. Delivery of faulty components to and from the ITE facility is the responsibility of the participant.

PCs FOR MAINE PROGRAM SUPPORT SERVICES -

- **ITE Help Desk – limited free use for One Year**
The ITE Help Desk assists participants with technical issues related to the hardware and software provided by this program. This service can help via phone, SKYPE and can even help using our 'remote control' tools. This service can often resolve most issues and often prevents expensive repairs.
- **ITE Repair Services (see 'out of warranty repair services' for more info)**
System upgrades, repairs, warranty services and a host of other technical services are available to PCs for MAINE participants at a significantly discounted rate. These discounts are limited to your one year participation in the PCs for MAINE program, but regular services are always available to the general public through our PC MEDIX retail service group.
- **ITE Online Training, Coaching and Support Resources**
The most readily accessible tools we have are featured on our website for registered Participants. This includes free indefinite access to our online resources at: www.infotechexchange.org. You can even 'live chat' with our staff with your computing questions, watch tons of computer video tutorials, participate in user forums, keep up with PCs for MAINE program news, access free tools and much, much more.

SYSTEM DELIVERY-

These systems are ready for pickup at our Belfast facility immediately if your application is complete. Systems with options and custom systems are often ready within 3 to 10 business days. If you chose to have your system shipped, you will need to be at your shipping address when the delivery arrives. We use Federal Express and in-state deliveries usually take another 1 or 2 business days.

I have read this agreement, agree to its terms, and have answered all questions truthfully.

Applicant Signature

On _____
Date

Mail this form with payment (check, money order, state voucher payable to ITE or call with credit/debit card), and proof of income to ITE, PO Box 589, Searsport, Maine 04974. Incomplete applications cannot be processed!