

FTIS Digital Conversion Device Care Agreement

Beginning with the 2016-17 school year, FTIS will insure all devices. The first incident of damage per device not covered by Apple Care will be covered using the District's insurance. A second incident of damage to a device assigned to a student will result in parents' paying \$50 to have the device repaired. Third and subsequent incidents of damage will result in FTIS's holding the parent/guardian responsible for damages. These damages include, but are not limited to

- consumable parts
- cosmetic damage, including, but not limited to, scratches, dents and broken plastic on ports
- damage caused by use with another product
- damage caused by liquid contact, fire or other external cause
- damage caused by operating the device outside Apple's published guidelines
- damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of the FTIS Technology Department
- a device that has been modified to alter functionality or capability without the written permission of FTIS Technology Department
- a device from which any serial number or identifying information has been removed or defaced from the device.

If a device is determined to be lost or stolen, and student is assigned another device, parents will be required to pay another rental fee before the device will be issued.

Parent, Student Responsibilities

All devices must be covered by a protective case. HMS and HHS parents are responsible for purchasing a laptop case, but cases are available for purchase in the Highlands High School bookstore.

The device is capable of storing software programs, data and other information; therefore, you should make periodic backup copies of the information contained on the storage media to protect the contents and as a precaution against possible operational failures.

Before receiving service, the FTIS Technology Department may require that you respond to questions designed to assist with diagnosing potential issues and follow FTIS Technology Department's procedures for obtaining service. Before submitting the device for service, you should maintain a separate backup copy of the contents of its storage media.

During service, it is possible that the contents of the device's storage media will be lost, replaced or reformatted. In such an event the FTIS technology department is not responsible for any loss of data or other information contained on the storage media or any other part of the product serviced.

Following service, the assigned device or a replacement device will be returned with its original configuration, subject to applicable updates. Recovery and reinstallation of other software programs, data and information are not covered under this agreement.

What will the FTIS Technology Department do if this agreement is breached?

When a device is taken to the Help Desk for service, the FTIS Technology Department will determine if the terms of this agreement have been breached. If the agreement is violated, the FTIS Technology Department will, at its option, repair the device or replace the device with a device that is at least functionally equivalent to the originally assigned device.

The parent/guardian of the student who was issued the device may be billed for the repair or a replacement device when the terms of this agreement have been violated (see top paragraph of this document regarding insurance and damages).

What to do if the device is stolen or lost

If the device is stolen, the parent/guardian must report the theft to a local police department and a copy of the police report should be filed with the FTIS Technology Department.

If the device is believed to be lost, students should report to the Help Desk immediately. The District has technological services in place to help find devices that may have been misplaced. If the device is not found within 48 hours, the device will be considered stolen, and a police report must be filed and submitted to the FTIS Technology Department for a replacement device to be issued. As stated on the front page of this document, if a device is determined to be lost or stolen, and student is assigned another device, parents will be required to pay another rental fee before the device will be issued.

How to obtain service

If the device is not functioning properly, please take the device to the Help Desk. An FTIS Help Desk representative will help determine whether the device requires service and, if it does, will inform you how the service will be provided.