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
whose purpose is to increase technology access and literacy!
www.pcsformaine.org www.facebook.com/itec3maine

Need a computer to <u>achieve an important goal</u>?

Choosing the right computer can be hard – finding one that includes real technical support is almost impossible. Add a change in employment, a tight budget - and your computer decision becomes extremely difficult. This program was designed to help people overcome these challenges.

Sound familiar? Here is some valuable advice…

A "Big Box" stores' purpose is to generate profit. They pay the lowest price they can for computers, service and support and charge us as much as we are willing to pay. The customers this appeals to are marginally tech-savvy folks with disposable incomes who will buy a new computer every year or two because they value 'new shiny stuff' over cost, quality, and support. Although personal computer prices dropped from $1800 in 1991 to today's average $600, so have the 'lifespan' of these computers – 8 years to 30 months respectively. Support and quality have also been reduced to little if anything without breaking out a credit card and interpreting thick accents.

Those of us who need a computer for an important goal and do not have disposable income cannot afford to play this game. To us – the cost of ownership (total cost of owning a computer over its lifespan), its reliability and access to real technical support – is much more valuable than 'new shiny stuff'. This is why some friends and I started PCs for MAINE at my kitchen table in Stockton Springs more than 13 years ago…

This program builds thousands of computers every year for people from Kittery to Fort Kent. These fast, high-quality computers and outstanding user support are made available for the lowest cost possible. S*pecifically for individuals with limited resources who need a computer to achieve an important personal objective such as students, small business start-ups, job skills building or to overcome a disability*.

Participation fees for this program are small thanks to Maine businesses who donate lots of high-end business class computers and our dedicated team of professionals and volunteers who do all the heavy lifting. We do this because Maine is a great place to live – and we believe that access to good technology can help make it a great place to work.

Good luck in your exciting new endeavor!

Jodi and Chris Martin
Co-founders of the Information Technology Exchange and the PCs for MAINE project.
Visit **www.facebook.com/itec3maine** to see what PCs for MAINE is doing in your neighborhood!

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   ☐ Pre K-12 Schoolwork   ☐ Adult Ed classes or GED
☐ College   ☐ Job skills development/Business Start Up   ☐ General Family/Household Use

☐ Other (please explain): _____

Family Size	Household Income
1	Up to $23,540
2	Up to $31,860
3	Up to $40,180
4	Up to $48,500
5	Up to $56,820
6	Up to $65,140
7	Up to $73,460
8	Up to $81,780
Based on ASPE & 200% US HHS 2015 FPL	

2) Find your family size and circle your annual household income in this table
>>> ITE does not require proof of your income with this application, but we might ask for it during your application review process. Your income (based on the number of people in your home) must fit into this table to be eligible for participation in the PCs for MAINE program.

3) Does any of these programs apply to you? You do not have to be in one of these programs to participate in the PCs for MAINE program, but if you are, please let us know by checking it off.
☐ SSA/SSI   ☐ Maine's Competitive Skills Scholarship Program (CSSP)   ☐ Unemployment benefits
☐ Vocational Rehabilitation Services   ☐ Reduced/Free Lunch program   ☐ Senior Citizen

4) Do you have a Sponsor? This is someone who will pay your fee for you.

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

   Counselor Name:_____ Office Location: _____

   Telephone #:_____ Counselor's Email _____@_____.____

☐ **NO** - I will be paying my fee personally.
☐ **NO** – I will need fundraising assistance and guidance through the Give IT, Get IT network.

   * Participation limited to one per household **OR** one per student living in the household. Must be a legal US citizen to apply.

About you and how a computer will help

Name: _____

Mail Address: _____

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

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

Your email address (if you already have one)**:**
_____ **@** _____**.** _____

5) What is the most advanced task your computer will perform? (A=simplest, E=most advanced - **check one**)
☐ (A) Internet research, E-mail, communications and word processing;   ☐ (B) Office work, light bookkeeping;
☐ (C) Advanced bookkeeping, 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...- **check one**)
☐ (1) None;   ☐ (2) A Little;   ☐ (3) Fair amount;   ☐ (4) Use Computers often;   ☐ (5) Very experienced.

7) How did you find out about the PC's for MAINE project? (check one)
☐ (1) Voc. Rehab or career center;   ☐ (2) Flyer from school;   ☐ (3) Flyer from a library;   ☐ (4) A PC's for MAINE client;

   At What Location (name of company and town) _____

☐ (5) Public service ad on TV/radio;   ☐ (6) Other**:** _____

Choose the system that fits your goals

These are fully warrantied and refurbished business class computers that will provide years of use when properly maintained. They are pre-loaded with productivity, maintenance, and security tools and are ready to use. **Pre-installed software included with all these PCs for MAINE Computers:** Windows 10, Microsoft Office 2010 Home and Business (Word, Excel, PowerPoint, OneNote and Outlook), Chrome web browser, Firefox web browser, our First Aid+ Kit (CCleaner, SuperAnti-Spyware, Malwarebytes, and Windows Defender Antivirus), TeamViewer remote support tool, and Skype softphone and video calling tool.
The specifications below are minimum requirements which are often exceeded.

Systems Specifications-

Includes: i Series CPU (processor), 4GB RAM (memory), 160GB+ hard drive (storage), DVD reader. Desktops come with a, 17" LCD monitor, keyboard, mouse, speakers, power cables, high-speed network port (wired – not wireless). Notebook (laptop) screens are 13.3" or larger and include wired and wireless (G) networking and an AC adapter.

Please Pick Your Equipment Choice:

☐ **Notebook (Laptop) Program Fee = $260** (this includes a donated notebook bag)
    ☐ Option Upgrade Memory to 8GB = $64
    ☐ Option Upgrade Solid State Hard Drive 250+ GB = $80
☐ **Desktop Program Fee = $230**
    ☐ Option Upgrade CPU i7 Series = $50
    ☐ Option Upgrade Memory to 8GB = $64

  *All systems come with a 16 GB Flash Drive

Custom Systems - for 'E' and other advanced tasks, other options are available. Call (207) 338-4233 for a PCs for MAINE needs assessment. DO NOT WRITE IN THIS AREA!

☐ **Desktop**   ☐ **Notebook**   **Program Fee: $ _____ . ___**

Spoke with: _____
Notes:

The images above are representative of common PCs for MAINE system types and are not of the actual product. Models may vary.
Desktops are tough and much less expensive to own. Choose a notebook <u>only</u> if you must have portability!

More Options…

Software

☐ Dragon Naturally Speaking Version 12 speech to text program	$85
☐ Carbonite (Cloud Backup) 1 year subscription	$60
☐ Super Anti-Spyware Professional 1 year subscription	$20

Tools, Upgrades, Components and Peripherals

☐ Webcam (most laptops have this feature, if needed please ask)	$10
☐ Desktop Systems – Add wireless network card	$20
☐ Desktop Systems – Add a communicator headset	$10
☐ Surge Protection Power Strip	$7
☐ Notebook cooling pad (prevents overheating on soft surfaces)	$30
☐ Upgrade Desktop Monitor to a refurbished 19" (recommended for visually impaired folks)	$20
☐ Upgrade Desktop Monitor to a new 22" (recommended for design & accounting tasks)	$110
☐ Other	$_____

Delivery…

☐ I will pick up 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

We do not provide free technical support for
Video Games and Social Networking

TOTAL YOUR FEE

Program FEE: (cost of system)	$____.____	A
All Options: (total of options)	$____.____	B
Subtotal (A+B=C)	$____.____	C
ME 5.5% Sales Tax ('C' x .055)	$____.____	D
Delivery (shipping fee)	$____.____	E
Total Due (C+D+E=F)	$____.____	F

MAKE CHECKS PAYABLE TO: ITE

Mail to: ITE

PO Box 589,

Searsport, ME 04974

Questions? Call 1 (207) 338-4233 or (207) 322-9555 from 8am to 5pm weekdays!
Page 3 of 4 ver Winter 2017 – THIS APPLICATION IS UPDATED QUARTERLY –
VISIT www.itec3.org or call 338-4233 for the latest form! Our Fax: 207-338-0274

INFORMATION TECHNOLOGY EXCHANGE (ITE) - PCs for Maine PARTICIPATION AGREEMENT

Definitions

ITE- Information Technology Exchange, its Directors, Employees, Donors, and Volunteers
Participant- Eligible individuals or families whom ITE has approved to be recipients within the program
Hardware- Physical computer systems, parts, and accessories
Software- Programs and software applications, licenses, and data settings

Customer agrees to terms outlined in this document.

The declared benefits in this document are not transferable and are limited to program participants, hardware, and software provided by ITE through the PCs for MAINE program. Microsoft does **not** provide support for Operating Systems or the Office Suite. The warranty period begins on the date of which your application has been processed by ITE. The participant promises to honor all software and licensing Terms of Agreements (EULAs). ITE is the owning party of the Microsoft software and the participant has access to the Microsoft Software through ITE, not through Microsoft.. The participant agrees to use the resources available to them (equipment, software, and services) primarily for the stated goals of the application. The participant also understands that the warranty and helpdesk support services are limited to questions, failures, and issues that impede those goals. ITE is **not** responsible for any losses, claims, damages, or civil/criminal activities associated with the use of program equipment. This includes, but is not limited to, personal information, data, licensing, improper use, other physical damages.

Warranty & Exchange Information
The ITE warranty process must be initiated by contacting ITE or coming to the Belfast HQ. The participant is responsible for repackaging and delivering any/all faulty parts to ITE. The warranty is limited to parts that fail due to normal use and includes the cost of part replacement, labor, and shipping from ITE to the participant. ITE reserves the right to replace a system with something comparable or determine that a machine has failed due to misuse or uncommon conditions (see: Ineligible Returns). Data recovery fees may apply! Warranty is void if the participant is not in compliance with all outlined requirements and expectations. *Any items must be in their original packaging, undamaged and unmodified.*

Eligible Returns:	Ineligible Returns:
- Standard Systems: Within 1-15 days: 100% Money Back - **Between 16-30 days:** 10% Restocking Fee - **Upgraded Systems/Accessories:** Within 30 days: 25% Restocking Fee	**-** Software or Hardware issues related to changes, modifications, or infections which took place after the machine was purchased. - Systems or accessories that are missing parts or show signs of misuse tampering, damage, or technical service by a 3rd party. - Optional software or licensing that is unsealed and/or open. - Training, coaching, shipping, or other services that have already been provided.

Optional/Misc. Equipment
These items (optional parts, new equipment, manufacturer warranty) are subject to their respective manufacturer warranties and requirements. In the event that a new item fails to perform as guaranteed, ITE will assist the participant in managing the replacement and warranty process with the manufacturer. For assistance, the participant must contact ITE **before** they contact the manufacturer.

Hardware Warranty Coverage: Laptops- 6 Months | Desktops- 1 Year
If your system is no longer covered by the ITE warranty agreement, you can get repairs and service done at the Belfast HQ. Standard fees still apply. We will always do what we can to provide the participant with parts and service and the lowest possible cost.

Technical Support
ITE is open Monday through Friday from 8:00am to 5:00pm. Between these hours, the participant has access to phone, remote, and in-person support for any computer issues they are experiencing. Please note: Some issues can only be addressed in-person, and ITE may request that the system is brought or mailed to the Belfast HQ. Support phone number 207-322-9555.

System Delivery
All systems can be picked up at the Belfast HQ once the order has been processed and filled. If the participant cannot get to Belfast to pick up their system, it can be packaged and shipped. All deliveries require a signature. ITE will contact the participant when a system or item has been put into shipping and is on its way.

Personal Information
ITE does **not** share, sell, or otherwise, distribute personal participant information from the application or questions that may be asked. ITE does reserve the right to share generic participant outcomes and statistics related to the mission and services of ITE. The information gathered by the application and from any ITE survey, support request, or communications are used solely for improvement of ITE's PCs for MAINE program, goals, and mission.

Customers who have not contacted us for 30 days will be regarded as having abandoned their equipment. At our discretion, abandoned equipment will be recycled.

By signing I personally certify that any income and eligibility responses and information I have provided is accurate and agree to provide the appropriate documentation upon request. Please sign that you understand and agree to these terms.

Signature: _____ Date: _____