

Gross Catholic High School



**1:1 School-Issued Device
Student & Parent Handbook
Class of 2027**

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OVERVIEW

Gross Catholic is committed to implementing strategies that provide digital resources and electronic devices that aid student learning. By 2030, 100% of all teachers, leaders, staff, and students will use technology to accelerate and personalize learning.

Gross Catholic will enhance the education of our students through our One-to-One (1:1) program. We define 1:1 as an equitable program that provides students with technology tools that appropriately integrate new instructional strategies and 21st-century skills of creativity and innovation in all learning environments.

The goals of our 1:1 program include the following:

- Cultivate self-directed and responsible individuals by instructing proper care and managing of electronic devices.
- Close the digital divide between the diverse groups within our student population
- Increase digital and informational literacy skills of students through classroom instruction
- Simplify and encourage the inclusion of technology in classroom instruction
- Increase the uptime of devices for students and teachers to maximize instructional time
- Provide consistent tech support for students and teachers to facilitate an improved learning environment
- Enhance the security and privacy of the network environment

Students enrolled in Gross Catholic will be required to participate in the GC 1:1 program. Participants will have a device assigned to them. The device has all the necessary software for students to facilitate instruction and meet their learning goals.

ROLES OF GROSS CATHOLIC STAFF, STUDENTS, AND PARENTS/GUARDIANS

Each member of the Gross Catholic community has a role in technology usage. In order to fulfill the goals of our 1:1 program, the following areas are where members of the community can help maintain and promote these goals.

- Student – responsible use of technology
- Parents/Guardians – the safety of student's technology use
- Gross Catholic Faculty – use of technology in curriculum, operation, and safety
- Gross Catholic Technology Staff – use of technology, operation, damage, repair, theft, and privacy/safety
- Gross Catholic Administration – use of technology, damage, theft, and privacy/safety

SCHOOL HANDBOOK POLICY– TECHNOLOGY: ACCEPTABLE USE POLICY FOR STUDENTS

Purpose

Technology is a valuable and essential tool to improve student learning and enhance the academic curriculum taught at the school. Gross Catholic High School's objective is to provide students and employees with a wide range of information technology to support higher-level learning and instruction in and outside the classroom. All Gross Catholic High School employees and students are expected to contribute to a safe and productive learning environment using technology and related network resources. The rules and guidelines governing Gross Catholic High School's technology are outlined below.

Technology and Network Resources

For purposes of this policy, the term "technology" or "network resources" refers to all aspects of Gross Catholic High School's owned or leased electronic equipment (including computers, tablets, printers, scanners, cameras, etc.), email, internet services, servers, software, network files and folders, and all other technology-related equipment and services. These rules apply to any use of Gross Catholic High School's technology or network resources, whether this access occurs in school (live or virtual) or outside of school. Students are expected to use technology and network resources following this policy.

Access to the Gross Catholic High School wireless network WILL be restricted to Gross Catholic High School-approved electronic devices during the school day. It may also be restricted entirely or at certain additional times whenever necessary. The use of personal electronic devices may be allowed in the classroom (or library) at the sole discretion of faculty/staff. The use of personal electronic devices as a "hot spot" for students and others to bypass the school network is prohibited while on school premises.

Student Responsibilities and Acceptable Use

Student access to technology is a privilege, not a right. Therefore, students are expected to use technology in a responsible manner consistent with Gross Catholic High School's educational and religious objectives. The following list provides some examples of student responsibilities and acceptable uses of technology:

- All technology must be used to further the educational and religious mission of Gross Catholic High School and should be respected at all times. Students are responsible for reporting any misuse.
- Students must use his/her real identity when using Gross Catholic High School's network resources.
- The network is to be used to store and transmit school-related data only.
- Students may be assigned unique email and login usernames and passwords to protect the information on the network. Do not access or use other people's accounts. Do not access or use other people's computers, folders, or any other electronic device without express permission from the owner.
- Do not share passwords with any other person. Gross Catholic High School faculty and parents should be the only exceptions. If a student believes his or her password has been compromised, the student must immediately report this concern to a faculty member.
- Students are responsible for all actions taken under a student's username and password.

- Except for an Apple ID, students should always use his/her Gross Catholic High School email address or username when utilizing online resources for digital storage or collaboration.
- Electronic communications (emails) between faculty and students must be made via Gross Catholic High School's internal email system. Electronic communications between faculty and students through personal accounts may be deemed inappropriate and result in disciplinary action.
- Students should obtain permission before accessing, posting, or transmitting information belonging to others.
- Students must respect network security and not attempt to bypass any technological blocks placed on computers to protect students and filter content that the school has classified as objectionable. Faculty may request to unblock a website if the website is appropriate and relevant to school activities.
- There is no privacy online. Students should never provide personal information online or share any information the student does not want to be made available to the public.
- Students should back up his/her work often. Do not use technology as an excuse. If your computer fails at home, you are still responsible for completing all assignments on time.
- If applicable, students are responsible for regularly checking his/her Gross Catholic High School email account and teachers' course pages to stay updated on information shared electronically by the school or his/her teachers.
- All student files stored on the network may be deleted at the end of each school year.

Unacceptable Uses of Technology and Network Resources

The use of technology and network resources must be consistent with the educational and religious objectives of Gross Catholic High School. Examples of unacceptable uses of technology include, but are not limited to, the following:

- To access, post, publish or store any defamatory, inaccurate, abusive, obscene, sexually-oriented, threatening, racially offensive, or illegal materials that are inconsistent with the objectives and/or teachings of the school. To harass, intimidate, threaten or bully others, whether inside or outside of school.
- To steal or borrow intellectual property without permission.
- To plagiarize the work of others, or to use the work of others as your own without giving proper credit. To breach copyright laws by using unlicensed software or pirating audio or visual materials.
- To bypass Gross Catholic High School's content filter or network security.
- To knowingly spread computer viruses or malware.
- To send out "chain" emails, mass emails, and/or surveys not approved by faculty or staff.
- To misrepresent one's own identity or the identity of others.
- To take a photo, record through video or audio any student or faculty member without his/her knowledge and consent.
- To express profanity or any other inappropriate content online, including Gross Catholic High School's website, email program, social media, or other internet sites.
- To share personal information or information about any student or faculty member to anyone via the Internet. To access another user's account or invade the privacy of others.
- To store or download unauthorized software programs, music, videos, game files, or personal photos on Gross Catholic High School computers.
- To play games, chat online, or watch videos during the school day unless associated with a class and permission from a teacher is explicitly given.
- To utilize encryption or software to hide activity that violates Gross Catholic High School's Technology Acceptable Use Policy.
- To violate any federal, state, or local laws.

Social Networking (Facebook, Twitter, Texting, Snapchat, etc.)

Although social networking and texting normally occur outside of the classroom, it may have a negative impact on the school community. If a student uses social networking or a personal electronic device to convey offensive or disrespectful communications inconsistent with this policy and/or the objectives of the school, Gross Catholic High School reserves the right to take any disciplinary action it deems necessary to protect students and faculty. Gross Catholic High School encourages parents to routinely view and monitor their student's personal networking sites and electronic devices to ensure the information and content do not place any student at risk.

Guidelines for social networking:

- Be aware of what you post online. Social media venues, including wikis, blogs, photo, and video-sharing sites, are very public. What you contribute leaves a digital footprint for all to see. Do not post anything you would not want friends, parents, teachers, future employers, or God to see.
- Follow Gross Catholic High School's code of conduct when posting online. It is acceptable to disagree with someone else's opinions; however, do it in a respectful manner. Make sure that criticism is constructive and not hurtful. What is inappropriate in the classroom is inappropriate online.
- Be safe online. Never give out personal information, including, but not limited to, first and last names, phone numbers, addresses, exact birth dates, and pictures. Do not share your password(s) with anyone besides your teachers and parents.

No Expectation of Privacy

Gross Catholic High School sets the terms and conditions of technology use. Students should have no expectation of privacy or anonymity while using technology and network resources provided by Gross Catholic High School. All content created, sent, accessed, or downloaded using any part of Gross Catholic High School's technology or network resources is subject to the rules stated in this policy. Gross Catholic High School reserves the right to monitor the network and examine or remove electronic files and/or materials whenever it deems necessary. Students should never assume that emails, files, or other content created or stored on Gross Catholic High School's network will be maintained as private or confidential. Should Gross Catholic High School determine there is a reasonable need to do so, it reserves the right to search students' personal electronic devices (cell phones, laptops, etc.) brought on to school grounds.

Disciplinary Action

Violations of this Technology Acceptable Use Policy may result, at minimum, in the loss of technology and network privileges as well as appropriate disciplinary action (up to and including suspension or expulsion). Any violations of federal, state, or local laws will be reported to the proper authorities. Students who receive or learn of any harassing, threatening, or inappropriate electronic communications or postings should immediately notify the faculty member supervising the activity or Gross Catholic High School's administration.

Access to Inappropriate Materials on the Internet/Disclaimer

Gross Catholic High School currently utilizes an internet content filtering system that reduces student access to offensive and pornographic materials. However, no filtering system is foolproof, and Gross Catholic High School cannot entirely control what students may or may not locate on the Internet. While Gross Catholic High School allows students to access the Internet for educational purposes only, students may be able to access inappropriate materials. Gross Catholic High School is not

responsible for the content of the information or materials students may retrieve from the Internet. Students who inadvertently access inappropriate materials must report the incident to the supervising faculty member or the school's administration immediately.

Use of Personal Technology on School System Property

The principal may establish rules for the school as to whether and how personal technology devices (including, but not limited to, smartphones, tablets, laptops, smart watches, earbuds/headphones, etc.) may be used on school property. The school system assumes no responsibility for personal devices brought to school.

No Personal Data Policy

Gross Catholic makes no warranties of any kind, whether expressed or implied, for the electronic information resources it is providing. The school will not be responsible for any damages suffered by users, including the loss of data resulting from repairs, delays, non-delivery, service interruptions, or any other cause. Gross Catholic will not be responsible for any claims, losses, damages, costs, or other obligations arising from the authorized or unauthorized use of school system electronic information resources. Use of any information obtained through the Internet is at the user's risk. The school specifically denies any responsibility for the accuracy or quality of information obtained through its service.

SCHOOL-ISSUED DEVICE USAGE GUIDELINES

Liability

Devices, chargers, and other equipment issued to students with his or her parents or legal guardians are the only authorized users of those devices. Even though each student accepts responsibility for the care and use of the device issued to them by Gross Catholic, the device remains the sole property of the school until ownership is approved and transferred by the school administration. Gross Catholic owns the software licenses installed on the device, and under no circumstances may any software be transferred or removed from the device.

Device damages, vandalism, or negligence must be reported to the technology staff immediately. In the case of theft, the student should contact both the technology staff and school administration immediately. In addition, parents/guardians should report device theft or loss to the local police to obtain a report and contact the school. Official police reports must be provided to the school administration as soon as possible.

Management and Device Ownership

As the school-issued devices belong to Gross Catholic, the school may monitor all devices and their usage. Gross Catholic reserves the right to search accounts accessed with school equipment without permission if it is felt illegal or otherwise inappropriate use of technology. Improper use of Gross Catholic technology devices will result in loss of privileges and other consequences per the Student Handbook.

All 1:1 devices and accessories issued will remain under the management of Gross Catholic until the student graduates. Students and parents/guardians are responsible to pay a yearly management fee to Gross Catholic. If a student transfers, withdraws, is expelled, or terminates enrollment at Gross Catholic, the device and its accessories must either be returned by the date of termination with all previous payments forfeited, or the balance must be settled with the business office by the date of termination. Gross Catholic reserves the right to remotely suspend access to the device if it is not returned or balance paid by the date of enrollment termination.

Proper Use & Care of Devices

Gross Catholic recommends the following best practices for the optimum performance of devices:

- Shut down and restart the device daily.
- Close programs once you finish using them.
- Don't keep too many tabs open for lengthy periods.
- Allow your device to run and install updates as they are needed.
- Carefully insert and remove cords, cables, and adapters to prevent damage.
- Manage cords to minimize damage from tripping and stress to the plugs and cords.

Gross Catholic also recommends the following habits for classroom use:

- Keep the device on a hard surface and centered.
- Close the lid of the device before moving. Don't walk around with the device still open.
- Lock the computer before you walk away from it.
- Do not put objects (i.e., pencil, pen, etc.) on the keyboard (It could break or crack the screen when closed).
- Keep food and drinks away from the device.
- Follow all directions the teacher gives in using the device during instruction and work time.

Students may not intentionally or negligently transmit computer viruses, self-replicating messages, or deliberately try to degrade or disrupt system performance. Users must allow the Technology department to scan any downloaded files for viruses. The Technology department provides antivirus software for all system-owned or leased devices. Users must not disable any antivirus or management programs from running on their device to maintain an operable performance of their device.

Power Adapters

Gross Catholic will provide one adapter with each issued device. School administration will not provide loaner chargers or replace broken adapters. Students are responsible for maintaining the charge of their devices and bringing their chargers to school. Students will need to repurchase new chargers through the school if their charger goes missing or is broken.

Care of School-issued Device

- Never leave their school-issued device unattended.
- Devices should not be left unattended in temperatures below 35 degrees or above 90 degrees. It can damage the device.
- Prevent the school-issued device from being subjected to careless or intentional damage (e.g., tossing, dropping, or handling it carelessly, etc.).
- Ensure that the school-issued device is transported securely. Students are **REQUIRED** to use the protective case provided by Gross Catholic to transport their devices.
- Food, drinks, pets, or small children should not be near devices to avoid damage.

- Rain, wet hands, high humidity, and dust are risky to devices and should be avoided.
- Devices should be fully charged each night and stored on a hard surface, never on fabric or cloth, to provide proper ventilation for the device to charge.
- Store the school-issued device in a safe place when not in use.
- Devices are not to be left in a vehicle; this encourages theft and exposes the device to temperature changes outside their operating limits.
- Students may NOT personalize their devices or peripherals in any way (i.e., stickers). This constitutes vandalism and may be subjected to appropriate disciplinary action.
- Never stack items on top of or place the device in their backpack. Always carry it in a protective case.
- Only use the school-issued device for assigned tasks by teachers. School-issued devices are for educational purposes ONLY.

Screen Care

The school-issued device can be damaged if handled with rough treatment. Screens are particularly sensitive to damage from excessive pressure or temperature.

- Clean the screen with a clean, soft, dry cloth or an antistatic cloth.
- DO NOT USE cleaners or chemicals of any kind.
- Do not place anything in the carrying case that could place pressure on the screen.
- Do not place objects between the screen and the keyboard.
- Avoid “bumping” the school-issued device against lockers, walls, car doors, floors, etc. as it will eventually break the screen.

Troubleshooting

Students should report all problems or issues relating to the functionality of a school-issued Gross Catholic device (i.e., printing, software issues, syncing, etc.) to gctechsupport@gcgmail.org or stop to see the Technology Coordinator. Students are prohibited from trying to troubleshoot any hardware issues. Under no circumstances shall a Gross Catholic device be taken to a third party for repair or troubleshooting; if it is, the warranty for the device will be voided.

Loaner Devices

If a student’s device becomes inoperable due to accidental damage, the student should submit a service ticket to gctechsupport@gcgmail.org immediately. Should the device require a repair that facilitates a loaner device to be provided, one may be provided if one is available temporarily. In that case, the exact expectations and policies of the student's originally-issued device will apply to the loaned device. Also, if a student loses or damages a loaner device, there will be an additional fee to cover the cost of the device's repair and/or replacement.

Handbook Policy, Agreement Forms & Payment Options

The 1:1 Device Handbook is published on the Gross Catholic website– www.grosscatholic.org

The 1:1 Device Policy and Acceptance Form will be electronically signed via the FACTS Family Portal. Once the Acceptance Form is completed, families will be directed to make the required device deposit in FACTS Management. Deposit payments are required to secure your device by April 1st. Deposit payments will be refunded if the student withdraws from enrollment at Gross Catholic by April 26th..

Once the deposit is paid, remaining payments for the device will be evenly distributed and charged with the FACTS Tuition Payment Plan selected during enrollment. Charges for the device program will be detailed in your Tuition Agreement and can be found in your FACTS Management online account– www.factsmgt.com

The leased devices are ordered through Dell in May, with delivery in June/July. The 4-year warranty begins when the device is ordered from Dell. Device costs are fixed for a 2-year lease term, with full payment due by the end of the student's 2nd school year.

Frequently Asked Questions

Q: How will the 1:1 program help students academically?

Educational research shows that when technology and electronic devices are used effectively in the classroom, students are provided with a more profound learning experience and are more capable of applying 21st-century skills to their learning. In this ever-changing global environment, Gross Catholic is determined to provide our students with learning opportunities that prepare our students for their post-secondary education and goals by integrating technology and encouraging collaboration, innovation, and creativity amongst our students. Gross Catholic's 1:1 program allows students to manage their own learning while enhancing best practices and instructional strategies through the effective use of technology and 21st-century skills.

Q: What is included in the cost of the device?

Gross Catholic has been able to secure the device through Dell and at a significant discount compared to market prices. Included in the purchase is the device, a rugged drop clamshell case, a 4-yr. warranty with accidental damage, and management/security on the device. A Microsoft Office Suite license and other software applications required for classes are also included in the cost and available to the student while attending Gross Catholic.

Q: When will I receive the school-issued device?

Students will receive their device from school on the designated pick-up date, barring any manufacturing delays outside Gross Catholic's control.

Q: May I personalize and decorate the school-issued device?

No, you may not decorate a Gross Catholic-issued device. Devices with any pencil/pen/marker writing on them, stickers, or other marks on them will be viewed as vandalism. Each device will be issued with a Gross Catholic sticker, the only decoration allowed on the device itself.

Q: Who owns the school-issued device?

All 1:1 devices and accessories issued by Gross Catholic will be managed until the student's graduation and full payment is made. Until then, it is essential that the students take good care of the device, leave all tags in place, and do not damage or vandalize the device.

Q: What happens to the device if my student transfers or withdraws from Gross Catholic?

If a student transfers, withdraws, is expelled, or terminates enrollment at Gross Catholic, the device and its accessories must be returned by the date of termination or the remaining balance must be settled with the business office by the date of termination. Otherwise, the device, its accessories, and all previous payments will be forfeited to Gross Catholic. Gross Catholic reserves the right to remotely suspend access to the device if it is not returned or balance paid by the date of enrollment termination.

Q: Will software be available when a device is released?

No, when a device is released from Gross Catholic's management, all school-issued software will not be available to the student as it is leased, not purchased by student users.

Q: May I put games or software on the school-issued devices?

Games or other software must be installed by Gross Catholic personnel only. Software shall not be installed unless it supports Gross Catholic's curricular learning goals and objectives. Gross Catholic is not responsible for any loss incurred for personally-owned software, games, or music. Under no circumstances shall students have pay-for-games, pay-for-software, or music on their school-issued devices. Unlicensed or illegally-obtained media is prohibited and may result in legal action for copyright infringement and/or software piracy by licensed owners.

Q: What do I do if my device doesn't work or is damaged?

Please email gctechsupport@gcgmail.org as soon as possible for repair. If your device is damaged, we will evaluate it and determine if repair is necessary for proper operation. If it needs to be repaired, a loaner device will be provided if one is available until the student's device is repaired. Loaner devices are expected to be treated under the same policies and conditions as the student's original device. If the device is damaged or lost while loaned out to a student, the student and parents/guardians are responsible for the costs of a replacement device.

Under no circumstances should the device be taken to a third party for repairs. If it is, the warranty will be voided, and Gross Catholic will not be responsible for repairing any future damage. The student and parents/guardians become liable and responsible for any additional financial responsibilities once the device's warranty is voided.

Q: If a payment is missed, what happens to the device?

The device will be owned and managed by Gross Catholic until full payment is received and/or the student graduates. If payments are not received, as agreed in the FACTS payment plan selected by the parent, Gross Catholic reserves the right to remotely suspend access to the device until payment is received. Parents should contact the school's business office if they anticipate an issue with making payments.

Q: What happens to the device if my student transfers or withdrawals from Gross Catholic?

If a student transfers, withdraws, is expelled, or terminates enrollment at Gross Catholic, the device and its accessories must be returned by the date of termination or the remaining balance must be settled with the business office by the date of termination. Otherwise, the device, its accessories, and all previous payments will be forfeited to Gross Catholic. Gross Catholic reserves the right to remotely suspend access to the device if it is not returned or balance paid by the date of enrollment termination.

Student Responsibilities and Terms

- Will read the Acceptable Technology Use Policy and discuss it with parent/guardian.
- Will adhere to the terms of Gross Catholic Acceptable Technology Use Policy and school guidelines each time the device is used in or outside of the school.
- Will not violate existing board policy or public law.
- Will recharge the battery of the device nightly and bring the device fully charged to school each day.
- Will keep the device in its protective case at all times.
- Will bring the device to school every day and keep it locked in your locker when not in use.
- Will make the device available for inspection to any administrator or tech staff member upon request.
- Will use the device in a responsible and ethical manner, including *but not limited to*: obeying general school rules concerning behavior and communication, using appropriate language in all communications, and abiding by copyright laws.
- Will report the loss or theft of the device to parents, school, and proper authorities (police) within 24 hours.
- Will report all problems and damage to the administration or technology staff.
- Will not change or attempt to change the configuration of software or hardware.
- Will use all technology resources responsibly and appropriately so as not to damage school equipment.
- Will help protect Gross Catholic's computer system/devices by contacting administration or technology staff about any security problems they may encounter or witness.
- If the student transfers, withdraws, is expelled, or terminates enrollment at Gross Catholic, the device and accessories must be returned by the date of termination, or the remaining balance for the device and accessories will need to be settled with the business office by the date of termination.
- Will not participate in any bullying, threatening, or harassing of others online.
- Will not use or attempt to use another student's assigned hardware, subscriptions, logins, files, or personal information.
- Will not attempt to repair, alter, or make additions to their school device without approval from administration or technology staff.

Parent/Guardian Responsibilities and Terms

- Will read the Acceptable Technology Use Policy and discuss it with their student(s).
- Will supervise student's use of the device at home.
- Will help the student remember to charge their school device nightly, so to begin the day with a fully charged battery.
- Will discuss the appropriate use of the Internet and supervise student's use of the Internet.
- Will not attempt to repair the school device.
- Will report any problems or damage of the device to the administration or technology staff.
- Will report loss or theft of the device to the school and proper authorities (police) within 24 hours.
- Will not change or attempt to change the configuration of software or hardware.
- Will stay current with tuition payment plans, to avoid any interruption of service to the device.
- Agrees to allow administration and faculty to inspect and examine the device, apps, and content of the device at any time.
- Agrees to make sure the device is returned to the school when requested.
- Signing this agreement gives permission for the student to create online accounts under the Gross Catholic staff direction and guidance for educational purposes.

School Responsibilities and Terms

- Will provide internet and email access to its students during the school day.
- Will provide internet filtering of inappropriate materials as possible within the school building.
- Will provide training on how to appropriately use the school devices and equipment.
- Will provide staff guidance to aid students in doing research and help assure student compliance of the Acceptable Use Policy.
- Will provide tech support for maintenance and repair of school-issued devices on school-related issues.

Device Repairs, Replacements & Related Costs

The school-issued device will have a four-year warranty and accidental damage provided through the Dell Pro Support Plus Plan. Depending on the severity of the damage and whether or not the damage was accidental or due to a malfunction or maintenance issue, the Dell Pro Support Plus Plan will be used to determine the cost of the repairs. In the case of intentional damage and/or neglect, the student and parents will be responsible for paying for the full repair or replacement of the device.

For more details, please view the attached [Dell Pro Support Plus Plan \(https://cougar.family/dellsupportplan\)](https://cougar.family/dellsupportplan) for full terms and conditions for the accidental damage protection provided on the student-issued device.

| Not included in the Dell Pro Support Plus Plan (accidental damage insurance). These repairs would require additional payment from the student or parents/guardians. | |
|--|---|
| Claim* | Cost of Repair or Replacement |
| Lost 1:1 Device | Full replacement cost of the device*** |
| Destroyed 1:1 Device (total loss) | Full replacement cost of the device*** |
| Stolen 1:1 Device (police report required) | Full replacement cost of the device*** |
| Case replacement | \$50*** |
| Cosmetic damage to the exterior shell (scratches, dents, etc.) | No repair or replacement unless it impacts the device. |
| Battery replacement | \$110*** |
| Charger replacement | \$60*** |
| Natural disaster damage | Full replacement cost of the device*** |
| Repairs provided by 3rd-party outside of approved Dell-certified contracts through Gross Catholic | voids warranty and student/parent assume full-responsibility for any future costs for repairs/damages |

***School administration and/or technology staff will determine if misuse or negligence was involved in the incident and will review each case. Fees may be possibly waived, reduced, and/or payment plans accepted based on the merits of each case.**

****The school will contact the designated vendor or repair contractor to send in devices that malfunction or receive damage.**

*****Prices are subject to change due to market conditions.**

Dell Pro Support Plus and Accidental Damage Service, 48 Month(s)

- 24x7 Priority Access to our top tier Hardware and Software experts
- Next Business Day Onsite* Repair after Remote Diagnosis
- Proactive Monitoring, Automated Issue Detection, failure* prevention, notifications, and Case Creation
- Keeping a Hard Drive after replacement to ensure Data Security*
- Monthly Support History and Contract Reporting
- Streamlined claim process
- No extra fees or deductible
- Repairs performed by Dell technicians with Dell parts

| What's Covered: | What's Not Covered: |
|--|--|
| <ul style="list-style-type: none">• Liquid spilled on or in the unit• Drops, falls and collisions• Electrical surges• Damaged or broken LCD due to a drop• One battery replacement after remote diagnosis. Simple claims process. (which covers your notebook battery in its first year of use). | <ul style="list-style-type: none">• Third party accessories and Cases• 4 Cell 54 Whr ExpressCharge™ Capable Battery• 65W AC Adapter, 4.5mm Barrel & US Power Cord 450-AMEI - 125• Any damage to or defect in the Supported Product that is cosmetic.• Any Supported Product that anyone other than Dell or a person we designate has tried to repair.• Any Supported Product that suffers damage in connection with or as a result of incorrect or inadequate Customer Installation.• (1) unpacking or moving the Supported Product• (2) installation or mounting of a Supported Product to a wall or other structure• (3) affixing of brackets or other weight bearing devices designed for mounting or attachment to a wall or other structure• Any Supported Product that is lost or stolen.• Any Supported Product that is damaged by fire from an external source or that is intentionally damaged or damaged by misuse, abuse, failure to follow instructions provided with the Supported Product, or use of the Supported Product in an incorrect environment.• Any recovery or transfer of data stored on the Supported Product |

*Accidental Damage Service: Service is only available during the term for Dell's limited hardware warranty or upgraded service contract, and excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customers may be required to return the unit to Dell. Limit of 1 qualified incident per contract year.