

## Affordable Computers

Available to low income learners, high school students in need, moms going back to school, and low-income families not enrolled in learning program.

### Low Income Cut-Off 2017 (approximate)

| Size of Family Unit    | Income   |
|------------------------|----------|
| 1 person (the sponsor) | \$24,600 |
| 2 persons              | \$30,625 |
| 3 persons              | \$37,650 |
| 4 persons              | \$45,712 |
| 5 persons              | \$51,846 |
| 6 persons              | \$58,473 |

#### Desktop Package

Fee: \$60 tax included + (Shipping if applicable)  
CPU: Dual Core  
Format: Desktop  
Memory: 4 GB  
Disk: 80 GB  
OS: Windows 10 Operating System  
Software: Microsoft Office - 2010 Business & Home,  
Adobe Reader  
Others: 17"LCD Monitor, Keyboard, Mouse, Sound Card,  
Network Adapter  
Note: Speakers are not included

#### Laptop Package

Fee: \$150 tax included + (Shipping if applicable)  
CPU: Dual Core  
Format: Laptop  
Memory: 4 GB  
Disk: 80 GB  
OS: Windows 10 Operating System  
Software: Microsoft Office - 2010 Business & Home,  
Adobe Reader  
Others: Power Supply, Sound Card, Ethernet and WiFi  
Adapter

The above specifications are the minimum guaranteed. All computer systems are covered under a RCT 'no hassle', 2 years parts and labour depot warranty (included). Free training materials are installed on each computer system. These tools participants to enhance their general computer knowledge as well as increase their skill set with the flexibility of learning at your own pace.

#### Warranty covers:

- the monitor
- the CPU (motherboard and add-on cards)
- the hard disk drive
- CD-ROM drive
- the keyboard, and
- the mouse

#### Warranty does not cover:

- laptop battery
- physical damage caused by activities outside of normal computer usage.
- any changes made to hardware that have not been completed by RCT.
- damage caused by viruses or other malicious programs. RCT can take care of these issues for a fee of \$20
- recovery of deleted files or programs, resulting from adding or removing hardware or software NOT compatible with your system or which cause your system to malfunction.

Provided by RCTech ([www.rcto.ca](http://www.rcto.ca)) an Ontario not for profit organization. RCTech get their laptops from corporate donors who turn them over every three years. The data is scrubbed and the computers professionally refurbished. Sponsored by National Government of Canada, under the Innovation, Science and Economic Development umbrella, for not for profit organizations such as Society of Saint Vincent de Paul.

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## Affordable Computers

Q: Is there a deadline to apply?

A: There is no deadline to apply. Applications are processed on a first-come, first-served basis.

Q: How many computers can I request?

A: We offer 1 computer per individual with a limit of 2 per household. Applicants may apply once a year.

Q: How do I check on the status of my application?

A: Due to the high volume of applications, we kindly ask that you wait to be contacted by RCT to determine if you qualify for the RCTech OUTREACH program. RCT will contact you within 30 days.

Q: If I do not meet the low-income requirement is there another way to qualify?

A: Unfortunately, there is not. The primary purpose of the program is to enable low income individuals to achieve their goals through improved access to technology.

Q: Is there a certain age limit for applicants?

A: No, however we ask that parents/guardians complete the application forms and provide appropriate documentation for anyone under 18 years of age.

Q: Can I reapply if I am not approved the first time?

A: If you are able to satisfy the eligibility requirements and provide proper documentation, you are welcome to reapply.

Q: Does RCT deliver computers?

A: Yes, if you are unable to access the RCT's center. However, shipping and handling fee is extra. Please contact us to see how much it is to deliver your computer to you.

Q: Do I have to pay for the warranty?

A: No, the 2-year warranty is free with each computer system.

Q: Can I extend my warranty?

A: No, the maximum time for a warranty is 2 years. However, you can reapply for a new computer after a year of receiving.

Q: Where do I take my computer for warranty work?

A: During the warranty period, return the computer to the RCT location where it was picked up. Please call in advance and bring proof of receipt with you.

Q: If I return my equipment to RCT for warranty work, will I lose my data?

A: RCT strongly advises that you back up your system on a regular basis. We do not guarantee your data will be safe as we may have to re-install the Operating System, rebuild the hard disk drive or completely replace the computer.

Q: Is my computer still covered under warranty after RCT has repaired or replaced it?

A: Yes, the duration of your warranty remains the same if RCT repairs or replaces your computer. It is calculated from the original pick-up date.

Q: What happens if my computer breaks down after the warranty period expires?

A: If this happens, take your computer to a local repair shop for repairs.