



CITY OF RIVERSIDE

Number: 1-2 Effective Date: 01/09

SUBJECT: **DIGITAL INCLUSION COMPUTER EXCHANGE AND REPAIR POLICY**

PURPOSE:

To provide Digital Inclusion participants with a clear understanding of the warranties offered and the service levels that the program will provide.

POLICY:

The exchange warranty is limited to a 2-year period from the date of receipt of the free computer system after graduation from the Digital Inclusion Program.

Exchanges Due to Hardware Failure

The Digital Inclusion staff will first attempt to repair the problem. If repair is not possible or cannot be made within 30 minutes, an exchange will be made up to a maximum of 3 exchanges per household.

Exchanges Due to Viruses, Malware or Spyware

Each system built by the Digital Inclusion staff includes installations of Anti-virus software, Anti-Spyware software and a Firewall. If it is determined that a software issue was a result of user error, there will be a \$10.00 replacement licensing fee for the Windows Operating System license and the Microsoft Office Suite license. The \$10.00 fee will be imposed for both an exchange and/or re-imaging of the current computer system.

System Upgrades

The Digital Inclusion Program makes every effort to provide a computer system that can be used efficiently for homework, Internet Browsing and Communication. However, due to equipment costs, the program cannot issue state-of-the-art computers and monitors. Our minimum standard is a PIII with a 500 Megahertz processor, 192 Megabytes of RAM, a 6.4 Gigabyte Hard Drive and a CRT monitor. Upgrades to larger hard drives and increased RAM are available at a nominal fee.

Periodically, through our E-Waste program, we do receive high-end Pentium IV computers and flat-screen monitors. These systems have a minimum configuration of 1.0 GHz processor, 512 Megabytes of RAM and a 20 Gigabyte hard drive. These systems are only available to Digital Inclusion graduates. The system includes the Windows XP Operating System and Microsoft Office Suite. Flat-screens can be purchased for a nominal fee depending upon size and availability.

Public Services

E-Waste drop-off and business pickup services are offered to the General Public at no cost. However, the Digital Inclusion Program systems and services are only available to our Digital Inclusion graduates. This program was developed to serve our low-income residents in the City of Riverside.