

SMC



SMC is IT

NETBOOK PROGRAM



Contents

Welcome.....	3
Parent Role/Student Role.....	4
The Package.....	5
Caring for Netbooks, Appearance/Maintenance.....	6
Software Licensing.....	7
Internet Usage, Cybersaftey.....	8-14
Technical Support.....	15
Appendix 1: Caring for your Netbook	16-17
Appendix 2: Internet, Intranet and Email Code of Practice.....	18-20
Appendix 3: Memorandum.....	21



Welcome to the St Monica's College Netbook Program

Enhancing Learning both Now and into the Future

"We provide facilities, resources and technology which reflect a commitment to excellence and encourage each student to reach full potential.
College Mission Statement

Central to the core values of St. Monica's College is the challenge we set to be innovative and inspiring in our search for excellence in curriculum, teaching, learning, performance and relationships, which produces engaged, robust citizens and lifelong learners capable of shaping our future.

This Netbook program affords the opportunity for our students to enter a new world of curriculum possibilities, allowing engagement and involvement in their learning by having their own Netbook to take to class and home each day. A Netbook is a small computer which enables students to access all the College's resources including the Internet from their desk at school or home.

This is not a gimmick. Rather, it takes seriously the Federal Government's Digital Revolution initiative to provide all students with access to a computer in order to enhance their learning both now and into the future.

I am confident that students of St Monica's College will be able to enjoy the benefits of a well resourced network infrastructure backed by a strong curriculum and a focused teaching and learning program.

B.E.Hanley B.A., Dip.Ed., Grad.Dip.Ed.Admin., M.Ed., FACEL
Principal



PARENT ROLE

The Role of Parents in the Netbook Program

Within a strong Information Communications Technology Infrastructure (ICT), your role as parents is central to the success of this program. Your son/daughter will receive the Netbook and it will be theirs to use whilst they are a student of St. Monica's College.

They will need to look after this important tool of learning as if it is their own. With you they will have the ultimate responsibility for ensuring it remains in perfect working order so it is able to be used as required in class at anytime. This manual contains important practical advice about Netbook maintenance: we ask that parents assist their children in understanding these simple requirements.

As well, all students are aware of the Acceptable Use Policy regarding the use of our network services including Internet, Email and Hardware. A copy of this has been placed on the Parent Portal for your perusal. There is also a copy in this Manual on pages 18-20. It is worthwhile discussing this document with your son or daughter.

STUDENT ROLE

The Role of Students in the Netbook Program

Under the Netbook Program, students are expected to take their Netbook into all classes very much as they bring their books to their lessons. When the Netbooks are not required they must be safely stored in the student's locker.

They should always be brought home at night time so that they can be used to complete school work and the batteries charged. Each Netbook comes with its own carry case. The Netbook must always be stored in the carry case when not in use. In carrying the Netbook from class to class, it must always be carried around in this case.

THE PACKAGE

What students receive in the Netbook Program

Students new to the program will receive the following:

- The Netbook



- AC Adapter



- SMC branded carry case



- SMC branded USB stick



- SMC branded Headset and Microphone



CARING FOR NETBOOKS

The Essentials of Caring for Netbooks

To keep the Netbook in optimum working condition the following requirements must be adhered to:

- Always store the Netbook in the carry case provided
- Avoid storing it in your school bag without the carry case – pressure from books can damage the screen and hinges
- Do not store anything additional (apart from the spare battery) to the Netbook within the carry case (e.g. cords, papers or disks), as this may damage the screen
- Carry your Netbook within its carry case inside your normal school bag. Do not overfill your school bag. (Pressure on the Netbook can cause permanent damage to the screen and other components)
- Do not grab or squeeze the Netbook. (This can also damage the screen and other components)
- Never leave your Netbook in a car or in an exposed area where it can be stolen.
- Never leave your Netbook in unsupervised areas during the school day. They are to be securely locked in a school locker. Netbooks left unsecured may be confiscated to avoid exposure to theft.
- When travelling home never carry your Netbook as a separate item, and never remove it from your school bag. This is so that you do not draw attention from others that you have a Netbook, and it prevents you from becoming a target of thieves.
- Please also check the 'Guidelines for Students on Caring for their Netbook' later in this manual.

Maintenance, Repairs and Replacements

This Netbook is provided to students with the expectation that they will value it carefully and maintain it in excellent working conditions at all times.

Should the Netbook be damaged or a total loss due to negligence, payment must be made for the full repair or replacement cost by parents. This will be reflected in the next fees account.

For basic repairs there may be a small service fee charged to parents and this will be reflected in the next fees account.

In the best interest of effective use of Information Communications Technology, and to benefit good learning and teaching, it is important that these Netbooks are cared for properly.

SOFTWARE LICENSING

Software installed by St. Monica's College is subject to licence conditions and must not be distributed or deleted without written permission from the school.

Netbook software image includes:

Adobe Flash Player - Create and view animated content.

Adobe Reader - Provides options for basic PDF viewing and comment-making.

Clickview Player - A portable player for various audio and video formats.

Microsoft Internet Explorer - Web browser.

Microsoft Office - Word, Excel and PowerPoint etc.

Anti-virus software.

VLC Player - A portable multimedia player for various audio and video formats.

Non-School Applications and Files

Downloading or listening to music, playing games and videos from the internet during school hours is prohibited except when directed by a staff member for educational purposes.

Installing any non-College sanctioned software is prohibited. Should this occur causing the Netbook to malfunction, a reimaging fee will be charged to parents. This also applies if the Netbook malfunctions due to configuration changes made by any person.

It is the student's responsibility to ensure that there is enough hard drive space and memory available to engage in all educational requirements.

INTERNET USAGE

Use of Netbooks by students is governed by the Acceptable Use Policy that students and parents agree to for use of ICT within the school. Parents are also to familiarise themselves with the Acceptable Use Policy to further support their adherence outside of the school environment (see the Parent Portal for more details).

Any inappropriate use of the internet is unacceptable and is subject to disciplinary action and exclusion from the school's network and resources.

Resources for parents are available on the Parent Portal under the Parents and Student Wellbeing Link.

CYBERSAFETY

The College has very effective filtering systems which prevent students from bullying each other or from being bullied online themselves from external sources. However, unsupervised use of the internet at home is discouraged.

Many young people use social networking sites like Facebook and MySpace or spend a lot of time on instant messaging services like MSN Messenger and the like. Apart from the waste of time this produces, it takes young people away from face to face interaction with friends and family, and it also exposes them to cyber stalking by online predators.

A very useful resource for parents is the government website, ACMA at <http://www.acma.gov.au>. As well, here are some useful tips that are worth following.



Leaving a trail - your digital footprint

Technology is great but every time you use it, you leave a trace of yourself. It could be in an email, a text or an uploaded image so take care with these simple hints.

Almost everything you do with technology leaves a trace: something called a digital footprint. Your digital footprint is a bit like a map of everywhere you have been with your technology - everyone you have spoken to (and sometimes, what you have said), every image or comment you have posted, and every file you have downloaded. Digital footprints are very hard, in fact almost impossible, to erase.

Here are some examples:

- Text messages and emails can be saved by the person you sent them to, and forwarded to many more people than you ever intended.
- You can delete a blog, or a comment or image you have put on a site like MySpace or Facebook, but you do not know how many people have downloaded it before you delete it - and a copy is always saved in the site's archive.
- Even a one-on-one IM chat can turn into a public conversation if the person you are talking to decides to record or copy it.
- Technology is great, but you do need to take care about how you use it.



My brand - self image and reputation

Online, it is even more important to think about how you want others to see you. Here are some tips on how to create and maintain a good reputation.

Creating your brand

- Text messages and emails can be saved by the person you sent them to, and forwarded to many more people than you ever intended.
- You can delete a blog, or a comment or image you have put on a site like MySpace or Facebook, but you do not know how many people have downloaded it before you delete it – and a copy is always saved in the site's archive.
- Even a one-on-one IM chat can turn into a public conversation if the person you are talking to decides to record or copy it.
- Technology is great, but you do need to take care about how you use it.

The 'school assembly' rule

There are some things you just do not want everyone to know about, but the trouble with technology is that it is very hard to limit who sees what.

When in doubt about whether to say or post something online, use the 'school assembly' rule: if you would not want something held up, read out or displayed at your school assembly, it is safer not to text, post, email or chat about it over your phone or the internet. That especially applies to:

- Information about your drug and alcohol use or other people's use;
- Nudity or sexually explicit material;
- Hurtful or insulting pictures, messages or jokes about someone else (because in some cases, forwarding these may even be a crime).

Protect your future brand

- Some employers and Universities look at your social networking pages when they are deciding whether to give you a job or a place on a course, so it is always worth thinking about the future before you text, post, email or chat.
- It is possible that one day you might meet in person someone you have known online, which can be embarrassing or even humiliating if you have said or done something that you regret.



Chatterbox - friendships and relationships

Making new friends online can be fun but it can also be dangerous if you are not careful. Do not worry; here is some advice to help you.

The popularity contest

- It is great to be popular, but remember that the more online friends you have, the more people can see any private information in your profile (even if you use the highest privacy setting).
- If you have added someone as a friend, and then changed your mind, you can generally delete them, but remember they have had access to whatever you have posted.

Keeping it nice

- When you are communicating through technology, it is easy to forget that the person you are talking to is a real person with real feelings. If you would not say it face to face, or yell it out at your school assembly, do not say it online. That goes for insults, swearing and rumours, too.
- You cannot always tell if someone's joking when you cannot see or hear them - even with emoticons - so be careful when you are chatting, to make sure that what you say will not be taken the wrong way.

Gossip

- Saying or forwarding mean or humiliating things about other people can cause them real worry and pain, or get them into trouble with their parents or the school. You can get in trouble for spreading stories about other people, too.
- In some parts of Australia, it is against the law. Even where it is not illegal, the other person can take you to court and if they win, you can be made to pay them money for the hurt you have caused them.
- Making someone's private information public (like posting their phone number or address online) might cause them more than a bit of drama (such as prank calls); it might put them in danger.
- Think before forwarding pictures, messages or jokes about someone else, or sharing their private information.

If someone is bullying or harassing you

- If someone is giving you a hard time – through MySpace, Facebook or Bebo, texting, phone calls, email, Instant Messaging or in a chatroom - do not respond and do not reply. Lots of people will give up if they do not get a response.
- But that does not mean ignore it – tell a trusted adult and ask them to help you.
- Save nasty messages, texts or emails (or copy and paste Instant Messaging chats to Notepad) so you can show an adult if you need to.
- And remember, most chat sites, Instant Messaging software and phones have feature that let you block communication from people you do not want to hear from.
- If you know someone else is being bullied, tell someone. The person being bullied might not have had the courage to find help for themselves.



Flicks and Pics - images and video

These days, sending and downloading images and videos is easy. The difficult part is if you can trust the person you are sending it to. Here is some information you need to know to help protect yourself.

Sharing images and videos

- Remember that it is easy to forward photos and videos sent by text or email and posted online, so if you would not want a photo or video, or some information about you displayed at your school assembly, think twice before you post it online or text it to anyone.
- As well as potentially damaging your reputation, you can actually be charged in court with making child pornography if you share nude or explicit photos of yourself.
- To protect your own safety, it is not a good idea to send a photo or video of yourself to someone you do not know in real life.

Using cameras

- Considering other people is a big part of using technology safely and respectfully. So it is best not to take a picture of someone unless they know you are doing it and agree to it. That's especially true if they are doing something that they might regret or be embarrassed by later, or might get them into trouble.

Other people's images and videos

- Webcams can help us stay in touch, but it is important to think carefully and consider your safety before you accept a file or webcam feed from someone you do not know or trust in the real world.
- Remember that web cam images can be faked – so even if you think you have seen someone you are chatting to online, they might not be who you think they are.
- If you see something online or get a text which scares or worries you, tell a trusted adult right away, and see if you can block the person who sent it to you.



Bodyguard - protecting your privacy and staying safe

When using technology, it is best to look out for scams, illegal activities and, more importantly, protect your privacy. Here are some tips to help make sure your privacy stays safe.

Computer health checks

- There are a few other things to be aware of if you want to keep your computer or phone in good shape, so that it is quick to use, and always available when you need it (and does not keep costing you or your parents lots of money to fix):
- Always use anti-virus software, run regular scans and ensure you download updates.
- Back up everything on your computer once a month or so, so that even if you get a virus or your computer breaks down, you do not lose your material.
- If you do think you have been hit by a virus or Trojan:
- Disconnect from the internet immediately (turn off your modem, if you have to);
- It is also worth deleting spam texts and emails immediately (or put them into your spam folder) without opening them or replying. As well as taking up memory space, some spam texts and emails contain viruses that could wipe out everything on your computer or phone.



Google it - finding and using information

The web is full of fun and information but it also holds other inappropriate content. Filter out what is safe for you with some simple guidelines.

Searching

- The web has a treasure trove of information.
- Use a good search engine – Google has some student-friendly versions of their search tool. See: StudySearch or SafeSearch.
- The more specific you are, the better the results will be, so use distinct words or phrases for what you are looking for.
- If you only want results that contain groups of words together, rather than separated throughout the document, put inverted commas around them (e.g. "search the internet").
- If you do not get what you want the first time, have a look at the search results you DID get and see if they give you any extra ideas.
- Identifying credible sources
- There is a lot of useful and fun material/information on the web - but remember that nearly anyone can put nearly anything on a website and call it fact - so it pays to think about who has written the information you are reading, and why they have written it.
- Have a look at the 'domain' of the website – sites that are associated with government (.gov or .gov.au) or education facilities (.edu or .edu.au) are generally quite reliable.
- Use a bit more caution with websites that are .org, .org.au, .com, or .com.au – or those that have a person's name in the web address.
- Always look at the 'About Us' section of the website if there is one. It is usually a good indication of what interests, bias or attitudes the site's authors have.
- Generally if the person or organisation who has written the website is credible in the real world, you can have some trust in the information they have put on the web.
- If you are not sure it is reliable, it is probably best not to use it for school work or rely on it too heavily.
- Referencing and plagiarism
- Using someone else's ideas or words without making it clear where you got them from is a form of cheating called plagiarism.
- If you are using someone else's words, you need to include them in quotation marks ("") and make it clear where you got the quote from (the web address) and when (the date you accessed it). You should also include WHO wrote the quote if you can – but that is not always clear on a website.
- If you are using someone else's ideas, you need to state that you are. Again, include the web address, the date you accessed the information, and the author's name (if possible).

TECHNICAL SUPPORT

Netbook Repairs and Maintenance

If you are experiencing issues with your Netbook, bring it to Netbook support available on both campuses at the appropriate times. Students will receive documentation indicating that their Netbook is under repair. Most issues will be solved within 48 hours. Students will be notified to return to Netbook support for pick up.

CONTACT DETAILS

For general information and enquiries please contact the Netbook Coordinator on (03) 9409 8800 or Central Office fax: (03) 9408 7531

Email: netbookadmin@stmonicas-epping.com

Web Site: www.stmonicas-epping.com/netbook

APPENDIX 1

CARING FOR YOUR NETBOOK

Packing away your netbook

- Store your netbook bottom down
- Do not wrap the cord too tightly around the power adaptor because this might damage the cord.

Handling your netbook

- Try to avoid moving your netbook around when it is on. Before switching on, gently place your netbook on a stable surface and then switch on.
- You still need to be careful with your netbook while it is in the bag. Always place your netbook in the St. Monica's College branded carry case.
- Be careful when putting the netbook in the car that no other items are on top of it and nothing will roll onto the netbook.
- Netbooks should be switched off before being put into the protective cover.

Operating conditions

- Do not place objects on top of your netbook and never carry it around while it is turned on
- Avoid exposing your netbook to direct sunlight or sources of heat such as desk lamps
- Avoid exposing your netbook to dust, dirt, rain, liquids or moisture
- Avoid exposing your netbook to heavy shock or vibration.

LCD screen

- LCD screens are delicate – they do not like being poked, prodded, pushed or slammed
- Never pick up your netbook by its screen
- Do not slam the screen closed
- Be gentle when putting your netbook down.

To clean your LCD screen

- Switch off your netbook
- Lightly dampen a non-abrasive cloth with water and gently wipe screen in a circular motion
- Do not directly apply water or cleaner to the screen
- Avoid applying pressure to the screen.

AC adaptor

- Connect your adaptor only to your netbook
- Do not step on your power cord or place heavy objects on top of it.
- When unplugging the power cord, pull on the plug itself rather than the cord
- Do not wrap your cord tightly around the adaptor box
- Be aware of the power savings that come from running your netbook effectively from battery after being fully charged. This can amount to a significant amount per year.

Keyboard

- Gently brush your keyboard with a clean soft bristled paint brush or similar to remove dirt

Case cleaning

- Use a non-abrasive cloth

APPENDIX 2

Student Internet, Intranet and Electronic Mail Code of Practice

Years 7 - 9

I agree to use the St. Monica's College Student Intranet, Internet and electronic mail in a responsible manner and in support of educational research and learning. When using the College's computer network, I agree to the following:

- I will keep my identity, log-in and password private and confidential.
- I will restrict my use of the College's computer systems to educational purposes only and for completing activities related to class work and my education.
- I will only use the Internet for purposes specified by my teachers.
- I will not download unnecessary or excessive amounts of material.
- I will always work cooperatively and leave the computers so they are ready for the next user.
- I will not give out personal information such as my name, address, telephone number, parents' work addresses or telephone numbers.
- I will compose email messages using language that is polite and acceptable at the College.
- I will not respond to any messages that are unpleasant or make me feel uncomfortable. It is not my fault if I get a message like that. I will immediately inform a teacher or the College Administration of any such message that I may receive.
- I will inform a teacher immediately of any inappropriate site that I access and then exit the site.
- I understand that plagiarism - (presenting someone else's work as my own), is unacceptable. Therefore, if I do copy and paste parts of someone else's work from another site, or rephrase someone else's ideas, I will clearly indicate where the material has been directly or indirectly quoted from another source. I will list such sources in a bibliography or reference list. If I am unsure of how to do this, I will ask a teacher for assistance.
- I accept responsibility in relation to copyright protected material. I will not download and redistribute software, games, music, graphics, videos or text unless authorised to do so by the copyright owner (usually the person or organization that created the material).
- I will never use the Internet or College Intranet to frighten, harass or annoy another person.
- I will be cautious about relying on information sourced from the Internet, particularly in the case of medical or other health information.
- Not all the information on the Internet is authoritative or reliable.

Years 10 - 12

I agree to use the St Monica's College Student Intranet, Internet and electronic mail in a responsible manner and in support of educational research and learning. When using the College's computer network, I agree to the following:

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- I will restrict my use of the College's computer systems to educational purposes only and for completing activities related to class work and my education.
- I will only use the Internet for purposes specified by my teachers.
- I will not download unnecessary or excessive amounts of material.
- I will always work cooperatively and leave the computers so they are ready for the next user.
- I will not give out personal information such as my name, address, telephone number, parents' work addresses or telephone numbers.
- I will compose email messages using language that is polite and acceptable at the College.
- I will not respond to any messages that are unpleasant or make me feel uncomfortable. It is not my fault if I get a message like that. I will immediately inform a teacher or the College Administration of any such message that I may receive.
- I will inform a teacher immediately of any inappropriate site that I access and then exit the site
- I understand that plagiarism - (presenting someone else's work as my own), is unacceptable. Therefore, if I do copy and paste parts of someone else's work from another site, or rephrase someone else's ideas, I will clearly indicate where the material has been directly or indirectly quoted from another source. I will list such sources in a bibliography or reference list. If I am unsure of how to do this, I will ask a teacher for assistance.
- I accept responsibility in relation to copyright protected material. I will not download and redistribute software, games, music, graphics, videos or text unless authorised to do so by the copyright owner (usually the person or organization that created the material).
- I will never use the Internet or College Intranet to frighten, harass or annoy another person.
- I will be cautious about relying on information sourced from the Internet, particularly in the case of medical or other health information. Not all the information on the Internet is authoritative or reliable.
- Unacceptable use of the College's computer systems includes the following:
 - Interfering with the work of other users of the network.
 - Seriously disrupting the network.
 - Sending or deliberately accessing material which may be harmful emotionally or physically is in bad taste puts another person down (e.g. which contains profane or sexist language, or any other form of discrimination or harassment)-contains sexually explicit material violates the privacy of others, e.g. changing or vandalising their work violates College rules or policies or any Commonwealth or State laws.
 - Creating, modifying, executing or re-sending any computer program or instructions intended to gain unauthorised access to, or make unauthorised use of a computer facility, software or licensed software.
 - Using the network for commercial activities such as distributing advertising material.
 - Accessing or intentionally destroying software or licensed software in the College's computer network
 - Making unauthorised copies of licensed software.

Consequences for Inappropriate Use

LOW		
Level of Misuse	Examples	Consequences Managed by Year Level Leaders and Campus Director
<ul style="list-style-type: none"> Behaviour that results in disruption to a computer. Inappropriate use of a computer. Behaviour that distracts other 	<ul style="list-style-type: none"> Unplugging peripherals & cabling. Playing games, unless with the express permission of the classroom teacher. Not working with technology as directed by teacher eg. Using the internet when supposed to be completing teacher-directed activities. 	<p>FIRST OFFENCE</p> <ul style="list-style-type: none"> After school detention – 30 mins Subsequent offences to be referred to Year Level Leader
MEDIUM		
Level of Misuse	Examples	Consequences Managed by Year Level Leaders and Campus Director
<ul style="list-style-type: none"> Behaviour that can affect other students who are using the network and computers. Behaviour that involves the use of ICT technicians to resolve any technical issue arising. Deliberate copyright breach. 	<ul style="list-style-type: none"> Logging onto the network with another student's user name and password. Giving another student one's user name and password. Attempting to circumvent any network management tool. Loading software onto the network via storage devices. eg. USB drive. Downloading large amounts of music files/graphics for personal use, to store on network drives, unless given specific permission by class teacher. 	<p>FIRST OFFENCE</p> <ul style="list-style-type: none"> Student removed from network for 2 weeks; interview with Year Level Leader After school detention, 1 hour. Parents/Carers notified. Class teachers and IT Staff notified that student will be provided with generic logon which gives limited access to network and no access to student drive. Work to be saved on USB stick only. <p>SUBSEQUENT OFFENCES</p> <ul style="list-style-type: none"> Referred to Campus Director for meeting. Removed from network for 4 weeks. Parents/Carers notified and an interview if necessary. 2 after school detentions, each 1 hr. Class teachers and IT Staff notified that student will be provided with generic logon which gives limited access to network and no access to student drive. Work to be saved on USB stick only
HIGH		
Level of Misuse	Examples	Consequences Managed by Year Level Leaders and Campus Director
<ul style="list-style-type: none"> Behaviour which has the potential to affect the network in an unauthorised way. Accessing, downloading and uploading inappropriate materials. Behaviour which is intended to cause disruption, damage or defamation. 	<ul style="list-style-type: none"> Downloading unacceptable material from the Internet such as sexually oriented or discriminatory material. Downloading hacking software to illegally access the network Deliberately damaging the computer equipment. Theft. Attempting to bypass the school portal security in any way. 	<p>FIRST OFFENCE</p> <ul style="list-style-type: none"> Removed from network. Removed from classes. Referred to Campus Director for interview. Parents notified and interviewed. Reimburse school for damage or technician's time. Suspension and/or referral to police. (Computer Crime Squad)

APPENDIX 3



ST MONICA'S COLLEGE NETBOOK PROGRAM

MEMORANDUM OF UNDERSTANDING

In the interests of establishing a successful and practical Netbook program in the College there are a number of understandings which require parents' acknowledgement and agreement.

- The Netbook computer is provided to College families at no charge.
- The Netbook computer will be distributed to parents who will pass it on to their child after having signed this Memorandum of Understanding.
- This Netbook is provided to students with the expectation that they will value it carefully and maintain it in excellent working conditions at all times. When not in use it should always be kept in the St Monica's College labelled carry bag. Please also refer to the Maintenance section of the manual.
- Should the Netbook be a total loss regardless of circumstances, payment must be made for the full replacement cost by parents. This will be reflected in the next fees account.
- For basic repairs there will be a small service fee charged to parents and this will be reflected in the next fees account.
- In the best interest of effective use of Information Communications Technology, and to benefit good learning and teaching, it is important that these Netbooks are cared for properly. It is also a saving in costs to families and the College.
- Should your child leave the College prior to the end of Year 12 the Netbook computer must be returned to the College including the carry bag, extra battery, headset and USB key.

I, _____ parent of _____ of Year ____ acknowledge my responsibilities in regards to the Netbook program of St Monica's College as expressed in this Memorandum of Understanding.

Signed: _____ Date: ____/____/_____

APPENDIX 4

Repair and Replacement Pricing

SMC Netbook Repair Price List

For unlisted items, call SMC Netbook Support on (03) 9409 8897

Product Name	Description	Retail Price Per Unit	SMC Price Per Unit
LCD SCREEN	Full replacement due to direct damage	\$377.00	\$135.00
KEYBOARD	Full replacement due to direct damage	\$197.00	\$25.00
DC POWER JACK	Full replacement due to direct damage	\$187.00	\$49.00
VIRUS & SPYWARE REMOVAL	Full clean up and reimage of Netbook (All data lost)	\$99.00	\$49.00
DATA RECOVERY	Full recovery	\$150.00	\$55.00
CHARGER REPLACEMENT	Full replacement due to direct damage or Loss	\$70.00	\$10.00
3 CELL BATTERY	Full replacement due to direct damage or Loss	\$60.00	\$35.00
REPLACEMENT OF NETBOOK	Full replacement due to extensive and unrepairable damage	\$499.00	\$299.00

Please note: All Netbooks are insured against theft. In the event of a theft an excess for a claim will be \$250