CYOD Portal
Information Pack
2015 Program
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About Datacom Systems

Datacom Systems specialises in supplying solutions to the education sector throughout Australia. This year, we are very pleased to have been selected by Padua College as the preferred partner for the Parent CYOD program. We look forward to working with staff and families involved with this program this year, which leads the way for the use of technology in the classroom.

Your Portal

Datacom has a dedicated on-line ordering system that has been made available for this program. It is called the Datacom MySchoolShop CYOD Portal and will allow you to place an order at any time. This system has been customised for Padua College.

The link to your portal is https://myschoolshop.qld.datacom.com.au/paduacollege

Device Options

Datacom, in conjunction with Padua College staff have worked very hard to ensure that we supply devices designed to provide students with the best access possible to learning. The College has selected HP models, providing you with a range of device options based on price and subjects studied by your son. These devices are business grade machines and are renowned for their quality and reliability.
The four HP bundles offered are detailed below. All devices bundles come with three years manufacture warranty, ADP (Accidental Damage Protection), Insurance and Datacom support. Bags are not included in the bundles and are additional costs which are listed on the website.
## Carry Bags

The following Matrix of carry bags is designed to help you select the correct bag for the machine chosen. These bags are specifically designed for the Education market.

<table>
<thead>
<tr>
<th>HP Pro 10EE Sleeve</th>
<th>Targus 13.3&quot; TANC 5.0</th>
<th>Targus 13.3&quot; Contego 3.0</th>
<th>Targus 13.3&quot; Orbus Hardsided Case</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="HP Pro 10EE Sleeve" /></td>
<td><img src="image" alt="Targus 13.3&quot; TANC 5.0" /></td>
<td><img src="image" alt="Targus 13.3&quot; Contego 3.0" /></td>
<td><img src="image" alt="Targus 13.3&quot; Orbus Hardsided Case" /></td>
</tr>
<tr>
<td><img src="image" alt="HP Pro Tablet 10 EE Intel Atom / 2GB / 64GB" /></td>
<td><img src="image" alt="HP Pro x2 612 Tablet and Pen / Keyboard IR / 8GB / 256 SSD" /></td>
<td><img src="image" alt="HP ProBook 11 EE / 8GB / 128 SSD" /></td>
<td><img src="image" alt="HP Spectre x360 / 8GB / 256 SSD" /></td>
</tr>
<tr>
<td>✓</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>✓</td>
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</tr>
</tbody>
</table>
Datacom Premium Onsite Support

For devices purchased through this program, Datacom Premium Onsite Support is included in the purchase price. A full break down of each benefit is below.

<table>
<thead>
<tr>
<th>Premium Onsite Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage of issues</td>
</tr>
<tr>
<td>On-the-spot resolution</td>
</tr>
<tr>
<td>Perform onsite repairs</td>
</tr>
<tr>
<td>Loan device</td>
</tr>
<tr>
<td>Re-load school image</td>
</tr>
<tr>
<td>Basic software support</td>
</tr>
<tr>
<td>General support</td>
</tr>
</tbody>
</table>

Your son will receive the following benefits for his device, all performed onsite at the School IT Department by a vendor certified Datacom technician:

- Triage of issues – our technician will talk with your son to fully understand the issue(s) being experienced on his device
- Resolve on-the-spot if possible – our technician will work one on one with your son on his device to decipher and fully understand the exact issue(s) being experienced,
where issues can be resolved on the spot (i.e. drivers, software, network settings), best attempts will be made for the issue to be resolved on-the-spot so your son can return to his studies immediately

- Perform onsite repairs – our onsite technician will take your son’s device and raise a repair ticket in our ticket management system, then facilitate the repair of the device on school premises
- Loan device if required – if the repair of your son’s device is going to take any longer than approximately 24 hours, our onsite technician will provision and supply a loan laptop to be used until the device is repaired.
- Re-load school image on to student device – in the case of a hard drive failure the school image will be re-loaded on to your son’s device, meaning when it is handed back it is ready to use straight away, with no further delays
- Basic software support – via the triage process our onsite technician is able to provide basic software support to your son
- General support – Datacom’s onsite technician will be onsite at the School to not only provide support to your son, but also to the School IT Department where possible. This ensures your son will not only have minimal downtime with their device, it will mean the School IT Department is also supported onsite by our certified technician’s.

Please also note the following:

- Three years of Datacom Premium Onsite Support is included in the purchase price of the device. If your son is completing his studies at the School Datacom Premium Support is still available to support the device either from the School during term, or from Datacom’s South Brisbane office outside term.

- During periods that the School is closed during holidays, support is available for your son’s device from our office and repair workshop in South Brisbane, both over the phone, and in person (by appointment). Unfortunately we are unable to perform onsite repairs in private homes, however if you are able to bring the device to your workplace (within a 50km radius of South Brisbane QLD 4101) then we may be able to perform the repair onsite.

- Timeframe for repairs under basic onsite support is approximately 3 business days. There may be times where due to constraints on parts these timeframes are longer, however we will work with the vendor, student, parent and school to ensure any delays are minimised.
Accidental Damage Protection/Protecsure Insurance

ADP cover/insurance protection, is from the date of delivery, which is the day your son receives his device. Datacom are authorised to carry out repairs on the machines up to a value of $1500.00 locally any claim will be dealt with in a timely manner.

For the program insurance or accidental damage the excess cost per claim is as follows.

1. HP per claim excess is $60.50
2. Protecsure Excess $100

As each policy has terms and conditions the details of the policies are enclosed at the end of this document. It is recommended that you familiarise yourself with the policy terms and conditions for your chosen device.

Protecsure (for HP Pro Tablet 10 EE)

- Accidental damage including Fire as long as there is a single identifiable incident (no other accidental damage is covered)
- Theft – secure location and school or home or a supervised school event- the equipment needs to be supervised in public.
- Lost on a mode of public transport
- Stolen from a locked vehicle
- Overseas cover for up to 28 days any one trip.
- Full consumer legislation protection
- Excess $100

Please refer to the PDS for full terms and conditions before purchasing this policy.

*Please note that a laptop/tablet bag is a mandatory requirement to align with the APD and Protecsure PDS. All the laptop bags recommended by Datacom are suitable to qualify for insurance protection.

Payment Options

Under the CYOD Portal we offer you two payment options.

- Major Credit cards - VISA, VISA Debit, MasterCard, Debit MasterCard and AMEX. Please note that a surcharge of 4% applies for AMEX only.
- Direct Deposit
  - BSB 242 000
  - Account Number 230 273 006
  - Account Name Datacom Systems

If you choose the pay via direct deposit, simply choose this option in the payment section and continue to process your order. Once you have received your order confirmation, you will be required to reference your “order number” when processing your payment into our account.

Any transaction is purely between your chosen finance provider and yourself and you are advised to read the disclosure statement and terms and conditions from the provider that you have selected.
Delivery of Laptop

The machines that are ordered by 12:00pm lunchtime on the 30th of October will be scheduled for delivery to the school on the week beginning the 7th of December to the College for collection. As the machines are custom built for the program we require this lead time to ensure delivery. Please note that every effort will be made to ensure delivery by this date. However circumstances out of our control can occasionally impact on this; for example time taken to clear Australian customs or transit issues. Should this occur we will inform you as soon as possible. The times for collection will be compiled into groups in order to reduce any waiting time on collection day, you will receive notification of this time once the machines have been ordered.

Machines ordered after this date may still arrive before Christmas in which case we will contact you to determine when you would like to take delivery, the ordering site will remain open into January at this point in time there is no close date for the site. Machines ordered from 1st to the 21st of November will be delivered to the College in January at a time to be determined you will receive notification of this once the order has been placed.

Any Machines ordered after the 21st of November we will make best efforts to have deliveries made before the school year starts but we cannot guarantee this.

Please note there is an expected price increase on the 1st of November at yet the percentage of increase is not known
Who do you contact for questions relating the products or the CYOD Portal?

The top right corner of the home page has a Contact Us button. This will navigate to an online form as well as phone and email contact information.
HOW TO ORDER

Step One

To begin, please click on the hyperlink https://myschoolshop.qld.datacom.com.au/paduacollege or you can enter the address into your browser.

The site requires an Access Key and Pin number *pin is case sensitive* to access the portal. These details are specific for Padua College and portal is designed with the devices the school has chosen that best suit the students requirements for education. These details are below;

<table>
<thead>
<tr>
<th>Access Key</th>
<th>Padua College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pin</td>
<td>parent</td>
</tr>
</tbody>
</table>

Once you have put in the Access Key and Pin Number, to accept the terms and conditions please click the “I accept the Terms and Conditions” box to proceed to the portal.
Step Two
Once your login has completed successfully, you will be presented with information tabs and the catalogues for the different devices and accessories that relate to those devices. This will allow you to browse the products that are on offer as a part of this program. The categories for Padua College are; HP Pro Tablet 10 EE, HP Prox2 612 Tablet, HP ProBook 11 EE and HP Spectra Pro x360.

*Please refer to the table below to review Padua’s device recommendations per grade/subject choice. All models are visible online and are not tailored to each individual log in. If you have any questions in regards to Padua’s device recommendations please contact the school. Questions will be taken and answered by the school on the parent information nights*
Bringing the benefits enabled by new and existing technologies faster and better than anyone else. Integrating technology into classrooms, maximizing the quality of teaching time.

Why Datacom?  Free Shipping  Payment Options

HP Pro Tablet 10 EE Bundle

$896.70 Inc GST

Add to Cart
Step Three
When you have clicked on the device (aligned with Padua’s recommendations), detailed product information is displayed. Each device has the list of compatible bags to add to your purchase.
To complete Step Three click “Add to Basket” to view further product details, click the “back” tab that will take you back to the catalogue of products.

Step Four
When you have completed your purchases, please click on the “basket” icon in the top right hand corner of the portal and then click “checkout”.

Once you have clicked on “check out” you will see your order and will have an opportunity to purchase additional items that relate to the device. This is listed in case you have forgotten to order the items previously. Once you are happy with your order click “place order”.
Step Five

The Checkout screen will show you the items you have ordered and you now need to complete the “order details”, “contact details”, and “payment details” to process your order. You will be required in the “order details” section to create your own “order pin”. This is required should you wish to retrieve order information at a later date. Please take a note of this “order pin” number for your records. Once you have completed all the required fields, please click “next”.

Shopping Cart

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>NAME</th>
<th>QTY</th>
<th>PRICE INC GST</th>
<th>TOTAL INC GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP PROBOOK 11 BUNDLE</td>
<td>1</td>
<td>8</td>
<td>$1,511.44</td>
<td>$1,511.44</td>
</tr>
<tr>
<td>TAVOLIS 13.3” HDMI 5.0 CASE NEW 2016</td>
<td>1</td>
<td>8</td>
<td>$65.32</td>
<td>$65.32</td>
</tr>
<tr>
<td>SUB TOTAL INC GST</td>
<td></td>
<td></td>
<td>$1,576.76</td>
<td>$1,576.76</td>
</tr>
<tr>
<td>SHOPPING CART TOTAL INC GST</td>
<td></td>
<td></td>
<td>$1,576.76</td>
<td>$1,576.76</td>
</tr>
</tbody>
</table>

Also Recommended

- HP Pro X2 612 Tablet and Power Keyboard Bundle $2,196.63
- HP Spectre Pro X360 Bundle $2,135.61

Order Details

- Student Name
- Student Number
- Order Pin
- Order Pin Confirm

Contact Details

- Contact Name
- Phone
- Email

Payment Details

- Payment Method

[Next]
Step Six

You will be presented with the final summary of your order and you then click “place order” to finalise payment.

Step Seven

Your order has now been placed and received by Datacom Systems and you will be allocated an order number. Should you have an inquiry relating to your order, this number will be required. You will also receive an emailed confirmation containing all the details of your order.
**EMAIL CONFIRMATION**

**DATACOM**

**PENDING ORDER 355548**

<table>
<thead>
<tr>
<th>ORDER DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Name</strong></td>
</tr>
<tr>
<td><strong>Order Status</strong></td>
</tr>
<tr>
<td><strong>Ordered By</strong></td>
</tr>
<tr>
<td><strong>on 13-Oct-2015 at 11:13</strong></td>
</tr>
<tr>
<td><strong>Payment Method</strong></td>
</tr>
<tr>
<td><strong>From Website</strong></td>
</tr>
</tbody>
</table>

**DELIVERY AND BILLING**

| Delivery For | Los Lane |
| Deliver To | Padua College CVD |
| 80 Turney Road |
| Kedron Qld 4031 |

**Delivery Phase**

<table>
<thead>
<tr>
<th>VENDOR CODE</th>
<th>PRODUCT NAME</th>
<th>QTY</th>
<th>PRICE INC GST</th>
<th>TOTAL INC GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>L8Q64AYH03P73AJ4LUE+OFO124 HP Pavilion 11 Bundle</td>
<td>1</td>
<td>$1,511.44</td>
<td>$1,511.44</td>
<td></td>
</tr>
<tr>
<td>TBT25102AU</td>
<td>Targus 13.3&quot; TANC 5.0 Case NEW 2016</td>
<td>1</td>
<td>$65.32</td>
<td>$65.32</td>
</tr>
</tbody>
</table>

Sub Total Inc GST $1,576.76
Total Inc GST $1,576.76
GST $143.34

**DELIVERY INSTRUCTIONS / NOTES**

Payment Method: Direct Deposit

Notes:
Education – Equipment Insurance Policy

Financial Services Guide  Issued 11th May 2015

This Financial Services Guide (FSG) is issued by Protecsure Pty Ltd ABN 26 094 997 163, AFSL No 238815.

PURPOSE OF FSG

This FSG is designed to help you decide whether to obtain the financial services we provide and explains the products and services we can offer you, how we and others are remunerated for the services offered to you, and our complaint handling procedures.

SERVICES OFFERED

We can provide you with factual information and general advice about equipment insurance and can arrange an insurance policy that will provide cover for your equipment. Alternatively you can obtain insurance from an insurance company of your choice.

When providing general and factual advice about equipment insurance, we have not taken into account your personal circumstances, needs or objectives. You should consider the advice in light of your personal circumstances and/or seek independent professional advice from a qualified adviser.

HOW WE ARE PAID

Protecsure may receive up to 35% of the total insurance premium to cover product development, marketing, arranging insurance and managing claims.

IMPORTANT RELATIONSHIPS

Protecsure has a binding authority from the Insurer, Chubb Insurance Company of Australia Ltd (“Chubb”) to provide equipment insurance and manage claims. Under this authority Chubb has appointed Protecsure as its agent, on terms that an insured who deals with Protecsure in relation to this insurance will have the same legal protection as if the insured had dealt directly with Chubb. Any equipment insurance arranged for you will be provided under a policy issued by Chubb.

Protecsure Pty Ltd
ABN 26 094 997 163, AFSL No 238815
Level 2, 151 Castlereagh Street, Sydney NSW 2000
Web: www.protecsure.com.au | Email info@protecsure.com.au
Ph: (02) 8251 6666 | Fax (02) 8088 7775

Chubb Insurance Company of Australia Ltd
ABN 69 003 710 647 AFSL 239779
Level 29, 2 Park Street, Sydney NSW 2000
Web: www.chubbinsurance.com.au
Ph: (02) 9273 0100 | Fax (02) 9273 0101

GENERAL INSURANCE CODE OF PRACTICE


The Terms of the Code require Chubb to be open, fair and honest in its dealings with you. The Code outlines the standards by which Chubb has agreed to deal with you in relation to buying insurance, claims handling, complaint resolution as well as standards for employees, authorised representatives and service suppliers, financial hardship, information and education and access to information.

The Code aims to:

• Commit to high standards of service.
• Promote more informed relations between you and Chubb.
• Promote trust and confidence in the insurance industry.


PRIVACY STATEMENT

We and our service providers will comply with the provisions of the Privacy Act 1988. Our Privacy Policy statement can be found on our website at www.protecsure.com.au.

The Privacy Policy contains information on how you may access your personal information held by us and how to seek correction of such information. It also provides information on how you can make a complaint against us for a breach of the Australian Privacy Principles (“APPs”), or registered APP code(s), if any, that binds us. Protecsure does not send your personal information to any recipient overseas. Protecsure may retain your personal information to enable it to provide or assess insurance and pay claims. You consent to us providing your personal information to our third party providers who may be external valuers or appraisers, loss adjusters or investigators, professional advisers and other organisations that provide services to us including Chubb for these purposes.

COMPLAINTS AND DISPUTES ABOUT OUR SERVICES

Should you have a complaint about any financial product or service provided under this insurance policy you can raise your concern with Protecsure. A complaint may be made to Protecsure by any reasonable means including by phone, email, fax, in writing or in person.

Protecsure has not resolved your complaint to your satisfaction within 15 business days Protecsure will treat your complaint as a dispute which may involve convening an Internal Dispute Resolution (‘IDR’) Panel. The IDR Panel will convene and respond within 15 business days provided all necessary information has been received and any required investigation has been completed. If the panel is unable to convene or respond to your complaint within 15 business days you will be advised of your right to take your complaint that falls within the FOS Terms of Reference for External Dispute Resolution Procedures.

You will be kept informed of the progress of your complaint every 10 business days during the complaints and disputes handling process.

Please refer to Chubb’s website for further details on Chubb’s Complaints and Disputes resolution procedures:
http://www.chubb.com/international/australia

REFERRAL TO FINANCIAL OMBUDSMAN SERVICE

If you are not satisfied with the outcome of your complaint or if your complaint was not resolved within 45 calendar days of the date your complaint was first received, you or a third party may refer your complaint to the FOS. FOS offers a free review service for complaints which fall within their Terms of Reference.

You may contact them directly at:
Address: GPO Box 3, Melbourne VIC 3001
Ph: 1300 78 08 08 | Email: info@fos.org.au

Protecsure holds professional indemnity insurance in accordance with the requirements of Section 912B of the Corporations Act.
Product Disclosure Statement issued 11th May 2015

This Product Disclosure Statement (PDS) is designed to help you understand what you need to know about the Education - Equipment Insurance Policy so that you can make an informed choice about whether to acquire this product. Full details of the insurance cover, the exclusions from cover and the terms and conditions on which the insurance is provided are set out in the policy wording attached to and forming part of this PDS.

WHO ARRANGES AND INSURES THE POLICY?
The policy is arranged by Protecsure Pty Ltd (AFSL No 238815), under a binding authority from Chubb Insurance Company of Australia Ltd (ABN 69 003 710 647 AFSL No 239778). Protecsure acts as the agent of Chubb, not as your agent. Please contact Protecsure if you have any questions about your policy.

WHAT THE POLICY INSURES
During the period of insurance, the policy insures against theft of, or accidental damage to, the equipment (including standard manufacturer-installed operating systems and accessories). Cover applies within Australia or its Territories, or on journeys outside that area of not more than 28 consecutive days. Please refer to the terms, conditions and exclusions of the insurance as outlined in the Policy Wording below.

COST OF THE INSURANCE
The cost of the insurance (premium) will be shown in the Insurance Certificate and Tax Invoice. It will depend on various factors including the type of equipment, the value of the equipment, the geographic area in which the equipment will be used, the amount of the excess, your claims history, and the term of the insurance. The premium also includes statutory charges such as GST and stamp duty.

EXCESS
You may be able to nominate the excess or Chubb will decide which excess will apply based on an assessment of the risk. Your excess will be stated on the Insurance Certificate and Tax Invoice and must be paid each time a claim is accepted and before the claim is finalised.

BENEFITS OF THE INSURANCE
Benefits of the insurance are contained within the “Insurer’s Liability” and the “Insurer’s Maximum Liability” sections of the Policy Wording.

COOLING OFF
You may cancel your insurance by contacting Protecsure within 21 days of your cover commencing and receive a full refund of the premium. You will not be eligible for a refund if a claim is paid due to an insured event arising during this cooling off period.

COMPLAINTS AND DISPUTES
Please refer to the Financial Services Guide and our website for details.

DUTY OF DISCLOSURE
Before you enter into a general insurance contract, you have a duty under the Insurance Contracts Act 1984 to disclose to Chubb every matter that you know, or could reasonably be expected to know, is relevant to Chubb’s decision whether to insure you and if so, upon what terms. This duty of disclosure applies until the contract is entered into.

You have the same duty before you extend, vary or reinstate the insurance. This duty does not require disclosure of any matter that:

- Reduces the risk to Chubb;
- Is of common knowledge;
- Chubb knows, or in the ordinary course of its business, ought to know; or
- Where compliance with this duty is waived by Chubb.

If you fail to comply with this duty of disclosure, Chubb may be entitled to reduce its liability under the contract in respect of a claim or may cancel the contract. If your non-disclosure is fraudulent, Chubb may be entitled to cancel the contract from its beginning.

FINANCIAL CLAIMS SCHEME
This policy may be a protected policy under the Financial Claims Scheme (FCS), which protects certain insureds and third parties in the event of an insurer becoming insolvent. In the unlikely event of Chubb becoming insolvent you may be entitled to access the FCS provided you meet the eligibility criteria. APRA is responsible for the administration of the FCS. More information may be obtained from APRA - www.apra.gov.au or 1300131060.

Policy Wording

AGREEMENT TO INSURE
In return for payment of the premium stated in the Insurance Certificate and Tax Invoice, Chubb (the Insurer) will cover the equipment on the terms set out in this policy occurring during the period of insurance.

ACCIDENTAL DAMAGE
Chubb will compensate you on the terms and conditions of this policy, for accidental damage to the equipment occurring by physical means.

THEFT
Chubb will compensate you on the terms and conditions of this policy for theft of the equipment.

INSURER’S LIABILITY
Chubb may either repair or replace damaged equipment. Any replacement will be with an item of similar function, type, capacity and serviceability as the insured equipment. Chubb will not pay more than the lowest of:

- The cost of such a replacement item;
- The amount for which you have insured the equipment (which will be shown on your Insurance Certificate and Tax Invoice);
- The cost of repairing the damaged equipment. If the equipment is repaired, Chubb will not pay more than the reasonable cost of repairing the damaged equipment.

This Policy does not cover, and Chubb will not pay, your capacity as a debtor to make repayments under any credit contract.

INSURER’S MAXIMUM LIABILITY
The most Chubb is liable to pay in meeting all claims under this policy is two times the sum insured of the equipment stated on the Insurance Certificate and Tax Invoice less all excess.

REPLACEMENT EQUIPMENT
Where equipment insured under this policy is replaced by equipment of the same type and value then cover will be automatically provided for this replacement equipment subject to:

- Cover ceases for the equipment being replaced from the date of purchase of the replacement equipment;
- Chubb’s liability is as per the Sum Insured of the equipment being replaced;
- Cover does not apply to new items which are not replacing equipment already insured by this policy;
- Details of the replacement equipment are to be provided to Protecsure within 30 days of acquiring the replacement equipment;
- All other terms and conditions of this policy.

PERIOD OF INSURANCE
Insurance cover applies for the period stated in the Insurance Certificate and Tax Invoice. Cover ceases when a cancellation event first occurs. No invitation to renew will be offered and this policy will lapse upon expiry.

EXCESS
You must pay the excess stated on the Insurance Certificate and Tax Invoice on each and every item each time a claim is accepted and before the claim is finalised.

SCHOOL USERS
The unattended theft exclusion will not apply in the case of school users while the equipment is within the premises of a kindergarten, primary or secondary educational facility in Australia or its Territories and is being used in an activity organised and supervised by the school as part of its educational or sporting program.

CANCELLATION EVENTS
The following are cancellation events:

- 4pm (AEST) on the last day of the period of insurance stated in the Insurance Certificate and Tax Invoice;
• Theft of, or accidental damage to, the equipment has occurred resulting in Chubb becoming liable to pay Chubb’s maximum liability. No refund of premium for any unexpired period of insurance is payable;
• You giving Protecsure written notice of cancellation; or
• Chubb cancels this insurance by exercising a right it may have under this policy or by law and gives at least 14 days written notice of cancellation posted to your last known address.

If you give notice of cancellation after a claim has been paid on this policy, there will be no refund of premium. If you give notice of cancellation and no claim has been paid, Protecsure may charge an administration fee.

Third party interest: Subject to the Insurance Contracts Act 1984, if Chubb has notice that a third party, such as a financier, has an interest in all or any item of the equipment, Chubb may refuse to recognise and act on a notice of cancellation given by the insured unless the third party has consented in writing to the cancellation.

CLAIMS REQUIREMENTS
To be entitled to claim for theft of, or accidental damage to the equipment:

• Payment of premium: Full payment of the premium as noted on the Insurance Certificate and Tax Invoice must have been received by Protecsure.

• Ownership: You must be able to prove you are the owner of the equipment.

• Geographical Area: the theft or accidental damage must occur either within Australia and its Territories, or for mobile equipment only, outside that area during a return journey of not more than 28 consecutive days. Please contact Protecsure if you wish to extend this period beyond 28 days by payment of additional premium.

• Transit: For cover during transit, other than when the equipment personally accompanies you or the user, the equipment must be stored in an appropriate container that is designed to prevent damage to the equipment during transit.

• Notification: You must notify Protecsure within 14 days of the theft or accidental damage occurring. Protecsure may extend this time where it is satisfied that notice is given at the earliest possible opportunity. Theft or malicious damage to the equipment must also be promptly reported to the police and the report number given to Protecsure.

• Co-operation: You must provide Protecsure with all documents, information and assistance it requires to be able to process the claim. You must also take reasonable action to minimise the damage. Damaged equipment and parts must be kept and made available to Protecsure on request.

• Effect of Cancellation notice: A claim may not be made for theft or accidental damage to the equipment after you give notice of cancellation of this insurance.

• Delivery to Repairer: Damaged equipment must be promptly delivered to the repairer nominated by Protecsure. Details of the supplier and their address will be provided by Protecsure in the event of a claim under this policy.

• Exclusions: An exclusion under this policy does not apply, and you must not have breached a term or condition of this policy.

• Use of Equipment: The equipment must be used and maintained according to the manufacturer’s recommendations so that any manufacturer’s warranty will not be voided.

EXCLUSIONS
Cover will not be available if the theft or accidental damage to the equipment occurs:

• After the period of insurance;

• Due to mysterious disappearance or shortage disclosed by taking inventory, or other unexplained disappearance;

• While the equipment is being transferred to a repairer not authorised by Protecsure, or when someone is returning the equipment to you from a repairer not authorised by Protecsure;

• On an aircraft, unless the equipment accompanies you or the user as cabin baggage except where airport authorities or an airline as a condition of travel require the equipment to be placed in the hold of an aircraft; and the theft or accidental damage is recoverable from an aircraft;

• While the equipment is made available to a person other than:
  - the insured
  - the user, or

  a repairer authorised by Protecsure following any theft, loss or accidental damage to equipment covered by this policy;

• While the equipment is unattended, except where:
  - in a locked vehicle and out of sight;
  - in premises reasonably secured from being accessible by an intruder or the public;
  - the equipment is unintentionally left on public transport.

Cover will also not be available:

• In the case of theft, if the theft is caused by you or the user, or a family member of the user, a member of your family or your employee or if you or the user have assisted or condoned the theft in any way;

• For replacement of batteries or parts worn by use or gradual deterioration;

• For wear, tear, fading, scratching, marring, gradual deterioration or developing flaws, normal upkeep or making good;

• For theft of or accidental damage to the equipment or any cost or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with, any act of terrorism, or from nuclear fallout, regardless, of any other cause or event contributing concurrently or in any other sequence to the loss;

• For theft of, loss of, or accidental damage directly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear waste or from the combustion of nuclear fuel or nuclear weapons materials. For the purpose of this exclusion only, “combustion” shall include any self-sustaining process of nuclear fission;

• For loss of data, or loss of software that is not a standard manufacturer installed operating system, or for loss of extended warranty or other optional extras not included on the Insurance Certificate and Tax Invoice;

• For theft of or accidental damage to the equipment or any cost or expense of whatsoever nature directly or indirectly caused by, resulting from, or in connection with war, invasion, act of foreign enemy, hostilities, (whether war be declared or not) civil war, rebellion, revolution, insurrection, military or usurped power.

• For theft of, loss of, or accidental damage resulting from confiscation, nationalisation, requisition or damage to property by, or under, the order of any Government or Public or Local Authority;

• For loss of, or accidental damage to the equipment, or any cost or expense of whatsoever nature directly or indirectly caused by fire. Note that fire, as a peril, is covered under a separate Master Policy;

• For loss of, or accidental damage to the equipment, or any cost or expense of whatsoever nature directly or indirectly caused by inappropriate storage, screen bruising by hand, servicing, breakdown, malfunction, design fault, or electrical supply other than a power surge;

• For damage caused by environmental or climatic conditions or any variations in temperature;

• For damage caused by the application of heat to equipment or damage caused by corrosion, contamination, pollution, rust, inherent defects in equipment, vermin, undomesticated animals, insects or spiders;

• For accidental damage to the equipment caused by data processing or media failure;

• For loss of, theft of, or accidental damage to the equipment whilst located underground, located at a petrochemical plant or located on any offshore oil and/or gas drilling and/or production rig;

• For accidental damage to the equipment caused by or arising out of the use of explosives;

• For accidental damage to equipment in the open air which is not in your actual physical and personal possession when the accidental damage is caused by wind, rainwater, or hail unless such equipment is designed to function in the open air outside a building;

• For consequential loss of any kind.

FIRE
Loss of, or accidental damage to the equipment by fire is excluded under this policy but may be covered for no additional charge under a Master Fire Policy underwritten by Chubb and can be viewed at www.protecsure.com.au. Any claim under the Master Fire Policy incurs an excess of $100 each and every item per claim.

© Protecsure Pty Ltd 11th May 2015 Education Policy Wording: EDUCATION 20150511 Page 3 of 4
SETTLEMENT OF CLAIMS

The following conditions apply to settlement of a claim, or series of claims, from any one event:

**Excess:** Is the amount you agree to pay Protecsure or Chubb for making a claim. Alternatively, Protecsure or Chubb may at their discretion request the excess is paid in full or reduce the value of the claim by deducting the excess sum from the settlement sum.

**Settlement for theft or loss:** Chubb will pay for a replacement product where a claim is accepted for total loss of the equipment and you pay the excess, unless Protecsure determines to settle the claim by a cash payment.

**Settlement for damage:** Chubb will pay for repair of the equipment by a repairer approved by Protecsure where a claim for accidental damage to the equipment is accepted and you pay the excess. Damage treated as total loss: Protecsure may determine to treat damage to the equipment as a total loss in which event Chubb will pay for a replacement product unless Protecsure determines to settle the claim by a cash payment.

**Repairs:** Repair of the equipment will include reasonable freight costs to and from the nominated repairer, but will not include work authorised by you. A repair may include the use of new or remanufactured parts.

**Cash payments:** A cash payment in settlement of a claim will only be paid where further repair or replacement of equipment would exceed the sum insured of the equipment stated on the Insurance Certificate and Tax Invoice less the excess, or if Protecsure determines to settle the claim in this way. The cash payment will be the lower of the sum insured or the cost of a replacement product.

**Claims Contracting:** In settling a claim, Chubb, or Protecsure as its agent, will contract with the supplier of its choice (unless otherwise agreed) for repair or replacement of the equipment, entitling Chubb to the input tax credit on the supply.

**GST:** If you are registered or required to be registered for GST, a claim will be reduced by the amount of any input tax entitlement you would have received if you paid for the repair or replacement of the equipment.

**Salvage:** Chubb has all salvage rights to replaced equipment or parts.

GENERAL CONDITIONS

**Jurisdiction:** New South Wales law governs this contract and all proceedings must be commenced in that State.

**Economic and Trade Sanctions:** Chubb will not provide cover, and will not be liable to pay any claim or provide any benefit to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose Chubb to any sanction, prohibition or restriction under United Nations resolutions or trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.

**Assignment:** Your interest in this policy cannot be assigned. Chubb may assign its interest.

**Subrogation:** You must do all things reasonably required by Chubb or Protecsure so that Chubb will have the benefit of all rights of subrogation such as enforcing any right in your name. If Chubb makes any recovery as a result of such action, you may only recover from Chubb any amount by which the amount recovered by Chubb exceeds the amount paid to you or on your behalf in relation to the loss.

**Notices:** All notices to be given to Chubb may be given to Protecsure. Notices given by Chubb may be given by Protecsure. You should promptly notify Protecsure of a change of your address.

**Responsibility for user:** Unless you are an educational institution you are responsible for all acts and conduct of the User.

**Reasonable care:** You must take reasonable care to protect the equipment from accidental damage or theft.

**Headings:** Headings are not to be considered in interpretation of this contract.

DEFINITIONS

In this contract:

**Accidental damage** means physical damage which occurs as a result of a sudden, unforeseen and unexpected event. The event must arise from a single identifiable incident.

**Business days** are considered every official working day of the week and excludes public holidays (as established by law), Saturdays and Sundays.

**Equipment** means the equipment described in the Insurance Certificate and Tax Invoice, and replacement equipment as allowed for under the Replacement Equipment section of this policy. Equipment includes standard manufacturer installed operating systems and identified accessories.


**Reasonably Secured** means taking precautions to secure the equipment so it is not accessible by the public or an intruder.

**Replacement product** means a product, which may be a new or remanufactured item, having similar capability, functionality and appearance as the item of equipment being replaced prior to its damage, theft, or loss.

**Terrorism** has its generally accepted meaning, and includes, but is not limited to, war, hostilities, invasion, the use of force or violence on, or the threat of force or violence to, a person or group or class of persons, or to property, by one or more persons claiming to be connected with any group, organisation or government, or to be committed to a cause whether political, religious, ideological or similar purposes, including an intention to influence a government, or invoke fear.

**Total Loss** means the equipment has been damaged beyond economical repair or has been the subject of theft.

**Unattended** means the equipment is left unaccompanied or unsupervised.

**User** means a person or persons who with your approval will be the primary user of the equipment.

**You** or **Your** refers to the insured named in the Insurance Certificate and Tax Invoice.
With HP Accidental Damage Protection, you are protected in the event you spill liquid on your keyboard, experience a power surge, drop your notebook, or incur other unexpected PC damage. When events like these take place, HP has you covered.

**Service highlights**

**Peace of mind**
Allows customers to extend service coverage of products to match the expected length of time they will be used. Service is available for 3 or 4 years on most products.

**Service benefits**

**Avoid unexpected repair and replacement costs**
When you’re covered by an HP service plan with HP Accidental Damage Protection, you get:

- Protection from unpredictable drops, spills and accidental damage
- Continuous coverage for hardware parts and labour
- 24x7 real-time chat and toll-free phone support from certified HP representatives
- Convenient door-to-door product Pick Up and Return (includes round-trip shipping at no additional cost) or Next Business Day Onsite* service delivery

This plan works in conjunction with your standard limited HP product warranty. The duration of the HP Accidental Damage Protection plan is measured from the date of your hardware purchase.
HP made it. Let HP protect it.

HP Accidental Damage Protection helps prevent expensive out-of-pocket repair or replacement costs caused by accidents that may occur during normal operation of computing products.

Enjoy total peace of mind when the unexpected happens

More than “just an insurance policy”, ADP is enhanced hardware protection that provides convenient offsite Pick Up and Return, or, depending upon location and service plan, Next Business Day Onsite* service.

<table>
<thead>
<tr>
<th>Feature</th>
<th>ADP Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key features</strong></td>
<td>• Coverage includes parts and labour</td>
</tr>
<tr>
<td></td>
<td>• Available for up to 5 years</td>
</tr>
<tr>
<td></td>
<td>• Standard Business Hours Coverage</td>
</tr>
<tr>
<td></td>
<td>• Remote Problem Diagnosis and Support</td>
</tr>
<tr>
<td><strong>Service levels</strong></td>
<td>• Next Business Day Onsite*</td>
</tr>
<tr>
<td></td>
<td>• Pick Up and Return</td>
</tr>
<tr>
<td></td>
<td>• Next Business Day* Hardware Support for Travelers</td>
</tr>
<tr>
<td><strong>Definition</strong></td>
<td>• Accidental damage is defined as physical damage to a product caused by or resulting from an unexpected incident that renders the unit inoperable.</td>
</tr>
<tr>
<td><strong>Coverage</strong></td>
<td>• Coverage applies to unintentional spills in or on the unit, drops, falls and electrical surge. This includes damaged or broken liquid crystal displays (LCDs) or broken parts.</td>
</tr>
<tr>
<td></td>
<td>• Cosmetic damage not covered</td>
</tr>
<tr>
<td></td>
<td>• Does not cover theft, loss, damages caused by a vehicle accident, normal wear, consumables, intentional acts of damage, fire, or other exclusions specified by HP.</td>
</tr>
<tr>
<td><strong>Customer benefits</strong></td>
<td>• Enhanced protection for hardware</td>
</tr>
<tr>
<td></td>
<td>• Minimises unplanned out of pocket repair costs</td>
</tr>
<tr>
<td></td>
<td>• Reduces downtime, enhancing productivity</td>
</tr>
</tbody>
</table>

To learn more about HP Accidental Damage Protection and other HP Care Pack Services visit www.hp.com/apac/smbservices or visit www.hp.com/go/cpc to find the right Care Pack for you.

* Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/apac/smbservices.

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The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA0-1806EEP. Created September 2013
What is ADP?

Accidental Damage Protection (Also called ADP)

- Hardware protection service that compliments HP warranty service
- The purchase of HP Care Pack Services with ADP coverage allows users to avoid unexpected repair or replacement costs for units that have been damaged by accidents which may occur during day to day usage.

HP ADP Care Pack

- For every HP Care Pack sold w/ the ADP service feature, a “premium” is held for the duration of the care pack plan.
- When an accident occurs, ADP entitlement is completed for repair, and HP **must** collect the repair information in order to provide ‘claims’ reimbursement.

Version 130129
Accidental Damage Protection Excess

• For HP commercial and consumer products, accidental damage protection is limited to 3 parts per product per calendar year with excess of A$55 (plus GST) per claim.

• Once the specified limit is reached, the cost of repair for any additional claims charged on a time-and-materials basis, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.
Covered under ADP

- Non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge

- Damaged or broken LCD or broken parts impairing the performance or operation of the unit

- Major parts replacement such as but not limited to LCD Screen, DVD/CD ROM, motherboard, processor, hard disk drive, and memory

- Specific damage (not due to normal wear and tear) – for example a crack or hole in the outer case of the computer that fully penetrates the plastic/outer case
Not Covered under ADP

- Theft, fraud, unexplained or mysterious disappearance, misuse, abuse or willful act

- Damages to hardware that does not have a valid warranty or HP Accidental Damage Protect (ADP) Care Pack on the object of service

- Damage due to exposure to hazard, including bio-hazardous materials (blood, urine, vomit; human or animal)

- **Damage caused** by unauthorized technician or use of damaged or defective media

- Normal wear or cosmetic damage, damage that does not affect the operation of the unit

- Consumable items such as batteries, removable media, Tablet PC pens.

- Fire, Flood, Hazards, Vehicle accident, terrorist, or War/Nuclear/Police Incidents

- **Unauthorised** alteration or modification of product in any way

- Manufacturing Defects
Examples of what may be covered under this ADP agreement.

- **Non intentional liquid spills**
  - Coffee, water, soda or other beverage

- **Drops and Falls**
  - Notebook accidentally knocked off a desk. User trips and falls while carrying notebook.

- **Damage caused by accident that may be considered a safety hazard**
  - Crack or hole in the outer case of the computer only if the crack or hole fully penetrates the plastic or outer case.
Examples of what may NOT be covered under this ADP agreement

Full immersion in liquid, evidence of abuse, misuse or negligence.
- Out of the ordinary fluids involved (oil, urine). Use in inappropriate environments (use in a negligent manner around water – poolside, oceanside, lakeside, beach).

Drops resulting from use in areas not suitable for laptop use
- Use in inappropriate environments (rooftops, misuse around vehicles).

Damage due to negligence
- Improper storage and handling, improper maintenance, including screen damage due to inappropriate cleansers. Damage caused by insect or animal infestation. Damage caused by pets (chewing, urination).

Damage due to reckless, abusive, willful or intentional conduct associated with handling and use of the product
- Reckless use includes use in areas not suitable for laptop use (rooftops, moving cars, poolside) or neglecting to use case or cover during transportation or when not in use.
### Examples of what may NOT be covered under this ADP agreement.

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damage due to exposure to hazardous or bio-hazardous</td>
<td>Exposure to hazardous chemicals, bodily fluids (blood, urine, feces). HP and its affiliated Partners are not equipped nor required to handle bio-hazardous waste</td>
</tr>
<tr>
<td>Cosmetic Damage that does not affect functionality</td>
<td>Scratch, dent, pen markings, blemish, change in color or texture</td>
</tr>
<tr>
<td>Damage due to normal wear and tear</td>
<td>Lost ‘feet’ (rubber feet on device bottom); keys that pop out due to normal usage; monitor screen imperfections, including “burn-in”, missing pixels, etc., caused by normal use and operation of the product.</td>
</tr>
<tr>
<td>Damage due to fraud, theft, or loss</td>
<td>Fraud (including but not limited to incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to your adjudicator, servicer or HP), theft, unexplained or mysterious disappearance.</td>
</tr>
<tr>
<td>Damage due to improper usage</td>
<td>Improper force used on USB/Video/power supply connectors resulting in damage to system board; damage to display due to improper closure of notebook (pen/paper/other item on keyboard when display is closed, tablet is not properly aligned before display is closed); damage to tablet hinges if tablet display is rotated beyond proper usage instructions.</td>
</tr>
<tr>
<td>Damage that is not a result of handling and is typically covered by home/renter/auto/shipping insurance</td>
<td>• Fires, damage caused by a vehicle or homeowner’s accident, acts of nature (including, without limitation, floods) and damage caused during Customer shipment of the covered product to or from another location</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>Damage that is a result of acts of nature, acts of God.</td>
<td>• Hurricanes, tornadoes, floods, tsunami, and earthquakes.</td>
</tr>
<tr>
<td>Damage due to police action, war (declared or undeclared), nuclear incident, and terrorism</td>
<td>• Any declared or undeclared action relating to war, police, or nuclear incident or an act of terrorism will not be covered under this ADP agreement</td>
</tr>
<tr>
<td>Potential Safety Incident (PSI)</td>
<td>• Damage to the product that clearly indicates that exterior plastics are melted or deformed due to extreme heat or flames or there is an indication of battery pack leakage</td>
</tr>
<tr>
<td>Potential Product Quality Issue</td>
<td>• Trend in failure for the same product or an abnormal failure rate</td>
</tr>
</tbody>
</table>
ADP Qualification Checklist

By answering the seven questions below you will be able to qualify if the repair is eligible for ADP, should be classified as Warranty or if the repair is ineligible.

<table>
<thead>
<tr>
<th>Question</th>
<th>If Yes, Then...</th>
<th>If No, Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is there physical damage indicative of an accident such as a drop or spill</td>
<td>Yes - Proceed to Question 2</td>
<td>No - Then Classify if warranty or other Carepacks may apply</td>
</tr>
<tr>
<td>2. Is there anything functionally wrong with the device?</td>
<td>Yes - Proceed to Question 4</td>
<td>No - Proceed to Question 3</td>
</tr>
<tr>
<td>3. Are there cracks or holes in the plastic or does that damage reveal internal circuitry or sharp edges on the device?</td>
<td>Yes - Proceed to Question 4</td>
<td>No - Ineligible for repair under ADP*</td>
</tr>
<tr>
<td>4. Can you clearly identify an incident that is related to the damage on the device?</td>
<td>Yes - Proceed to Question 6</td>
<td>No - Proceed to Question 5</td>
</tr>
<tr>
<td>5. Did the damage occur over time (example Was there a small crack that led to a larger crack or break over time?)</td>
<td>Yes - Then Classify if warranty or other Carepacks may apply</td>
<td>No - Ineligible for repair under ADP or Warranty</td>
</tr>
<tr>
<td>6. Was the incident intentional?</td>
<td>Yes - Ineligible for repair under ADP and Warranty</td>
<td>No - Proceed to Question 7</td>
</tr>
<tr>
<td>7. Can the damage be covered under another insurance policy (i.e., was it in a car accident, house fire, etc.). Note: ADP is considered secondary insurance.</td>
<td>Yes - Ineligible for repair under ADP or Warranty</td>
<td>No - Eligible for ADP Repair</td>
</tr>
</tbody>
</table>

*For cosmetic issues, customer induced damage, or other events not covered by ADP, customer may pursue repair thru Time and Materials. ADP is only used when there is physical damage that is the result of an accident.