Technology Access – FAQ

What individuals are eligible to receive low-cost computers?

1. Low-income adults who can meet <u>one or both</u> of the eligibility requirements below
    a. Income below 200% of the poverty level

Persons in Family	Max Allowed Income
1	$25,760
2	$34,840
3	$43,920
4	$53,000
5	$62,080
6	$71,160
7	$80,240
8	$89,320

     b. Enrolled in an income based government assistance program

<u>Accepted Net Income Documents</u>**:** Prior year's state, federal, or tribal tax return (W2 forms or pay stubs NOT accepted), Social Security statement of benefits, Veteran Administration statement of benefits, retirement/pension statement of benefits, Unemployment Compensation statement of benefits, Federal or tribal notice letter of participation in General Assistance.

<u>Accepted Government Assistance Documents</u>**:** Food support (SNAP), Employment services, Extended Foster Care, Head Start, Home Energy Assistance Program (LIHEAP), Medicaid or Medical Assistance, Free or Reduced Lunch Program, Section 8, Federal Public Housing, Social Security Disability, Supplemental Security Income, A statement of benefits from Social Security, General Assistance, Veteran Administration, Retirement/Pension or Unemployment Benefits.

2. Adults who are clients of a <u>partner agency</u>.
    a. Partner agencies include: StepUp Ministry, El Futuro Inc., Community Empowerment Fund, Passage Home, Durham Connects, Triangle Family Services, Lincoln Community Health Center, NCBA, Healthy Families Durham, Easter Seals, PLM Families Together, Inc., Dress for Success, Center for Child and Family Health, El Centro Hispano, Raleigh Rescue Mission, The Carying Place, UNC Center for Excellence in Community Mental Health, Fishes and Loaves, Jobs for Life, InterAct, End Hunger Durham, UNC Center for Excellence in Community Mental Health, Voice Therapeutic, Project Access Durham

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What type of computer am I eligible to receive?

Desktop ($50) or laptop ($100) computers with the following minimum specifications:

- 4th generation i5 or newer processors
- 250 GB hard drive
- 4 GB RAM
- Default operating system = Windows 10 (open source OS available upon request)
- Desktop computers come with a mouse, keyboard, 17" or larger monitor and all necessary cables.
- Computers come with Chrome, Firefox and LibreOffice - software for word processing, presentations, and spreadsheets. LibreOffice is compatible with Microsoft Office.

Do the computers come with a warranty?

- Windows 10 desktops & laptops – 90 days of technical support
- Endless OS desktops & laptops – 1 year of technical support

Computer recipients can call 919-293-1133, Monday-Friday, 9 am – 5 pm. Kramden staff will work to diagnose or solve the issue over the phone. If necessary, the computer may need to be returned to the Kramden office for repair.

Tech support will cover reasonable repair of failed or faulty equipment and will not replace or repair equipment due to aesthetic imperfections that do not alter functionality, accidental damage, misuse, data loss, or battery life.

Can I request an increase in specifications, such as more RAM?

No, Kramden is able to offer computers at a low-cost because we mass produce computers with the same or similar specifications.

If an upgrade is absolutely necessary, the recipient may utilize Kramden's Tech Service & Repair program. There will be a $40 repair fee plus any additional parts.

How many computers is each individual able to receive.

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Each applicant may receive up to two computers per calendar year.

How do I apply to receive a low-cost computer?

There are two ways for adults to receive a low-cost Kramden computer:

1. Individuals who meet at least one of the eligibility requirements mentioned above (low-income and/or government assistance) can apply use the online or downloadable application form on the Kramden website. These applicants will be required to show proof of eligibility at pick-up.
2. Partner agency representatives may nominate adult clients by filling out the online or downloadable application. Clients of partner agencies will <u>not</u> need to show proof of eligibility at pick up.

How will I receive the computer?

Applications will be processed by Kramden in a timely manner and applicants will be notified when their computer is ready for pick up.

1. Individual applicants
   a. Will be notified by email (if one is provided) of the distribution date and will be instructed on how to make an appointment to pick up the computer. If no email is provided the applicant will receive a phone call. Currently Kramden requires payment over the phone at the time the appointment is made ($50 desktop, $100 laptop).
   b. Must bring proof of eligibility and photo ID to the appointment. Documents must be dated within the last 12 months and must include the client's name. See above for a list of income documents and government programs.
2. Clients nominated by partner agency
   a. The partner agency representative will receive notification by email detailing the distribution date. He or she will have the option to pick up the computer or have the client call to set up an appointment for pick up.
   b. Clients of partner agencies will <u>not</u> be required to show documentation when picking up the computer but must come with payment (no personal checks).

*Kramden does not ship computers.