



Please read for important information about Kramden Institute’s Technology Access program.

What individuals are eligible to receive low-cost computers?

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

Persons in Family	Max Allowed Income
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680
8	\$105,440

- b. Enrolled in an income-based government assistance program

Accepted Net Income Documents: 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.

Accepted Government Assistance Documents: 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 [partner agency](#).
 - a. Email Cari at cdelmariani@kramden.org for more info.

What type of computer am I eligible to receive?

Desktop (\$30) or laptop (\$70) computers with the following minimum specifications:

- 4th generation i5 or newer processors
- 250 GB hard drive



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- 8 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?

- All computers come with 90 days of technical support at no additional cost. After 90 days a repair fee may be charged.

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 may each individual request?

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 not 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) when the computer is ready. The email will include instructions on how to make payment and an appointment to pick up the computer. If no email is provided the applicant will receive a phone call. Currently Kramden requires payment before the appointment is made (\$30 desktop, \$70 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. Will be notified by email (if one is provided) when the computer is ready. The email will include instructions on how to make payment and an appointment to pick up the computer. If no email is provided the applicant will receive a phone call. Currently Kramden requires payment before the appointment is made (\$30 desktop, \$70 laptop).
 - b. Partner agency representatives who would like to coordinate payment for their client should select "Agency" on application question 17 (Who is responsible for handling the billing for the devices?). By selecting this option, agency representatives will be copied on email correspondence.
 - c. Clients of partner agencies will not be required to show documentation when picking up the computer but must come with payment (no personal checks).

*Kramden does not ship computers at this time.