

**APPLE AUTHORIZED SERVICE PROVIDER
MEMORANDUM OF UNDERSTANDING**

_____, hereafter the "Provider" an Apple Authorized Service Provider (AASP), wishes to provide out-of-warranty repairs on laptop devices owned by the State of Maine, Maine Learning Technology Initiative (MLTI). To be approved to provide service to participating MLTI schools for MLTI laptop devices, Provider agrees to the following terms and conditions:

TERMS OF AGREEMENT

1) Provide monthly reports to the Department of all MLTI devices repaired. Reports will be generated in an electronic tabular format (ie .csv, .xls, etc.) and delivered electronically to the MLTI Project Manager by the 15th day of each month. The Report will include at a minimum:

- Asset Tag
- School Name
- School MEDMS ID
- Description of Repair (ie symptoms, parts replaced, etc.)
- Date repair was received
- Date repair was completed
- Cost of repair

2) Provider shall not use the MLTI or the State of Maine identity in any promotional materials or as a customer reference.

3) In any marketing/solicitations to schools, only speak to Provider's strengths and ensure schools are aware of Department policies related to warranty and out of warranty repairs as listed at <http://www.maine.gov/mlti/aasp/>.

4) Maintain up-to-date business contact information with the MLTI Project Office so that the Department can accurately list Provider on the MLTI website as an MLTI Approved AASP.

5) Provide quality and quick service to MLTI schools. The Department will not set a standard, but AASPs should be aware that the MLTI Local Depot usually maintains same day or next day turnaround.

5) Be knowledgeable and aware of MLTI policies and protocols related to repairs and laptop handling.

6) Understand that MLTI prefers schools to use the MLTI Local Depot and reserves the right to alter policy at any time.

7) The Department reserves the right to remove an AASP from the Approved list at anytime without notice or reason.

8) This agreement will be effective for the period between July 1, 2009 and June 30, 2010.

Accepted on _____ by:



Stephen Vose
Maine Learning Technology Initiative
Project Manager
Maine Department of Technology