

# FAQ

## Surface Protection Plans for Education

### Why does Microsoft have both Commercial (*Complete for Schools*) and Consumer (*Complete for Students*) plans for sale in the commercial channel?

Australia's regulatory environment now requires providers of insurance products to be more intentional with the development and distribution of insurance products. Introducing a separate consumer structured plan for sales to individuals will enable Microsoft, schools and partners to meet regulatory requirements for insurance sales to consumers.

### What are the key differences between *Complete for Schools* and *Complete for Students* plans?

- **Complete for Students** is a consumer structured plan that can be sold to Students aged 18+ or their parents with the sale of a commercial Surface device eg via a school BYOD portal. The plan has specific terms and conditions to address requirements for insurance sales to individuals eg transparent **Claims** process and ensuring **Benefits** flow directly to the plan owner (not to a school or partner intermediary). If the consumer sells the device the plan will transfer to the new customer. Complete for Students is not eligible for Complete for Business Accessories (Type Cover Complete) or HotSwap warranty transfer.
- **Complete for Schools** is a commercial structured product that can be sold to education institutions that retain ownership of commercial Surface devices purchased for students or staff. Complete for Business Accessories (aka Complete for Type Cover) can also be purchased with this plan and the plan is eligible for Hot Swap warranty transfer. If the device is sold Complete for Schools will not transfer to the new customer.

### What plan is required for a school that purchases Surface devices and transfers ownership of the device to students?

Education institutions purchasing devices and insurance plans and transferring title and ownership to students should purchase **Complete for Students**. This includes the scenario where a student decides to leave a school and is entitled to take their school device with them.

### What are the registration requirements for Complete for Student plans?

The [Organisation Name \(school\)](#), [First Name](#), [Last Name](#), [Email address of the Student or Parent](#) will be required to complete the registration of a Complete for Student plan. The plan will be registered to the consumer not the school and Microsoft will email Terms and Conditions to the consumer on completion of the registration.

### What plans are available for Surface Laptop SE?

Surface Laptop SE devices are available for institution purchases. Two, three and four year Complete for Business plans are available. Surface Laptop SE devices can be repaired via an Authorised Service Provider or by a Skilled Technician following Microsoft's instructions. The devices are also eligible for replacement under warranty via Standard Exchange.

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### **My Education customer wants 4YR Complete. Is that an option?**

Education institutions can purchase 4YR Complete for Business although note the uplift from 3YR Complete for Schools to 4YR Complete for Business. You may need to work with your Microsoft Specialist on pricing.

### **Can I add Complete for Type Cover (Complete for Business Accessories) to the new plans?**

- **3YR EHS for Accessories** is available with the purchase of EHS, Complete for Business, Complete for Schools and Complete for Students
- **3YR Complete for Accessories** is available with the purchase of EHS, Complete for Business and Complete for Schools. It is not available with the purchase of Complete for Students.

### **If a school raises a PO for devices in July but requests shipment and payment in December, can the school purchase and attach a new protection plan (Complete for Schools) within 45 days of the Disti ship date/invoice date?**

No that is not possible. Protection Plans must be purchased within 45 days of the device purchase date defined as the End Customer PO date for the device. For BYOD sales the device purchase date is the date the parent purchases the device via the BYOD portal.

### **What about leasing arrangements eg where a school leases devices via an operating lease for use by teachers/students and does not retain ownership of the devices?**

The leasing company retains ownership of the devices and protection plans. As the leasing company is a commercial customer then the leasing company could purchase Complete for Schools for devices that will be leased to an Education institution.

### **Our school purchases Surface devices and 3YR Complete for Schools for Year 11 & 12 students and then gifts the In-warranty devices to students at the end of Year 12 so they have a device to continue their learning for the first year of university. Does Complete for Schools transfer to the students when we gift the devices?**

Complete for Schools is a protection plan for commercial customers. It is not transferrable if ownership of the school's devices transfers to another customer eg gifting devices to students.