



Billing & Device Protection Protocol, version 1.0.0

Status: Working Draft Approved Adopted

Document Owner: Technology Services Department

Last Review Date: March 2025

Billing & Device Protection Protocol

Purpose

The purpose of the ISD 883 **Billing & Device Protection Protocol** is to establish a structured process for managing fees, invoicing, and claims handling for district-issued devices. This protocol ensures transparency, consistency, and equitable financial responsibility among families utilizing district-issued devices.

Audience

The ISD 883 Billing and Device Protection Plan Protocol applies to all students, parents/guardians, and staff involved in the use and management of district-issued technology.

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Protocol

Device Protection Plan Overview

- **Annual Fee:** \$40 per device per student, capped at \$80 per family.
- **Discount:** 50% reduction for students enrolled in the Educational Benefits Program.
- **Coverage Includes:**
 - o Accidental damage (e.g., cracked screens, keyboard malfunctions).
 - o Theft or loss (with a police report required).
- **Exclusions:** Intentional damage, negligence, lost chargers, or accessories.
- **Claims Limit:** One covered incident per year; subsequent incidents may result in partial repair costs.

Enrollment Process

- Families may enroll at device distribution or within the first 30 school days.
- Late enrollment requires administrative approval.
- Parents/guardians must sign the **Device Protection Plan Agreement Form**.
- Payments can be made online, by check, or in cash.

Claims and Incident Reporting

- Students should report damage or loss within **two school days**.
- A **Damage/Loss Form** must be submitted.
- If theft occurs, a police report is required for coverage.
- The Technology Department assesses and processes claims based on eligibility.
- If a claim is not covered, the family will receive an invoice for full or partial repair costs.

Billing and Fee Collection Procedures

- **Initial Invoice:** Sent via email with payment instructions two weeks before the due date.
- **Overdue Notices:**
 - First overdue notice: 30 days past due.
 - Second overdue notice: 60 days past due.
 - Final demand notice: 90 days past due.
- **Unpaid Accounts:** Accounts past due beyond 90 days may be referred to a collection agency.
- **Device Holds:** Students with unpaid invoices may be restricted from receiving a replacement device.

Withdrawn and Stolen Device Procedures

- **Withdrawn Students:** Must return devices and accessories before leaving the district.
 - If a device is not returned, an invoice will be sent within **10 days** of unenrollment.
- **Stolen Devices:** Require immediate reporting to the school, police, and Technology Department.
 - The device is placed in **Lost Mode** for **10 school days** before an invoice is issued.

Communication and Compliance

- Families will receive annual notifications about the **Device Protection Plan** and billing process.
- The district will share reminders via email and Infinite Campus messaging.
- All procedures comply with **Minnesota Statutes 123B.36 and 123B.37**, ensuring the plan remains voluntary and accessible to all families.

Definitions

See Appendix A: Definitions

References

- **Minnesota Statutes 123B.36** – Governs authorized fees for optional services.

- **Minnesota Statutes 123B.37** – Ensures participation remains voluntary for essential instructional materials.
- **Rockford Area Schools 1 to 1 District Issued Device Handbook** – Defines responsible use of district technology resources and establishes guidelines for student and staff access to school-issued devices

Waivers

Waivers from certain policy provisions may be sought following the ISD 883 Waiver Process as defined in the Rockford Area Schools 1:1 District Issued Device Handbook.

Enforcement

Responsible stakeholders found to have violated this protocol may be subject to financial obligations, collection actions, or restrictions on future device issuance.

Version History

Version	Modified Date	Approved Date	Author	Reason/Comments
1.0.0	March 2025		JKIENITZ	Document Origination for ISD 883