

FAQ – New OTR Packages

Below are some answers to frequently asked questions we receive regarding the application process for our Outreach program.

- We are not able to change the Outreach application so there are several inaccuracies on the application.
- It is not mandatory for you to be enrolled in a class or program to receive a computer. You can just put N/A to get to the next page.
- The specifications on the computer packages on the application are not accurate. Please see (http://rcto.ca/packages_lowincome.asp) for the latest packages and we have available and common group codes you can use for the application.
- We have a basic desktop package, upgraded desktop package and upgraded laptop package available. Please use the corresponding group code that matches the package you want.
- For both of the upgraded packages shipping costs have been increased in order to represent the actual cost of the package on the application. Since we can't change the application the cost of a laptop will be shown as \$150 and desktops \$60 on the application. The group code you use determines the shipping costs so it is important you select the correct group code when submitting your application.
- Right now it is roughly 4 weeks until your computer will be ready to be shipped out after we receive payment. You will be notified by a member of our team when the computer is ready to be picked up or shipped out.
- You must pay for your computer before we will build it. It's easiest for you to pay online when you complete your application. If not, you must contact RCT to pay for your computer over the phone.