Deliver Computing 360 Subscription Policy *(Updated 22nd December 2022)*

Subscriptions

Only schools can apply for a subscription to Deliver Computing 360 (DC360). Subscriptions to the e-learning platform are for a minimum term of 1 year. At its absolute discretion from time-to-time DC360 may offer multi-year year bundles, discounted rates to new subscribers or other time-limited promotions. DC360 reserves the right to withdraw such offers at any time and without prior notice.

Pricing

DC360 offers a small selection of licensing options.

The **Whole School License** is often the most cost-effective. It allows schools use of all the Key Stages and includes all pupils (maximum of 1,000 students). All standard content is included in the subscription which lasts for 12 months. Additional student packs can be added as required; an additional student pack adds 50 student licenses. Alternatively, individual **Key Stage Licenses** may be selected and only the relevant cohort will be onboarded and licensed. Key stages available are the KS1 & KS2 bundle, KS3, KS4, or KS5.

DC360 also provides additional **Premium Content** which becomes accessible via an add-on subscription.

Renewals

To reward loyalty to the platform and to help schools plan their budgets, in subsequent years we offer renewing schools 12 months of price protection. Any increase in subscription pricing is delayed by one year, hence year two will be charged at the published price ruling during year one (NB: Any promotional discount offered in year one is not carried forward into subsequent years). In year three you will be charged the full license price ruling in year two.

Cancellation

To cancel your subscription, simply log in to your admin profile to contact us. Your school account will be treated as if your subscription has expired (see below). If you are unable to cancel via the admin console, please send an email to accounts@webbuster.co.uk and, after verification, it will be cancelled for you. If you cancel during the year, you will not receive a refund for the pre-paid year, you will also forfeit any price protection guarantee should you wish to resubscribe.

Subscription Expiry

Your subscription is in 12-month blocks. If you do not renew, student access will be revoked and you will have a grace period of two weeks in which to download all your students' work using the DC360 admin console, if there is a problem, we can extend

this (excluding cancellations). After the grace period, all access to the platform will be revoked and DC360 will begin the process of removing all student, teacher and school data from the platform in accordance with the latest data processing policy. This process can take some time. Your schools DC360 admin will be notified by email to confirm when the process is complete.

Refunds

Refunds are not available on DC360 subscriptions. A high proportion of the work for DC360 staff involves the onboarding process and training of your school DC360 admin, lead teachers, etc. Therefore, we are unable to offer a refund on any unused part of your subscription.

How to begin

Simply email sales@delivercomputing360.com to request a subscription. We require school data to set up your account so you can track your classes and student, track intervention, set homework, etc.