



Republic of the Philippines
Department of Education
NEGROS ISLAND REGION

REGIONAL MEMORANDUM

No. 890, s. 2026

AUG 24 2026

**REITERATION OF THE WARRANTY COMPLIANCE FORM AND
REPORTING OF ISSUES AND CONCERNS ON DEPED-INSTALLED
CONNECTIVITY AND DELIVERED LAPEL DEVICES**

To: Schools Division Superintendents
All Others Concerned

- 1) Attached is Memorandum OUICT-MEM-081226-T3-1 from Atty. Marcelino G. Veloso III, Undersecretary, dated 19 August 2026, titled Reiteration of the Warranty Compliance Form and Reporting of Issues and Concerns on DepEd-Installed Connectivity and Delivered Lapel Devices.
- 2) This Memorandum reiterates the warranty and after-sales service obligations for all DepEd Computerization Program (DCP) packages (including 2024 Batch 01 and Batch 02), as well as all recently delivered Lapel devices.
- 3) Furthermore, warranty and service rules apply to connectivity failures linked to supplied DCP equipment. Persistent connection drops, hardware-related network faults, or a device's failure to connect to authorized networks are treated as warranty concerns.
- 4) To ensure prompt evaluation and resolution, the Schools Division Offices (SDOs) and school personnel are directed to strictly use the official online form for all warranty claims (unit damage, functional breakdowns, or connectivity faults):
 - a) Link: <http://tiny.cc/dcpWarrantyconcern>
 - b) Required details: School name, device serial number, exact issue observed, date noticed, and connectivity symptoms (if applicable).
- 5) For more questions and clarifications, contact Mr. Nathaniel E. Lajot Jr., Regional IT Officer, Office of the Regional Director-ICT Unit at mobile number 09275366081.

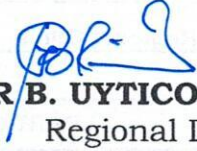


Address: Batinguel, Dumaguete City, 6200
Telephone Nos: (035) 527-5297
Email Address: nir@deped.gov.ph
Website: <https://depednir.net>



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6) Immediate dissemination of and compliance with this Memorandum are desired.


RAMIR B. UYTICO EdD, CESO III
Regional Director

Reference: As stated
To be indicated in the Perpetual Index
under the following subjects:

ICT DCP REPORTING LAPEL DEVICES CONNECTIVITY

NLJ/ORD-ICT-RM/ Reiteration of the Warranty Compliance Form and Reporting of Issues and Concerns on DepEd-Installed Connectivity and Delivered Lapel Devices
_____/August 24, 2026



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Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY

MEMORANDUM
OUICT-MEM-081226-T3-1

FOR : REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
REGIONAL AND DIVISION IT OFFICERS
ALL OTHERS CONCERNED

FROM :  ATTY. MARCELINO G. VELOSO III
Undersecretary

SUBJECT : REITERATION OF THE WARRANTY COMPLIANCE FORM AND
REPORTING OF ISSUES AND CONCERNS ON DEPED-INSTALLED
CONNECTIVITY AND DELIVERED LAPEL DEVICES

DATE : 19 AUGUST 2026

1. This Office hereby reiterates the provisions of Memorandum OASICT-MEM-092525-T3-2 dated 25 September 2025 regarding warranty and after-sales service obligations for all DepEd Computerization Program (DCP) packages—including the 2024 Batch 01: eLearning Cart Package and Batch 02: Smart Package.
2. This Memorandum reminds that warranty and service rules apply to connectivity failures linked to supplied DCP equipment. Persistent connection drops, hardware-related network faults, or device failure to connect to authorized networks shall be treated as warranty concerns and must be reported through the official link.
3. Warranty standards, replacement timelines, and reporting protocols also fully extend to all recently delivered Lapel devices. These devices must meet the same quality, service, and replacement requirements.
4. To file warranty claims—whether for unit damage, functional breakdown, connectivity faults, or issues with new Lapel devices—please complete the official online form at: <http://tiny.cc/dcpWarrantyconcern>. Kindly provide the complete and accurate details (school name, device serial number, exact issue observed, date noticed, connectivity symptoms, if applicable) to speed up evaluation and resolution.
5. For any clarifications, follow-ups, or technical inquiries, please contact **Ms. Razzel Canciller**, Technical Assistant II, through email at icts.tid@deped.gov.ph.
6. For your information and strict compliance.

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