

October 4, 2013

Dear Parents:

Guilford County Schools (GCS) has suspended the use of Amplify tablets, cases, keyboards and chargers, effective immediately. GCS made the decision due to ongoing concerns regarding the quality and safety of the products provided to the district by Amplify.

Since the start of the school year, about 10 percent of the district's 15,000 devices have been returned to Amplify due to broken screens. Schools also have reported problems with approximately 2,000 Amplify-supplied cases.

Yesterday, Amplify executives informed GCS that the screens that were installed were not the more damage-resistant screens that Amplify thought had been installed, and that GCS had requested.

In addition, GCS recently became aware of a potential safety problem with the tablet chargers. On Wednesday, a student turned in a charger that had overheated, causing the charger's plastic casing to melt. On Thursday, I decided that the district should stop using the devices, particularly the charger, as a safety precaution. Amplify agreed with this decision.

While a certain amount of technology issues are expected during major roll-outs, I felt the safety concern required immediate attention. Suspending the use of the devices and chargers will give Amplify and its suppliers an opportunity to properly investigate and work on the issues.

I recognize that suspending the program on short notice is going to be disruptive to students, staff and parents, and for that I sincerely apologize. However, I'd rather act with an abundance of caution and err on the side of safety.

Again, I apologize for the inconvenience. I know this is a disappointing step in a promising program and hope to be back on track soon.

Sincerely,



Maurice O. Green
Superintendent