



Xerox[®] Services

United States Service User Guide

Applies to:
Technical Services
Professional Support Services
Remote and Unassisted Support Services



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Printed in the United States of America.

Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions that are periodically issued.

Document Version: 1.0 (January 2010).

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Preface

The Value of Xerox Services

Service is a critical component in your decision to buy, your success with a product, and your future patronage and loyalty. We have always had one goal in mind—to put superior service and support behind your Xerox solution. There's little question that Xerox products are outstanding...with industry-leading technology in their features, functions and benefits.

But your satisfaction goes beyond excellent products to excellent performance. And performance only happens when excellent products are supported by excellent service that helps you grow your business. The Xerox Services value proposition is simple to express:

Protect your investment – You are counting on your technology investments to pay dividends for many years. With the Full Service Maintenance Agreement, Xerox Services protects your technology investment and maximizes uptime.

Maximize Your Results – Your Xerox equipment is a tool for building better business... provided that it is up and running. Perhaps the most fundamental value we provide is the reliability that allows you to maximize the use of your equipment and do great work as a result.

Gain Peace of Mind – When you view your equipment purchase as the first step in a new, long-term relationship with Xerox—made stronger every day through the support of Xerox Services—you gain unprecedented peace of mind.

How to Use This Document

- This User Guide contains descriptions of the various support offerings provided by Xerox Services, service contact information, and the process for accessing support resources and opening a support case.
- This User Guide is meant to be general in nature and does not attempt to describe all the differences between printers, office multi-function devices, wide-format, production and continuous feed products. Product-specific collaterals can be found at: www.xerox.com.
- Material in this User Guide is not meant to, and shall not, supersede, take the place of or become part of the terms and conditions agreed to in your Xerox Order Agreement, Xerox Negotiated Agreement, Services and Solutions Agreement, Managed Service Agreement or other written agreement between you and Xerox.

Preface

What is Xerox Services?



Xerox Services is the organization that provides both assisted and unassisted Technical Service (“break fix”) and Professional Support Services (analyst services and customer training) to customers in the United States, Puerto Rico and Guam. We support two main types of customers – those with direct service contract coverage, and those who are covered by managed services agreements. We provide support for all sales channels from direct to agents, dealers and resellers, and service all industry segments from graphic communications, to state and local government, manufacturing, and high-technology.

The Big Picture for Xerox Services

- **A dedicated service force here to support you**
- **Live technical help** from over 600 Customer Support Representatives (CSRs)
- **24x7 illustrated Online Support** knowledgebase that provides a benchmark 70 % successful self-help experience at www.xerox.com/support
- An internal **global knowledge-sharing database called Eureka** allowing information to be shared at the point of need providing answers quickly for problem resolution
- **Customizable online experience** that brings together all the tools you need to manage your Xerox equipment
- **Design and Field Engineering support** onsite, if necessary
- **Only Xerox authorized parts** which are stored locally and carried in service vehicles
- **Leveraging state-of-the-art wireless call-assignment technology** with laptops and handheld devices
- **A direct service delivery model** complemented by authorized Service Delivery Partners in certain geographies
- **Highly skilled professional systems analysts, consultants, and trainers** working with your staff to deliver technical and operational support
- And many situations backed by the Xerox **Total Satisfaction Guarantee**

What is Xerox Services?

Xerox Services Offerings

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Technical Services

Whether your business is large or small, global or local, you can rely on Xerox Services for dependable support and flexible service options.

From comprehensive network and software support, to 24/7 online assistance and quick, responsive onsite coverage, you can count on us for a variety of service options to meet your needs. And every option is backed by a team of experienced support personnel who are equipped with the latest skills, tools and technology.

Full Service Maintenance Agreement

A Xerox Full Service Maintenance Agreement (FSMA) maximizes your productivity and ensures your investment in technology pays off. Standard service coverage hours are from 8 A.M. until 5 P.M., Monday through Friday, excluding designated holidays.

A Xerox FSMA includes all parts, labor, software updates, maintenance and travel for your product's operating hardware and software. A 24x7 support staff to assist with your hardware or software problem resolution, software version updates, hardware retrofits and all diagnostic licenses are also included. Additionally, our Professional Services provide access to fee-based onsite System Analyst support. If Xerox cannot repair your product to full working order, Xerox will ensure you receive a comparable replacement product with an identical model or one with comparable features and capabilities.

The FSMA is very flexible and can be customized in a number of ways:

Extended Shift FSMA. If you require after hours coverage and maximum uptime, this plan is best for you. It provides you all the benefits listed above, plus expanded coverage with eight different shift coverage options based on the number of days per week and shifts per day, up to 24/7.

Xtend Agreement. This option is an excellent choice if you require holiday coverage and/or unique, nonstandard coverage. It enables you to customize your FSMA to meet your mission-critical needs, for example, if you need weekend coverage for a month or second-shift coverage for a week. To learn more about Xtend agreements, please contact your Customer Service Engineer (CSE) or Field Manager of Technical Services.

Warranty

Xerox stands behind every product we sell. Some products (such as Phaser® printers) include warranty support for covered repairs. For products that include warranty support, there are a number of options associated with that support, such as:

- **Onsite** – Provides help when you need it, where you need it in the most critical situations. Telephone troubleshooting, plus any parts, labor or travel costs associated with printer repair.
- **Quick Exchange** – Offers maximum value, featuring overnight product replacement via next-day air. Includes telephone trouble-shooting, plus all shipping charges prepaid by Xerox.
- **Depot Repair** – A cost-effective way to repair and have your original unit returned. Telephone trouble-shooting, parts, labor, plus return shipping are included.

Time and Materials

In certain situations, you may require Xerox to provide service on a unit that is out of warranty, has lapsed in service coverage or requires a repair which is excluded from warranty or contractual coverage. Should this occur, Xerox can provide onsite repair with labor and parts billed per the event, with best-effort response time. Access to telephone support, hardware and software retrofits, and online account management tools are not included. There is no restriction on access to online support at www.xerox.com/support.

Xerox Productivity Plus

Xerox Productivity Plus (XPP) is a Customer Self-Maintenance Program available on certain production equipment. Through the XPP program, Xerox provides qualified customers with the supplies, documentation, support, and operator training required to perform simple diagnostics, routine maintenance tasks, and some repairs which formerly had to be completed by Xerox Services. On successful completion of XPP training, your trained person receives a mini-service manual and tool kit and is certified by a Xerox Services Trainer that he or she can complete the program tasks. Using XPP, you can maintain better control of resources and job scheduling by planning and scheduling basic maintenance at convenient times, rather than waiting for a CSE. XPP is a productivity initiative for which the training can be at your location or an agreed upon Xerox location. The option of training at your location affords you the added benefit of seeing your operator's newly trained skills being applied to the product(s) they will personally be using to build your business. To learn more about XPP, please contact your CSE or Field Manager of Technical Services.

CSE and Workgroup Metrics

Xerox Services organizes its Customer Service Engineer (CSEs) into functional workgroups that share knowledge and expertise on similar products and equipment. Team members enhance their abilities through knowledge sharing and best practices. For continuous improvement and ongoing skill development, Xerox monitors individual and workgroup performance in the following areas:

- Customer Satisfaction surveys which follow the initial install and selected onsite service events
- Equipment reliability
- Response Time
- Number of interrupted service calls as a percent of the total calls
- Each service call is closed with a process that documents the service event. This information is reviewed throughout Xerox Services' support organizations to improve future support and service experiences for you.

Uptime

Uptime is the most critical element to you, our customer, so Xerox closely tracks equipment uptime using a variety of measures and data sources. Customer Service Engineers capture and transmit service data for each service event so that monthly reliability information can be calculated from the national fleet level down to the individual machines in your business.

Uptime is a key indicator of the reliability of our equipment and the level of service we deliver to our customers. We measure our machine uptime percentage by dividing the actual available machine time by the total available machine time based on contracted hours of service coverage.

For example, if you have a 1x5 contract and your Xerox device had 3 hours of service (downtime) during a given month, then your uptime would equal 98.2%:

$(8 \text{ hrs / day}) * (21 \text{ working days / month}) = 168 \text{ working hrs / month}$

$(168 \text{ working hrs} - 3 \text{ downtime hrs}) / 168 \text{ working hrs} = 98.2\% \text{ uptime}$

Professional Support Services

The Professional Support Services organization provides competitively priced, fee-based services offerings to generate superior technical and operational support to Xerox customers. Whether you are looking for assistance setting up your new office printer or implementing a more complex end-to-end solution, Professional Support Services can help you become more productive and efficient. Our national group of systems analysts, customer trainers, and advanced consultants can work with your staff to make your business operate at peak efficiency through our Professional Services and Customer Training offerings.

To meet our customers' requirements, Xerox Professional Support personnel are qualified to provide the following services:

- Analyze operational needs and requirements
- Select, propose, and implement the right complement of hardware, software and services offerings – a total solution
- Assist in optimizing processes and in realizing a positive ROI
- Deliver onsite training to enable users to operate equipment effectively
- Ensure long-term customer satisfaction through continued professional support after the initial sale and implementation

Systems Analysts and Consultants

Professional Support Services analysts and consultants have a wealth of knowledge and expertise to offer with our full range of Xerox Production and Office Systems. Our team of experts is committed to delivering technical and operational support to you when analyzing needs, selecting and implementing solutions, and optimizing processes. Our services are grouped into five categories:

1. Solution Planning

- Requirements defined and demonstrated
- Document and process workflow assessment
- Application definition and migration planning
- Articulate “how” our solution integrates into your IT environment

2. Implementation Support

- Technical integration, training, and operation of your new Xerox equipment/solution

3. Production Color Seminars

- Design for Digital: help you optimize your documents for output to digital print devices
- Color Management Workshop – managing your color output
- Education courses for the Xerox iGen3[®] Digital Production Press and the iGen4[™] Press
- Prepress color file setup and operations

4. Application Design and Development

- Design, develop, test, and deploy new and migrated document application
- Variable Data communications and printing
- Design Web Services in conjunction with new print applications
- Programming Software – XML, Microsoft Visual Basic[®], Microsoft Visual C++[®], VIPP[®]
- Diagnose and repair application issues
- Helpdesk

5. Xerox Solution Optimization

- Assessment: Current situation analysis and definition of bottlenecks, FreeFlow[®] benefit assessment
- Document workflow assessment
- Design, implement, and test new workflow for production process, Web store-front setup, database design, and integration
- FreeFlow[®] implementation
- Network Management: security software management, secure document delivery network, programming services for software, and server integration, problem diagnosis and repair

Customer Trainers

From basic to more advanced solutions, our professional instructors are dedicated to teaching your employees how to maximize the effectiveness of your Xerox solutions. Ensuring your employees are well-trained is an essential part of any solution implementation from Xerox.

Our training offerings encompass several different methods for learning. We encourage hands-on training sessions to ensure users take full advantage of all machine features and functions designed to enhance your workflow, increase productivity, and allow flexibility. The instructors can work with you to support unique training requirements:

- Onsite training enhances the learning experience by giving users the opportunity to ask questions and program jobs directly from their Xerox printer
- Xerox facility training is also available to provide an alternative location for training if needed
- Remote training sessions facilitated by a certified trainer provides learning via remote technology offering across multiple geographies. This is a mechanism used to receive training in a cost effective manner.
- Brainshark[®] learning software enables refresher training to be done on an as-needed basis
- Customized training is available to provide presentation/classroom style training and to develop and deliver training to address specific applications and workflows
- Instructor-led refresher training is available for operators who need to be retrained on features they are unfamiliar with, as well as learning associated with advanced business applications

Xerox Services Modes of Support

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At Xerox, we deliver support **Where, When** and **How** you need us:

- Online – easy, flexible, instant access
- On Call – live support, just a call away
- Onsite – responsive, highly trained, certified

Xerox has made significant investments in automating our support capabilities to ensure we are providing you with the quickest solution to machine problems and answers to your support questions. In fact, we now resolve over 45 % of customer problems online or on call – this means that about half the time, you are up and running without waiting for your Customer Service Engineer (CSE).

Online

Online Support Assistant

Xerox has an award-winning online assistance platform available to you 24 hours a day, seven days a week at www.xerox.com/support. It offers you online interactive technical and operational help for our products via our integrated and constantly updated knowledgebase. Online assistance offers the latest technical solutions and illustrated step-by-step operational tips. This easy-to-use first line of support gives you the help you need, when you need it.

Key features include:

- Searchable product support, How-To's, FAQs
- Drivers and downloads
- Online documentation
- Tutorials
- Support for multiple languages
- Knowledgebase that is continually updated through our network of experts
 - Customer Support Representatives
 - Customer Service Engineers
 - Systems Analysts
 - Remote Support Engineers
 - Design and Manufacturing Engineers
- 70 % success rate for customers seeking help online, which translates into immediate answers and greater productivity.

MySupport

Xerox offers a personalized portal for customers that have a Full Service Maintenance Agreement, Lease or Rental Agreement. MySupport is a “secured” portal that uses a “single-sign on.” The single-sign on allows you to access the MySupport portal and Account Management tools without having to login twice. MySupport displays support and usage content such as drivers, documentation, meter reads and supply levels filtered for the devices you identified during the MySupport registration process.

The Dashboard can be customized to display content you deem most critical. Content is displayed based on your historical usage (i.e., recent product views or drivers selected). Articles and content such as Customer Bulletins can be segmented within the Dashboard allowing for a delivery option specific to the product.

The Online Support Knowledgebase page allows you to save specific links to content you may want to reference often. Meter data and Device status is displayed within grids that can be resized, removed and re-ordered to display only those columns that are of interest. MySupport allows you to download any of the device data so you can customize reports using your own reporting tool.

MySupport can be integrated into your private eCommerce portal allowing for a full service and support offering. For more information, please visit www.xerox.com/mysupport.

Email

Recognizing everyone has different preferences on how to engage with Xerox Support, Xerox offers email capabilities for both service and support requests.

It's simple. Log onto www.xerox.com/support, select your product, then select the “Support” link. Under the “Product Support Links”, you can select either “Email Xerox Support” or “Request Onsite Service.”

Both links provide a form to complete with each identifying the expected response times. Once the form is completed and sent, you receive an automated response providing a case number. The North American Customer Support Center, which receives the email, will dispatch a service call in response to the “Request Onsite Service” email and will search the product knowledgebase to provide a solution to you, then dispatch a service call in response to the “Email Xerox Support” email.

Remote Device Management

Remote machine connectivity is the foundation for enhanced, proactive support. Many Xerox devices can be configured to transmit data that captures system settings, firmware versions, retrofit status, fault history, high-frequency service items approaching replacement intervals, readings from paper path timing, heat and pressure sensors, image quality, registration and alignment, and other engineering data. Availability of remote data for a customer's system enables Xerox to diagnose root causes quickly when problems occur, and to be proactive in sensing when problems might be approaching. The remote data sent from the device does not contain any customer job content or personally identifiable information, and is secure and encrypted.

Xerox prInteract[®] Remote Service Offerings

Xerox prInteract[®] Remote Service Offerings combine regular online systems checks with Xerox expertise to give you proactive comprehensive coverage that ensures maximum productivity for production devices. Through secure online connections, Xerox prInteract[®] helps identify potential problems before they occur and provide fixes to your production-level printers for maximum uptime. This service offering includes:

- Quick and accurate diagnoses of problems
- Fast, online resolution of issues
- Ongoing data analysis to identify potential problems
- Real-time recommendations to optimize overall machine performance
- Automated meter reads

**Xerox prInteract[®] Remote Service program is product-dependent and relies on an internet connection to the device. Please visit www.xerox.com/printeract.*

SMart eSolutions

SMart eSolutions is a suite of offerings that simplifies the ownership and administration of Xerox equipment. It includes **free** services offered for the administration of metered billing and supplies replenishment plans for networked equipment.

The SMart eSolutions suite includes:

- MeterAssistant[®]
- SuppliesAssistant[®]
- Maintenance Assistant

MeterAssistant[®]

MeterAssistant[®] software automates the process of collecting and submitting meter reads for tracking and billing of Xerox device usage. It eliminates the need for time-consuming end-user involvement and ensures your meter reads are submitted to Xerox on time.

- *Increases productivity.* Once installed and activated, MeterAssistant[®] handles the entire meter read process, freeing employees for other work.
- *Improves accuracy.* Since MeterAssistant[®] is reading directly from the machine, not estimating usage, you pay for what you actually use.
- *Ensures security.* MeterAssistant[®] uses industry-standard Secure Socket Layer (SSL) technology, making sure that your data is protected.

SuppliesAssistant®

Available free from Xerox, SuppliesAssistant® software automatically orders supplies for your Xerox output devices based on actual usage, eliminating the need to manually manage supplies inventory.

- *Eliminate ordering hassles.* Since ordering is usage-based, you'll always have fresh supplies available when you need them.
- *Save time.* Eliminates the need to manage supplies manually.
- *Stay productive.* Never run out of toner or ink again.

Maintenance Assistant

Maintenance Assistant offers a fast (and free) way to resolve potential issues and receive assistance and automate the troubleshooting/repair process. It's automatically enabled at the time of installation on newer Xerox devices such as the WorkCentre® 7655/7665/7675 Color Multifunction products.

- *Fast transmission of diagnostics data.* Maintenance Assistant securely transmits device data and history to Xerox, making it easier to see problems as soon as they happen.
- *Faster resolution for field calls.* When you do need to schedule a support call, CSEs will already have your machine's diagnostic data, helping them to resolve the problem more quickly.
- *Superior support.* Our diagnostic routines combine with device data to enable organizations to troubleshoot and resolve problems quickly.

Smart eSolutions Remote Service program is product-dependent and relies on an internet connection to the device. Please visit www.xerox.com/smartsolutions.

On Call

For situations that need immediate personalized telephone support, you can call the North American Customer Support Center (NACSC). Our team of over 600 professional and friendly Customer Support Representatives (CSRs) provides one-to-one expert advice over the phone during contracted hours of support.

First Level Support

Xerox North American Customer Support Center (NACSC). You can call the NACSC toll-free at 1-800-821-2797 for Office and Production Equipment and 1-800-836-6100 for Phaser® and Network Printers. Our goal is to answer within 90 seconds. A CSR answering your call reviews the problem with you over the phone and will provide recommendations for immediate remote resolution of the problem. Our skilled staff at the NACSC is able to solve up to 25 percent of all calls remotely. If onsite service or escalation to second-level support is needed, these are completed within your contracted hours of support.

Second Level Support

Remote Support Engineers (RSEs). Xerox RSEs provide second level support to both our customers and our CSEs. They are available via the phone and onsite (for some products) as necessary within contracted hours of support. They have access to Design Engineering for escalation and the latest fixes to help you with complex problems or to help our CSEs restore your equipment as quickly as possible. The goal for telephone response from Level 2 is within a minute for Production Equipment and five minutes for Office Products.

eCare

Xerox has a suite of tools called eCare that enable our Professional Services Analysts and Remote Support Engineers (RSEs) live remote connections to user workstations (PC, Mac[®], UNIX[®]) or the Xerox user interface. This secure, encrypted transaction is initiated by the customer, through a simple web interface while on the phone, and allows Xerox Support to provide training and support at the point of need, enhancing the telephone interaction by remotely observing your desktop and mouse movements. With your permission, Xerox support personnel can also take control of your desktop to demonstrate complex application settings, workflows, color correction, print driver options, etc. – greatly reducing the time required to solve problems and potentially avoiding the delay of onsite support visits. The eCare solution allows you to connect with the right experts anywhere in the Xerox world with a few clicks of the mouse.

Third Level Engineering Support

One of the truly unique aspects of Xerox Support is the use of Design Engineers to assist in supporting our customers. Design Engineers are readily available to assist in the resolution of escalated customer issues and to continue to improve the performance of every machine in the field.

The close relationship between our CSEs and Design Engineers allows issues to be discovered at your site and be escalated to Design Engineers for an immediate product retrofit. Sometimes this discussion will lead to a next-generation improvement. For certain types of technical problems, Design Engineering will work with the local service team to determine whether an onsite problem-solving visit by an engineer is required.

Onsite

Technical Services Onsite

Xerox Services has a highly skilled independent and manufacturer-certified team of Customer Service Engineers (CSEs). Extensive ongoing training ensures that our CSEs know their customers' requirements and can support their needs.

Standard Response Times

Xerox measures onsite service response time as the time between your initial call to the North American Customer Support Center requesting service and the time when the Customer Service Engineer arrives at your site to repair your equipment. Response time is calculated based on contracted hours of coverage.

Xerox Services Modes of Support

Xerox has developed a national service coverage planning model to optimize the size, location and skills of our workforce with the level and quality of service we commit to our customers. For onsite Customer Service Engineer response time, products are planned in the following general categories:

- Black and White Printers: 8 hours
- Color copiers / Multifunction Devices: 3.5 – 4 hours
- Color Entry Production: 2.5 hours
- Color Solid Ink: 4 hours
- Digital Black and White Copiers and Multi-Function Devices: 4 – 8 hours
- Mono Light Production: 3 – 4.5 hours
- Mono Production: 2 – 4 hours
- Color Production: 2 hours
- Continuous Feed: 2 hours
- Fax: 8 hours
- Wide Format: 6 – 8 hours

The above timeframes represent the *average* onsite response time for these classes of products. There may be exceptions within categories, based on product maturity, geographic considerations, like rural or remote customer sites, or service provided through authorized service delivery partners. Your Xerox Sales contact will provide response time delivery specifications based on the product mix of interest, your business locations, and specific service level requirements.

Service Delivery Partners

Xerox may choose to use third parties to deliver service. These service delivery partners are certified and trained to ensure they are successful in maximizing product uptime and delivering on service level agreements. They have access to all the same tools and reference information as is available to Xerox's Customer Service Engineers (CSEs), allowing them to serve you better and keeping them up to date on Xerox products.

Xerox requires that each of its service delivery partners manage their Customer Service (CS) personnel to the same rigid performance standards as Xerox CSEs. Service delivery partners must consistently provide the high level of service you expect, and always use Xerox-authorized parts for repairs.

Our use of service delivery partners has no impact on your maintenance and service agreement. When you purchase a Xerox maintenance and service agreement, Xerox is involved in the experience from the time you place an initial service call until the time you are satisfied with the repair, regardless of whether service is delivered by a Xerox CSE or a service delivery partners' CS personnel.

As one of the largest service organizations in the United States, we use service delivery partners to enhance our direct employee delivery capability. Enabling service provider capability ensures Xerox has appropriate resources in place to deliver responsive service, when and where it is needed, across the United States.

Parts

Xerox uses only Xerox-authorized replacement parts in Xerox equipment. Our parts have proven high reliability standards and low defect rates.

Parts Management

Xerox uses cutting edge inventory management practices to ensure we are able to provide you with a high level of equipment reliability and uptime. All levels of inventory are replenished quickly to ensure parts are available. Our Customer Service Engineers (CSEs) report parts usage wirelessly after completing a call, and our systems automatically replace those parts each night.

In the event your CSE does not have needed part(s) during a service call, they are supported by 60 local parts distribution centers and two national warehouses. These centers provide parts delivery by courier, directly to the point of need. Xerox stocks 95 percent of the most commonly used parts either with the CSE or at our local parts distribution centers. In the event that we do not have the part locally, we will normally obtain the part from our national warehouses within 24 hours.

End of Support

Except for some previously installed units, Xerox supports equipment for a minimum of five years after the date you acquire it. Historically, we have continued to support products well beyond five years. Xerox will notify its customers with Service Contracts well in advance of when a product will no longer receive technical service or support. Also, online knowledgebase support continues beyond the end of support date.

Professional Support Services Onsite

Professional Support Services are delivered according to your needs and convenience:

- Onsite with a professional consultation team and/or individual analyst or trainer
- At a Xerox Training Facility
- Via teleconference, and/or centralized support center

These services can be provided in several ways:

- Customized project tailored to a customer's specific situation
- Delivered on an hourly and per-day basis

Service Contact Information

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Avenues of Support

Every avenue of attaining Xerox Service is tied together through a series of sophisticated communication processes. The collective knowledge of the organizations and people of Xerox is tremendous. By facilitating rapid and constant communications, Xerox Services can bring you information that is timely and insightful.

Hours of Operation

Our award-winning Online Support Assistant is available 24/7 at www.xerox.com/support. The content in each product knowledgebase is continually updated to provide solutions quickly and conveniently.

You can place a service call to the North American Customer Support Center (NACSC) 24 hours a day, seven days a week, 365 days per year. Our standard FSMA provides onsite assistance to you from 8 A.M. to 5 P.M., local time, excluding designated holidays.

If your service call is placed outside of the hours designated for onsite service, it is logged and the local Customer Service Engineer (CSE) is notified first thing, the next business day, so he or she can provide service at your site as soon as possible.

The Xerox Customer Support Representative (CSR) answering your call will be able to help you solve many common problems quickly and easily over the phone. Should your organization's needs require you to contract with Xerox for extended maintenance service, Xerox provides onsite support for designated products available 24/7.

Additionally, Xerox service contracts are extremely flexible. We will work with you to create a customized Xtend service coverage model that meets your specific needs, for example, second shift coverage for a week or holiday coverage for a mission-critical production period. To learn more about Xtend agreements, please contact your CSE or Field Manager of Technical Services.

Web Portal

The Support and Drivers link on www.xerox.com/support offers several avenues to contact support giving you the option to choose your preferred channel. Within each of the product support pages are links to the "Email Xerox Support" form, "Request Onsite Service" form or to the "Contact Xerox Support" phone numbers.

Service Contact Information

The Level of Service for the email forms is:

- Request for Support: within 4 hours from the time the email was received to the time when you should receive a confirmation email with the next steps identified.
- Onsite Service Request: within 1 hour from the time the email was received to the time when you should receive a confirmation email with the next steps identified including a case number and onsite initiation information.

Support Requests are handled by the NACSC. They are researched and responses provided with possible solutions from the product knowledgebase. Communication and collaboration are continued through to resolution.

The Onsite Service Requests are also handled by the NACSC. The Customer Support Representative (CSR) initiates the call if the knowledgebase responds that a specific problem requires that a service request should be initiated. The CSR also responds to the customer with possible solutions. If the recommended solution resolves your issue, the Service Request is cancelled.

The “Single Point of Contact” section describes the call to the NACSC, as well as more detail around the knowledge of the CSRs and the use of the global knowledgebase.

Single Point of Contact

The North American Customer Support Centers (NACSCs) are the single focal point of contact for customers to call for all Xerox products and services, regardless of the nature of the problem. The CSCs provide responsive and effective phone support, technical problem management, and problem resolution to customers with contractual support agreements. By providing these services, Xerox improves your system utilization, thereby delivering improved productivity. The North American Customer Support Center supports all Xerox customers 365 days a year, handling 5.5 million calls annually and approximately 22,000 calls per day.

Any customer who calls a center is guaranteed problem resolution or complete assistance in helping to solve a problem. This is called “The Call Quality Guarantee.” All the CSRs have been trained in this process to ensure the highest levels of customer satisfaction.

Call Escalation: CCP

Another process used by the NACSC is the Customer Communication Process (CCP). If you have spoken with a Customer Support Representative and he or she has done everything they can and you are unhappy or dissatisfied, the CCP process allows the CSR to escalate the call to the appropriate Region Manager of Customer Service to ensure higher level of management is aware of your needs for resolution.

Checking Status of Service Requests

You can check the status of your Xerox service requests by calling the North American Customer Support Center at 1-800-821-2797 for Office and Production Equipment and 1-800-836-6100 for Phaser[®] and Network Printers. The Customer Support Representative will simply need the serial number of the device in question.

Soon, users of MySupport on www.xerox.com will be able to check the status of their service requests online.

Email Addresses

In order to request support from Xerox via email, go to www.xerox.com/support, select your product and then select Support. There are two links on the Online Support product page titled "Email Xerox Support" and "Request Onsite Service." Both links provide email request forms which will be submitted to the North American Customer Support Centers for action.

Phone Numbers

Service	Phaser [®] and Network Printers: 1-800-836-6100 Office and Production Equipment: 1-800-821-2797
Supplies	1-800-822-2200
Parts	1-800-828-5881
Sales	1-800-275-9376, (800-ASK-XEROX)
Customer Education	1-800-445-5554
Customer Relations	1-877-979-8498

A full list of contact information is available [here](#) on xerox.com.

Social Media Contacts

Xerox offers a variety of social media communities in which customers can browse or participate: Blogs, Facebook[®], Twitter[®], Google YouTube[®], and Podcasts. Audio and video blogs can be accessed from the Xerox.com home page or at the following link: www.blogs.xerox.com.

Watch for support communities coming soon on www.xerox.com.

Members share their professional and personal experiences, insights from their areas of expertise or whatever happens to come to mind.

How to Contact Professional Support Services

There are several ways to contact the Professional Support Services team about Implementation Support, Color Management, Solution Optimization, Customer Training Services, and/or Application Development Services.

- You can contact your Xerox Sales Representative who will connect you with the local analyst, Manager of Technical Support Services or other appropriate personnel in Professional Services.
- If your Sales Representative is not available, just call 1-800-ASK-XEROX, ext. 773. After we gather your basic information, we will connect you with a Manager who can initiate actions to make the right resources available.

Process for Accessing Support

5

Service and Support Process Steps

Xerox Services has an integrated service delivery operation with different modes of support. For many problems and questions, your first line of support will be our online assistance platform available to you 24 hours a day, seven days a week at www.xerox.com/support. It offers online interactive technical and operational help for our products via our integrated and constantly updated knowledgebase. Online Support Assistant offers the latest technical solutions and illustrated step-by-step operational tips. This easy-to-use first line of support gives you the help you need, when you need it.

Placing a Service Call

It is Xerox's goal to ensure you are totally satisfied. If online support does not resolve your problem, our simple closed-loop service call process has been designed to resolve any problems that may arise, or any issues you may have with regards to your Xerox product, to your satisfaction as quickly and effectively as possible.

The steps in the service call process are as follows:

- The process begins by placing a call to Xerox's North American Customer Support Center (NACSC) at 1-800-821-2797 for Office and Production Equipment and 1-800-836-6100 for Phaser[®] and Network Printers. The Customer Support Representative (CSR) who answers your call will ask you for the equipment serial number, as well as a contact name and phone number. The CSR will then assess your problem and, if possible, make recommendations to immediately resolve your problem remotely.
- If remote resolution is not possible, the CSR will send an automatic page to a Customer Service Engineer (CSE) assigned to your area to alert him/her that a service call is required at your facility.
- Within one hour of your call to the NACSC, the dispatched CSE will contact you or the contact person you have identified. At that time, the CSE will verify your contact name and phone number, verify the equipment issue, gather your requirements and provide an estimated arrival time. If possible, given the nature of your problem, the CSE may recommend clearance procedures or other steps for you to take in an effort to get your machine up and running.
- Upon arrival at your site, the CSE will review the equipment issue with you and give you an estimate of the time required to repair your equipment.
- The CSE will then repair your equipment. Xerox CSEs handle machine repair and maintenance during service using a Machine Maintenance Check List and Product Reliability Control Process to review, clean or replace items as needed.

Process for Accessing Support

- After completing these activities, the CSE will review the repairs made with you to ensure your satisfaction. Before closing a service call, CSEs document all activities that have been performed on the equipment in the service log, which is kept with the machine at all times. CSEs explain problems encountered and their root causes, while providing a description of the work performed on the equipment. They further outline steps you or your operators may take to prevent further downtime. In the event additional support is needed, CSEs initiate the Xerox Service Escalation Process.
- If follow up is required, the CSE will work with you to establish a convenient follow-up date and time.

Xerox Service Escalation Process

Xerox provides many levels of technical support and resources to support our Customer Service Engineers (CSEs).

- **Workgroups.** Xerox CSEs are structured into workgroups to better support you and each other. The workgroup structure provides a variety of “backups” for CSEs to ensure they are able to meet response time requirements, provide parts support, reach equipment problem resolution, or provide other needed assistance.
- **Product Technical Specialists (PTSs).** If CSEs need assistance beyond what their workgroup is able to provide, they can call upon a PTS for assistance. PTSs are located in each Xerox Service Organization and are available to the CSEs for phone and onsite support. These resources provide first level field support for CSEs to resolve more difficult hardware issues. PTSs are part of Xerox’s proven problem escalation process.
- **Remote Support Engineers (RSEs).** RSEs provide second level support to our CSEs. Available via the phone and onsite (for some products) as necessary, RSEs have access to design engineering and the latest fixes to help our CSEs restore your machine as quickly as possible.
- **Product Design Engineers (PDEs).** PDEs are available and ready to support the RSEs should the need arise. PDEs are the engineers who designed the products our CSEs are repairing.
- **Xerox Global Services Network.** All levels of Xerox Service use our proprietary Xerox Global Service Network, an internet portal providing instant access to service information. It keeps CSEs up to date on software fixes, the latest product service news, technology updates and bulletins and provides question-and-answer discussion forums, libraries and product documentation updates which CSEs can upload to their laptops.
- **Eureka.** Xerox CSEs also have access to Eureka, a unique Xerox database featuring the latest service tips and innovations. Updates and details regarding product fixes are included from all over the globe and are downloaded to each CSE’s laptop. This proprietary database is constantly updated through validation by recognized subject-matter experts.

Case Priorities

The objective of the North American Customer Support Center is to ensure your Xerox systems and software products are maintained in top operating condition to meet your need for higher levels of productivity. This commitment to your productivity is backed by a worldwide organization of highly trained support and engineering professionals who are linked globally by an advanced communication and information system. Our Support Center provides responsive and effective phone and electronic support, technical problem management and problem resolution to customers with contractual support agreements. By providing these, we improve your efficiency and system utilization, thereby delivering improved productivity.

To achieve that, our systems and software support processes are based on these operating principles:

- We maintain simple and explicit communication with you from the time a problem is reported until the time an acceptable solution is provided. A problem is only considered solved when you, the customer, say it is. Every contact with the Support Center is electronically tracked so we can perform regular reviews of support levels, communication quality and timing.
- We solicit feedback on an ongoing basis. Through our Customer Satisfaction Measurement System, we get input directly from you. This lets us know specifically what we are doing well and where we need to improve.

Xerox support personnel are extensively trained in the Problem Solving Process. The three major steps in this process are our roadmap for Problem Management *and* make the Support Partnership work effectively:

- Problem identification and severity level
- Solution planning and delivery
- Solution implementation and log closure

Problem Severity Levels

Severity is based on your judgment of the impact the problem is having on your operation. Our partnership is based on both you and Xerox acting with the level of emphasis and turnaround time dictated by this severity level. There are four levels of severity:

Severity 1: Catastrophic. Your system is down or you have no production capability. Indicators include:

- Inability of a critical application to run
- Frequency of failure precludes productive use
- Critical integrity defect

Severity 2: Severe. Your system is up, but production capability is seriously degraded. Indicators include:

- Inability of a major application to run
- Frequent operational intervention is needed to maintain productivity
- Non-critical integrity defect

Process for Accessing Support

Severity 3: Moderate. Your system is up, but production capability is reduced. Indicators include:

- Inability of a non-critical application to run
- Continuing, but infrequent, operational intervention is needed
- Non-critical product feature or function does not work

Severity 4: Low Impact. Your system is up, with no significant impact to production. Indicators include:

- Lack of indication for Severity 1–3

Escalation Timeframes

Xerox Service and Support personnel are trained to respond with an appropriate level of urgency, based on the level of severity of your problem. Escalation from a Level 1 CSR to either onsite CSE dispatch, or to Level 2 Remote Support Engineer for next-level telephone support occurs immediately once the CSR has determined that their own knowledge and skill levels or the information in the global knowledgebase cannot resolve your problem. Also, using the Customer Communication Process described above, you can request more immediate escalation.

The same is true for onsite problem resolution by your CSE. Once the CSE determines that additional technical support is needed to resolve your problem, he or she will immediately contact a local Product Technical Specialist, or call the Technical Support Center for help from a Remote Support Engineer.

For technical problems which are highly complex and where onsite engineering support may be needed, the local service team will work with Level 2 Remote Support Engineers and Level 3 Design Engineers to determine the best course of action to bring your system back to its full capability. They will balance the need to give local resources the chance for a quick solve (including remote support methods) with the probability that an extra level of support will be needed from headquarters.

Survey Process

At Xerox, customer satisfaction and loyalty is our number one priority. For this reason, we consistently monitor our customers' experiences using situational surveys. For example, after equipment delivery and installation, or if a piece of equipment requires repair, we ask you to comment on your experience.

Xerox uses two primary types of transactional or event-based surveys:

- **Initial Experience Survey.** You will receive the initial survey after the purchase and installation of a Xerox product. In this way, we can identify your level of satisfaction with your first encounter with Xerox and with your purchasing experience. The Initial Experience Survey is designed to measure various steps in the process, initial service experience, product experience feedback, and your overall satisfaction with Xerox.
- **Post Service Call Survey.** The Post Service Call Survey is an event-driven survey designed to measure your experience and satisfaction level with the various steps in the Service Call Process.

Xerox sends customer satisfaction surveys randomly. They are based on a numbered scale, and include an opportunity for you to write in comments about specific events or situations.

We compile survey results and send them to your local Xerox sales and services offices for review and action. Xerox takes customer satisfaction very seriously and has integrated survey results into the performance metrics of our local management teams. They review results and implement action plans based on those results to ensure your experiences and interactions with Xerox are positive.

Xerox tests, validates and ensures we are meeting our customers' expectations based on honest feedback we have obtained by measurement tools such as surveys. We ask for satisfaction feedback so we can continue to make incremental process improvements that support your business needs.

Survey Process for Online Support Assistant

Xerox collects the Voice of the Customer throughout the user's experience at different touch points on the www.xerox.com/support web site. Customers can assess not only the overall site but can supply page ratings on Content, Usability, and Design. Comments and feedback are also captured and Xerox assesses the responses daily. Xerox attempts to respond to you within a 24-hour period with a resolution, an action plan (including next steps for issues that may take some time to resolve), or a thank you indicating their feedback has been reviewed and how their submission will help to enhance the knowledgebase, the user experience, or the site.

Customer Complaints

Customer Relations Group

Built into every Xerox–customer relationship are a number of ways to gauge your satisfaction with our products, services, solutions, and performance. Xerox works closely with every account to make sure your business needs and requirements are met to your satisfaction, and we ensure resolution of any issue is handled quickly, permanently, and effectively. Xerox believes your feedback—whether positive or negative—provides us with an opportunity to improve our level of service and better meet your expectations, while honoring our account promises. The Xerox goal for customer satisfaction is 100 %; therefore, any deviation from 100 % is considered substandard and unacceptable.

Within your account with Xerox are a number of feedback opportunities, which include initial experience surveys, account reviews, post service event surveys, and other feedback/review sessions determined during contract negotiations. When a complaint is communicated, either on the phone, via email or survey, it is registered into our Customer Problem Resolution System, and one of our staff professionals is engaged to address the specific complaint. We guarantee quick a response in order to ensure cycle time and speed match your expectations for resolution. Local service and sales management are engaged as appropriate to ensure prompt resolution of any issues brought forward.

In addition, our National Customer Relations Organization is available to assist you with any unresolved issues and can be reached during regular business hours by calling 1-877-XRX-THXU (1-877-979-8498).

These opportunities to gather your perspective on how we handle your account and address your requirements are critical to maintaining an ongoing healthy relationship with you. Xerox stands behind its products, services, solutions, and performance, and aims for your total satisfaction with Xerox.