

## **Xerox Receives Third Consecutive Certification from J.D. Power and Associates for Customer Service Excellence**

September 24, 2008

ROCHESTER, N.Y., -- Xerox Corporation has completed a certification three-peat of the J.D. Power and Associates program for Certified Technology Service and Support, one of the customer service industry's highest recognitions. Together, the trio of highly respected awards from 2006, 2007 and 2008 solidify Xerox as a leader in superior service and technical support for providing an outstanding customer experience.

"The J.D. Power certification demonstrates the long-term and comprehensive commitment we have to excellent customer service and managing a successful business," said Bill Steenburgh, senior vice president, Xerox Services. "This recognition confirms our position as a supplier of innovative products and services backed up by the highest level of customer support."

Recognition from J.D. Power and Associates is available only after certification from the Service and Support Professionals Association for Excellence in Service Operations, which Xerox received earlier this year. Based on the SSPA data collection, which included a six-day on-site audit and evaluation of 3,000 pieces of evidence across 332 criteria, J.D. Power auditors initiated a second research phase. An in-depth satisfaction survey of 1,000 customers conducted both online and by phone shows Xerox Service to be among the top North America brands in customer support satisfaction.

"There's a distinct difference between buying technology and buying Xerox technology," said Don Cayo, CEO of Copy Control Management (CCM) in Tampa, Fla. "I know that our investment with Xerox isn't just a purchase, it's a relationship that is supported by the best customer support available. Xerox stands behind their service and support, and that's why I stand behind Xerox."

The J.D. Power certification is the latest in a string of awards for Xerox customer support. In addition to the two previous J.D. Power awards and the SSPA recognition earlier this spring, Xerox also received two STAR Awards from the SSPA in October 2007 for Service Excellence in Innovative Support and Service Excellence in Integrated Services for demonstrating a high level of ongoing commitment to world-class technical support.

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Note: For J.D. Power and Associates Certified Technology Service & Support Program<sup>SM</sup>, developed in conjunction with the SSPA. For more information, [www.jdpower.com](http://www.jdpower.com) or [www.thesspa.com](http://www.thesspa.com).

The SSPA is a member of a global network of associations that includes the Technology Professional Services Association (TPSA) and the Association for Services Management International (AFSMI). For more information about the SSPA and our programs call 1-858-674-5491 or visit [www.thesspa.com](http://www.thesspa.com).