



Xerox Wide Format Business Customer Q&A

Xerox will stop selling all wide format products in the United States and Canada by the end of 2011.

What Xerox is doing?

Xerox will stop taking orders on all wide format products sometime during 2011 in the U.S. and Canada based on inventory levels. We will continue to provide the same outstanding service and support, including parts, consumable supplies and technical support for a minimum of 5 years from the last install of any particular product line.

Why is Xerox taking this action?

Xerox prioritizes investment and research and development dollars in areas where we can deliver the best value to the marketplace. We have made the decision not to invest in wide format product engineering in 2011.

How does this affect the support customers will receive going forward? How long will Xerox provide service for existing equipment?

We will continue to provide the same service and support (including parts, consumable supplies and technical support) for our customers and partners for a minimum of 5 years from the last install of a particular product line.

How do customers in the United States or Canada order supplies or request technical service in the future?

Xerox customers will continue to receive service support, supplies, media and parts, from Xerox business-as-usual for their existing equipment. Please refer to your Maintenance Agreement service contract for support information.

Who should I contact if I have additional questions or issues arise?

Xerox customers in the U.S. or Canada should discuss any concerns or issues with their current Xerox Account Manager.

Will equipment be updated to ensure compatibility with newer software (e.g. Windows 8.0, Autodesk, etc.)?

Xerox will support current third party software at current version levels in line with our service contracts.

What should I do if I have additional or future wide format equipment needs?

Please contact Xerox at 1-800-ASK-XEROX and a Wide Format Virtual Sales Executive will assist you.



How does this impact my existing contract with Xerox?

Xerox will honor all existing customer contracts. We will continue to provide service and support for installed equipment for a minimum of 5 years. If you have contractual commitments for future wide format purchases, please contact your Xerox Account Manager to place final orders.

What is Xerox's commitment to the rest of product line and services offerings?

Xerox is committed to serving the graphic communications market segment. We are continually innovating and developing new technology to serve that market and supporting the evolving applications within the market. We will introduce new products in the graphic communications market – where and when it addresses our customers' requirements and capitalizes on our strengths.