



## TOWNSHIP OF WEST LINCOLN

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To Whom it May Concern:

**Re: Xerox 5050 Copier FMA 017061 and 5665 Copier WTM 766672**

Our office is a new customer of Advanced Office Solutions/Xerox Canada Ltd. Throughout the past few months we have been provided with excellent advice and service.

Our current account representative Mark Hirte has fulfilled his role and has brought his own experience and style to the table. We have had an excellent relationship with him and AOS in general.

We currently have three black and white Xerox multifunction printers that have image scanning and print capabilities built into them. We depend on these machines on a daily basis and we cannot afford to have them down. They have been very reliable given the volumes of copies, prints and scans we do and we feel that this speaks to the quality and durability of Xerox equipment. We could have leased cheaper machines from other companies that are usually designed for "smaller" offices but I don't think we would have received the dependability and service from them that we have from Xerox and the AOS team.

Having said this, any machine or component will fail eventually and this is when the combination of Xerox and Advanced Office Solutions shines. Their service technicians know the machines and respond promptly and any problems are usually resolved the same day and if not the next day or over the telephone. AOS has also provided us with "Smart Kits" which allows us to change most parts without having to call and wait for service. We are also proud to support a Canadian Manufacturer given the current economic times.

Our sale representative, Mark Hirte and everyone at AOS have given us excellent advice and service and have always delivered on what they promise. I am confident that should you give them an opportunity to review your needs that you will be as pleased as we have been.

Yours truly

Joanne Scime, Deputy Clerk  
Township of West Lincoln