

## Xerox Earns Fourth Consecutive J.D. Power Certification



ROCHESTER, N.Y. -- Xerox Corporation (NYSE: XRX) has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience." This is the fourth consecutive year the company has achieved the esteemed certification for Excellence in Technology Service and Support.

"At Xerox, our mission is to become a trusted business partner with our customers by ensuring that they get the maximum value out of their Xerox products and solutions," said Bill Steenburgh, senior vice president, Xerox Services. "One of the best ways to ensure that we satisfy our customers is to meet - and exceed - the rigorous standards that come with the J.D. Power and Associates certification."

The Certified Technology Service and Support Program was developed by J.D. Power and Associates and the Technology Services Industry Association and is one of the customer service industry's most prestigious recognitions. Qualified companies must first pass the TSIA's Excellence in Service Operations audit conducted by on-site technical support experts over six days. Xerox's success in the audit phase allowed the company to enter the second research phase conducted by J.D. Power and Associates auditors who surveyed over 1,000 Xerox customers. Those surveys solidified Xerox as a leader in providing customer support satisfaction in 2006, 2007, 2008, and now 2009.

"We continue to be impressed by Xerox technology and operational efficiency, but even more so the commitment and professionalism of the technical service technicians," said Eric Northcutt, vice president of Mailing Services, Time Customer Service, Inc. "From our perspective, the Xerox Services organization is the industry benchmark for customer service and support - and at the end of the day, that means we succeed."

Earlier in 2009, Xerox Services was also awarded the Hall of Fame STAR Award from the TSIA for Lifetime Achievement for Service Excellence and the 2009 Aberdeen Industry Achievement Award for Service Excellence.

For more information about the 2009 J.D. Power and Associates Certified Technology Service & Support Program, developed in conjunction with the TSIA, visit [www.jdpower.com](http://www.jdpower.com) or [www.tsia.com](http://www.tsia.com).