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Private Bag 127, Isando, 1600, South Africa
www.xerox.co.za
www.bytesdocumentsolutions.co.za

16th September 2016

RE: Bytes Document Solutions appoints XBC-IT as an ASP (Authorised Service Provider) effective 1st October 2016

Dear Customer,

With excellent resources and coverage for their Gauteng machine base (Excluding PSG), **XBC-IT** are perfectly positioned to deliver the levels of support, service and responsiveness you have come to know and expect for your Xerox service provider, namely BDS.

BDS will do the last service calls and billing on the 30th September 2016. Thereafter **XBC-IT** will take over the service calls, and service starting on the 1st October 2016 and the billing from the end of October 2016

With this transition, some of the service staff with which you are familiar with, may move across to **XBC-IT**, ensuring continuity of service delivery. The only changes you are likely to notice is in the name of the company providing support, billing for your FSMA and change of banking detail for your payments.

XBC-IT is a Platinum partner and one of our largest partners in the Gauteng Area. It is therefore with absolute confidence that we are appointing them, knowing that we are putting you in the best hands for continued outstanding service and support of your Xerox office equipment.

The attached communique from **XBC-IT** clearly lays out the process that will be followed to ensure a smooth transition on the billing etc, and also the various contact areas to ensure no miscommunication.

We stand by this commitment as we transition service to **XBC-IT**, for their customer base in the Gauteng Area, so if you have any questions or concerns, please feel free to contact myself or Curtis Fosker (Curtis.Fosker@bdsol.co.za) directly to discuss.

We thank you for your loyalty and assure you of our continued support.

Kind regards

Ronnie Oeschger

Divisional Director Xerox Indirect Channel
ronnie.oeschger@bdsol.co.za
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Bytes Document Solutions, a division of Bytes Technology Group South Africa (Pty) Ltd • Reg No. 2003/027603/07
Directors: RJ Abraham (Chief Executive Officer), DM Ramaphosa
Divisional Directors: JC Basson (Chief Executive Officer), R Fleetwood, P Hurri, M Joubert, B Labuschagne, K Ligtenberg, W Mande, T Moodley,
R Oeschger, A van den Berg, C Schweitzer
Alternate Directors: AJ Holden, RE Venter • Company Secretary: BTG Management Services (Pty) Ltd



xbc.it

Pro-Active Managed IT Services

Breaking News!

Dear Valued Xerox and XBC-IT Customer

I am Evan Wells, the General Services Manager for XBC-IT, and we are pleased to announce that Bytes Document Solutions (Authorised Xerox distributor in SA), have appointed us as an Authorised Service Partner (ASP), for our entire installed machine base, excluding Production equipment, which will continue to be serviced by BDS.



I will ensure that this process and project is implemented and executed, with little or no disruption to you, as our valued customer.

As from the 1st October 2016 the XBC-IT service team, will provide you with "Best in Class Service" for all of your technical support, as well as supply of all consumables, paper etc.

Bytes will be ceding your existing FSMA contracts to XBC-IT and the only effect to you will be that XBC-IT will be billing you directly, not BDS. If for any reason you do not agree with this ceding or process, please mail me urgently on evanw@xbc.co.za so that we can discuss and address any concerns or issues. If we do not receive any mail or contact from you, this would indicate that you accept the ceding process.

As a significant step towards improving our service to you, we will be sending a link to your IT department imminently, to allow us to provide you with an automated meter reading service. Proactive monitoring including proactive toner replenishment and technical intervention is also available through the same portal if required.

There will be changes to service contact details, so please note these as set out below:



Service and Support Desk:
Tel: 011 -315 8085
E mail: support@xbc.co.za



General Manager - Service
Evan Wells
Mobile: 083 448 1922
E Mail: evanw@xbc.co.za



Managing Director -Operations
Dave Glen
Mobile: 083 444 4598
E Mail: daveg@xbc.co.za

Please note than once we bill at the end of October 2016, the payment that is due 30 days thereafter needs to be paid into OUR BANK.

Banking details are provided below:

Bank: Standard Bank Branch: Midrand Code: 001155 Account No: 202509435

If you have any queries or concerns, please do not hesitate to contact myself, or David Glen, personally. We trust that you find the above in order and look forward to supporting you.

Yours Sincerely,

Evan Wells



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Directors: L.J. Webb, D. Glen* (*British). XBC Network Products SA (Pty) Ltd. Reg. No. 1998/015847/07. VAT Reg. 440177175