



Mailing
Postage Meters

Equipment maintenance: Silver Service

Pitney Bowes Service Solutions

Pitney Bowes is the only company in the world that offers end-to-end solutions for the critical mail and document processes that drive business. All businesses have different needs. That's why we develop our products in collaboration with our customers.

When you choose Pitney Bowes, rest assured in knowing that you'll receive world-class support.

We don't meet your requirements. We exceed them.



For more information, call or visit us online.

Silver Level Maintenance Agreement

The Pitney Bowes Silver maintenance plan is designed for customers who need to ensure that their mailing operation runs smoothly with minimum downtime, as we provide comprehensive service coverage. The Silver maintenance service plan covers all equipment on your contract and eliminates unbudgeted expense.

A partner you can trust.

Pitney Bowes is a Fortune 500 company with over 2 million customers in 130 countries. We shape the future of mail and document management by investing \$100 million in R&D each year.

Your satisfaction is guaranteed.

Pitney Bowes views service and support as a long-term commitment and part of a lifelong relationship with our customers. We back this up by offering a Customer Commitment Guarantee.

Our support is world-class.

Our Customer Service Representatives are highly trained. They're supported by a National Contact Centre and computerised service management system. Our systems are utilized so that equipment inventories, service history and current requirements are used to help us to allocate the right person for fast resolution.

Quality service, available nationwide.

Our network is staffed with over 60 trained field technicians who've earned high levels of measured customer satisfaction. Our quality service processes are independently audited to maintain our ISO9002 accreditation.

Inflation-proof coverage

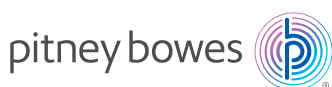
If you lease or rent your equipment through Pitney Bowes Finance, you can take advantage of our inclusive payment plan. Service costs are fixed and included on a single bill for the term of your rental agreement. This eliminates unbudgeted expense, no matter how much effort is required by our highly trained Customer Service Representatives or parts needed to return your Pitney Bowes equipment to optimal working order.

Coverage includes:

- Initial assessment over the phone to identify problems that can be resolved quickly.
- On site response within 2 business days.
- All emergency repairs; parts and labour (excluding consumables).
- Helpful advice, hints and tips during service calls to help your staff be able to get the most out of your equipment.
- Preventative maintenance, including replacement of any worn parts.



**Call 13 23 63 to discuss
your Service options.
pitneybowes.com/au**



Australia

Level 1, 68 Waterloo Road
Macquarie Park NSW 2113
13 23 63
contactus.au@pb.com

New Zealand

Building B, Unit 2 & 3
72 Apollo Drive
Rosedale,
North Shore City 0632
Auckland
0800 748 639