

Xerox Canada Hard Drive Retention Offering

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Overview

Industry and customer requirements continue to put a premium on information security. With an increasing number of devices sold by Xerox Canada Ltd. (XCL) containing hard drives, customers require more choices to manage sensitive information contained on these hard drives. Xerox technology already has robust security features included. Examples include Image Overwrite, disk encryption and protocol compliance, along with built in McAfee security. However, some customers require unique handling of a hard drive containing sensitive information when either the device or the hard drive itself must be removed from the customer's environment. This is often driven by the customers need to comply with internal policies or regulatory standards that mandate specific disposition processes for hard drives.

In XCL all hard drive removal requested by customers for the purpose of retention are subject to a fee regardless of warranty or contract type – see pricing below.

To determine if your Xerox product contains a hard drive or to review security features available to secure data on hard drives, please visit www.xerox.com/harddrive.

The pricing available through this offering applies to devices purchased or leased from Xerox Canada and its Channel Partner Organization (CPO), Authorized Partners and Distributors.

When to Use this Offering

Protection of data is ultimately the customer's responsibility, and it is important to take appropriate measures to protect that information when a device (or the hard drive containing that data) leaves your facility. Reasons for considering this fee-based hard drive retention offering include (but not limited to) end-of-lease returns, rental returns, customer-initiated moves/relocations, Xerox-initiated returns for Service and Total Satisfaction Guarantee replacement. Image Overwrite and Encryption features should be used to protect image data on returning devices. At this time, XCL does not track or report on any particular hard drive and does not provide a 'certificate of sanitization' or 'certificate of destruction'.

Upon requesting hard drive removal service, a Xerox Technician, Authorized Service Provider (ASP) or Carrier will travel to the customer location, remove the hard drive, and provide it 'as is' to a customer representative. Optionally if the removed hard drive is to be replaced during the same visit, the Technician will verify that the product powers up in a 'Ready' state. Please note that unique configuration settings must be performed by the customer.

FOR XEROX-INITIATED SERVICE, CUSTOMER-INITIATED MOVES/RELOCATIONS, LEASE RETURNS, RENTAL RETURNS AND TOTAL SATISFACTION GUARANTY

At the customer's request, Xerox, its ASP or Carrier can provide fee-based hard drive removal and replacement services to help meet your security requirements. Xerox will NOT require that you replace the hard drive prior to return of the device to Xerox. If you choose Xerox to perform these services, the fees are outlined in this document. Should you choose a local Xerox ASP to perform this service, please contact them directly for pricing.

Xerox Financial Services and Xerox Finance leases do NOT require replacement of a retained hard drive prior to end-of-lease return. Please make sure you understand the requirements of 3rd Party leasing companies, as some may require that the device be fully functional upon return. This would require replacement of a retained hard drive prior to lease return.

Eligible Products

All Xerox products containing hard drives sold or leased in Canada are included in this program.

Pricing

Note:

- Pricing only applies for service provided by Xerox Technicians and Carriers acting on Xerox's behalf. Xerox ASP's may set their own rates for their services.
- Pricing is per product and includes any integrated Digital Front End (DFE), if applicable.
- These rates apply to all products containing hard drives regardless of warranty or contract type.
- Applicable taxes will be added to prices shown below.

Device	Price to Remove / Replace Hard Drive (Per Product)
All Devices Containing Hard Drives	\$300

How to order

Please contact your Xerox Authorized Partner sales representative or call Xerox Customer Support at 1-800-ASK-XEROX to order the service.

The Service Process

Upon placing your service request with Xerox:

1. Expect a call from either the Technician or a scheduling group to set an ETA for the technician visit.
2. Please escort the Xerox Technician, ASP or Carrier to the device requiring hard drive removal and (if required) replacement.
3. Be available to take possession of the hard drive upon removal, and be prepared to handle it according to your company's requirements. The technician will request your name for our records.
4. If a replacement hard drive was also ordered, the technician will ensure that the device powers up in a 'Ready' state. Please be aware that the customer may need to reconfigure the device to meet local requirements, as prior settings may be lost.

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