

SMITH COUNTY JUVENILE SERVICES



Tyler-Smith County Juvenile Attention Center
2630 Morningside Dr. 75708
903.535.0580 / Fax 903.535.0866

Director

Nelson Downing

Deputy Director

Garrett Hults
Choice Humphries
Ross Worley

Re: Xerox

To whom it may concern:

Smith County Juvenile Services has 3 Xerox copier/fax/printers and 1 copier/scanner/printer. They are all networked so it's possible for staff on the network to print to any one of the units or fax using one of the fax capable units from their desktop computer.

The units print and copy quality is very good and Xerox responds in a timely manner whenever a service call is made.

I'm the one who contacts Xerox for help beyond the simple paper jam or toner cartridge replacement. A Xerox tech always calls within one or two hours after I've reported the problem to let me know when to expect him. Even when there's nothing wrong and I just want to know something about the machine, a Xerox rep is always there to answer my questions.

In short, I'm satisfied with the quality and dependability of both the product and the people at Xerox.

Sincerely,

-Tony Carvajal
Special Projects
Smith County Juvenile Services

Smith County Juvenile Board

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| <i>Floyd Getz</i> | <i>Carole Clark</i> | <i>Thomas Dunn</i> | <i>Kerry Russell</i> | <i>Becky Dempsey</i> | <i>Cynthia Kent</i> | <i>Randall Rogers</i> |
| Jack Skeen | | | | | | |
| Juvenile Judge | Judge | Judge | Judge | Judge | Judge | Judge |
| Judge | | | | | | |
| County Court at Law - 3 24 th District Court | 32 nd District Court | County Court at Law 7 th District Court | County Judge, Chairman | 11 th District Court | | County Court at Law 2 |