

# Connect+<sup>®</sup> Advantage Solutions Summary

## A Premier Customer Experience

The Connect+ Advantage program provides you with a premier customer experience. Pitney Bowes is committed to providing you the finest overall customer experience with our revolutionary Connect+ Series solution. Here's how:

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## Comprehensive Installation Experience

Pitney Bowes' installation coordinators will stay in contact with you from time of order to post installation follow-up. They will be there for you to ensure a smooth installation and exceed your expectations. We'll even set you up on MYACCOUNT on pb.com to provide easy access to your Pitney Bowes account.

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## Enhanced Technical and Service Support

Pitney Bowes offers enhanced maintenance options for this very special solution. The Connect+ Advantage SLA includes remote resolve, on-site technical support, automatic backup of your accounting data and customer-replaceable print heads. We're even here to help support you with your graphics printing needs to get the most out of your new Connect+ Series solution.

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## Superior Operator Education

The Connect+ solution provides an unparalleled opportunity for exceptional and continuous education. All operator training and certification, including future training of new operators, is included with the Connect+ Advantage maintenance agreement. Most common questions are easily answered at the touch of a finger with the web-based operator guide right on the user interface screen. As an added advantage our exclusive Postal Advisor reference tool provides quick and accurate postal information as well as tips to help you reduce mailing costs and improve mail services.

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## Premium Call Center Support

When you call our dedicated Connect+ Series phone number an Advantage Associate will be there to provide special handling. Advantage Associates are highly skilled representatives specifically trained to assist Connect+ customers in a timely and professional manner.

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## Permit Postage Specialist Support

Our Permit Postage Specialists will help you simplify the funding and reporting of your permit mailings to get the most out of the permit capabilities on your Connect+ Series solution. Whether you use one or more permits or business reply accounts, now you can consolidate them to better manage your postage expenses.

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## MyGraphics<sup>™</sup> Guarantee

We guarantee that you can produce color graphic prints at 2¢ or less using the Pitney Bowes Connect+ Customer Communication Series. If color graphic printing costs more than 2¢, we will include in your next ink replacement order additional ink at no charge to appropriately reduce your ink cost. For more details, visit [www.pb.com/mygraphicsguarantee](http://www.pb.com/mygraphicsguarantee).

The Connect+ Advantage program is a premier customer experience program specifically designed for you with the purchase or lease of the new Connect+ system.

At Pitney Bowes, we are committed to supporting and growing long-term relationships with our customers. If there is any additional assistance required to ensure your complete satisfaction, please call my office at 800-622-2296.



**Pat Brand**  
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