

Client Report: FORT FRANCES TIMES

Client Details

Name	FORT FRANCES TIMES
Xerox Number	002883719
Community	FORT FRANCES
Address	116 First St E Fort Frances, Ontario P9A 1K2
PO Box	
Phone	807-274-5373
Email	rfarmer@fortfrances.com
Contact 1	Roseanne Farmer
Contact 2	Justin Newman jnewman@fortfrances.com
I.T. Vendor	Justin Newman is their local employee who does IT
OECM	No
Comments	

Products

Model	Serial	Install Date	Status	Lease holder	Contract Expires	Comments
V280	RFQ950151	Oct. 31, 2023	Lease	Xerox	April 30, 2029	
NXPRO3	TMZ770875	Oct. 31, 2023	Lease	Xerox	April 30, 2029	

Logbook Entries

Date	Type	Title	Due Date	Action
Nov. 24, 2025	QTP	QTP - Roseanne Farmer	Dec. 6, 2025	24 Nov 25 - Peter called Roseanne Farmer for QTP. Roseanne explained that she just received a letter from Xerox indicating that they were increasing the prices of her costs per copy (escalators) and she had not known that the costs would increase, nor were they mentioned in her contract when signed via TBXI. Peter explained the concept of the escalators and how Karyn approaches this to ensure clients are aware

Date	Type	Title	Due Date	Action
				of the increasing costs and what they will be from a budgeting perspective, by clearly stating the percentage costs of the escalators on the contract. Peter indicated that he would have Karyn call her to speak with her about the escalator issue; as she is far more knowledgeable in that regard. Roseanne indicated that they have not had any service issues but they did have an issue when they went to print red on 12 point Synaps paper and it came out pink. She was wondering if they could speak with someone about how to avoid this outcome. Peter advised her he would look into it and have someone reach out to assist her.