

## Client Report: Bur-Met Contracting Limited

## Client Details

Name	Bur-Met Contracting Limited
Xerox Number	962226007
Community	Thunder Bay
Address	169 MacDougall Street Thunder Bay, Ontario P7A2K2
PO Box	
Phone	807-626-1950
Email	sbalke@burmet.com
Contact 1	Sherry BALKE
Contact 2	
I.T. Vendor	
OEC M	Nil
Comments	Customer had service contract with TBXI but upon receiving letter from Xerox Canada, Leah Gallant, indicating TBXI is no longer an authorized sales and service agency, her boss decided to cancel the TBXI agreement and enter a new agreement with Xerox Canada. This decision was made to avoid future issues with service.

## Products

Model	Serial	Install Date	Status	Lease holder	Contract Expires	Comments
No products found.						

## Logbook Entries

Date	Type	Title	Due Date	Action
Aug. 6, 2025	CONTRACT	COST PER COPY CONTRACT	None	September 5th, 2025 - spoke with Sherry last week. She had not completed the work yet. Go visit with her in September. August 26, 2025 - spoke with Sherry. She hasn't had a chance to review the contract yet. Will get back to me sometime next week. Confirmed with the client that they need to cancel their agreement with TBXI. Mike also sent an email to the customer confirming. Go visit Sherry next Thursday if no word before then. Sent the contract to the client for signature. Submit to the cost-per-print team once returned. Need to ensure we get the meter reading from the customer for the "starting point" on their new contract.
July 22, 2025	CONTRACT	REQUEST FOR CONTRACT	None	Waiting for invoice from client concerning the cost per copy rates being charged by TBXI so that Xerox can create a cost per copy contract with matching copy rates. The client wants to cancel their service contract with TBXI and enter into a service agreement with Xerox Canada, following receipt of the letter from Xerox Canada, Leah Gallant. Peter informed customer that he would determine next steps, after receiving the invoice, would require confirmation of agreement cancellation with TBXI to ensure do not have concurrent service contracts with Xerox and TBXI. Peter informed customer that would maintain ongoing communication to ensure that their TBXI cancellation and Xerox contract initialization occur in such a manner that there is a seamless transition of service.
July 22, 2025	CONTRACT	CPC RATE REQUESTS	None	Invoice received from client. Karyn sent email to Bill Lavigne enquiring about service agreement process, cost for copy rate approval and next steps. Awaiting response. Sent a follow up request to Bill Lavigne on July 30th, included Leah. Sent an update to the client.