



May 11, 2007

Dear Valued Zebra Customer,

I have some exciting news for you! **PT Duta Kalingga Pratama** was recently certified a **Zebra Authorized Service Provider (ZASP)** for 2007 for its consistent superior service. PT Duta Kalingga Pratama is your one source for maintenance on all your Zebra thermal printers.

As a ZASP, **PT Duta Kalingga Pratama** offers you a number of valuable service and support solutions for your Zebra printers. Their services include on-site and depot service, installation, set-up services, maintenance contracts, networking connectivity and telephone support. By using PT Duta Kalingga Pratama for your Zebra service and support needs, you receive:

- ✓ Access to a dedicated technical service phone number in operation at least eight hours a day, five days a week. This line connects you with specialists dedicated to the support of Zebra products and ready to use their expertise to assist you.

Call 21.640.4106 for PT Duta Kalingga Pratama's technical support service.

- ✓ Support from Zebra-trained and certified repair technicians. Their knowledge and expertise guarantees you fast, accurate service and quick turnaround on repairs.
- ✓ Only **Genuine** Zebra parts with every repair service provided
- ✓ The Zebra guarantee that their support and repair personnel are continually trained, tested and certified. This ensures they are always up-to-date on Zebra products—and you receive the best support available.

We encourage you to take advantage of our ZASP's service and receive the best support and service available for your Zebra printers!

Sincerely,

Dickson Chew
Director, Technical Operations & Product Management



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