



UNIVERSITY OF
REGINA

Regina, Saskatchewan
Canada S4S 0A2

May 31, 2005

Mr. Gary Wahl
Kyocera Mita Canada Ltd
6120 Kestrel Road
Mississauga ON L5T 1S8

Dear Sir:

In February of this year we went out for tender and successfully selected and installed 68 Kyocera Mita MFDs (KM2050, 3035, 4035, 5035).

Prior to their installation, we had a fleet of Canon copiers. We took the opportunity before the tender to bring in short term rental units for evaluation - 4 Kyocera Mita and 4 Ricohs. At the end of the 6 month evaluation, the Kyoceras had averaged over 12,000 copies per month without a single mechanical failure or service call. The Ricoh's volumes were in the 5,000 impressions per month and had an average of 3 service calls each.

Since the installation of our fleet in February, we have monitored performance and customer satisfaction - we have noted a mathematical improvement in customer satisfaction (related to the copier fleet) of 27.52%. We find the Kyocera Mitas to be very reliable, robust and dependable. Compared to the Canons, we are very satisfied with our new contract (cost per copy contract). I highly recommend you consider the Kyocera-Mita gear over the other brands based on our performance.

If you would like to ask me any other questions regarding this, please feel free to give me a call at the number below.

Sincerely,

Ray Konecsni
Manager, Printing Services