



KYOCERA MITA AMERICA, INC.
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(630) 238-9982 FAX: (630) 238-9487

December 1, 2003

Frank Cucco
President
Impact Networking, LLC
953 Northpoint Blvd.
Waukegan, IL 60085

Dear Mr. Cucco:

Congratulations on being recognized for customer service excellence under the new J.D. Power and Associates Certified Dealer Program! To date there are less than ten dealers in the country that have succeeded in attaining this prestigious award. Congratulations to you and your team on this well deserved recognition!

As you know, the certification program was established to recognize office equipment dealers for outstanding customer satisfaction based on industry-wide benchmarks established by the J.D. Power and Associates 2003 Copiers Customer Satisfaction Study. Customer satisfaction with Impact Networking was measured by staff product knowledge, ability to advise customers on their specific needs, and timely delivery of equipment. Additional areas covered by the study are the ability to schedule service appointments in a timely manner, concern for customer needs and clear explanations of the services performed.

Your customers can find out more on this study by visiting the J.D. Power website @ jdpower.com. Look under "Industries Served / copiers".

Once again congratulations to the team at Impact Networking!

Sincerely,

A handwritten signature in blue ink, appearing to read "Tom Walsh".

Tom Walsh
Regional Manager

cc: J. Buynack