



May 7, 2007

Discount Imaging, Inc.  
Attn: Paul Morreau  
206 Texas Ave.  
Monroe, LA 71201

Re: Service Quality

Dear Paul,

Discount Imaging has been our supplier for toner products and service agreements, on our copiers, for a number of years. Although I am still fairly new in my position, as Purchasing Coordinator with Green Clinic, I have been very pleased with the service provided to our company.

When I first moved into my position, you were in the process of changing my sales representative. There was a learning curve that both Cleve Stevens and myself had to get past as neither of us really knew which supplies I would need to have on hand at all times. It was a transition that seemed to smooth out rather quickly and it continues to be a good working relationship.

Cleve is very knowledgeable of the amount of products Green Clinic uses. I will see him almost everyday as he is checking my supplies. As our company changes equipment, he will make sure to figure out what will be needed and how much I should keep on hand.

Our service calls are always taken with professionalism and we generally have same day service. If, for some reason, the technician cannot make it that day I will get a phone call so we discuss the problem and they will tell me when they will be by to service the equipment. It is never later than the following morning. I appreciate the phone calls letting me know why they will not be able to make it that day, as it helps me keep my departments informed of the status on the repair.

I can confidently recommend Discount Imaging as a solid and reliable supplier.

Sincerely,

A handwritten signature in blue ink that reads "Dawn Christensen". The signature is fluid and cursive.

Dawn Christensen  
Purchasing Coordinator  
Green Clinic