



KYOCERA MITA AMERICA, INC.
201 HANSEN COURT, SUITE 119
WOOD DALE, ILLINOIS 60191
(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".

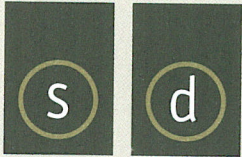
Once again congratulations to the team at Impact Networking!

Sincerely,

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

Tom Walsh
Regional Manager

cc: J. Buynack



office**SOLUTIONS**
office**DEALER**

OfficeVision, Inc.
252 N. Main Street,
Suite 200
PO Box 1028
Mount Airy, NC 27030

TEL: 336.783.0000
FAX: 336.783.0045
www.os-od.com

June 10, 2004

Mr. Frank Cucco
Impact Networking LLC
953 Northpoint Boulevard
Waukegan, IL 60085

Dear Frank:

We've got some very exciting news to share with you! Your dealership has been selected as an Elite Dealer Award winner for 2004. Congratulations!

This prestigious award from *OfficeDEALER* magazine is our annual tribute to the top office equipment, office products, and office furniture dealers in the country. Your company was selected as an Elite Dealer Award winner from the many nominations received from manufacturers, independent dealers and other industry insiders.

In recognition of your achievements, you'll be receiving several items from us in August. These include: a handsome award plaque, extra copies of the July/August issue of *OfficeDEALER* where our winners will all be profiled, a sample press release to help you gain additional exposure for your company in your local community, and a page of camera-ready art that includes the Elite Dealer Award logo.

TWO IMPORTANT NOTES:

- If the company name above is not listed exactly as you want this to appear on your award plaque, or if the recipient of this letter is not the person to whom the official congratulatory letter and package should be addressed, **please contact Bessie Comer by June 21.**
- If you have not already sent a photo of your business, employees, corporate offices, etc., we would like one to include along with the write up about your company for the July/August issue of *OfficeDEALER* magazine. **We must receive your photos by no later than June 28.** See attached sheet for more information on submitting these photos.

Once again, congratulations from all of us at *OfficeDEALER* magazine on being named a 2004 Elite Dealer! If you have any questions, please contact Bessie Comer at 336-783-0000 or via e-mail at bcomer@os-od.com

Sincerely,

Richard Kunkel
Publisher

Attach.

THE magazines for all things office