



Press Release

J.D. Power and Associates Reports: Copynet Office Systems Recognized for Providing an Outstanding Customer Experience

WESTLAKE VILLAGE, Calif.: 15 June 2006 — Copynet Office Systems, Inc. in Plano, Texas, has been recognized for providing an outstanding customer experience through the J.D. Power and Associates Certified Dealer Program.SM

Copynet Office Systems, a dealer of Copystar office equipment products under Kyocera Mita Inc., receives this distinction following the completion of a rigorous certification process that measures the commitment to providing an outstanding customer experience during the sales and service process. Certification is based on customer satisfaction with an office equipment dealer's product knowledge, expertise in machine operation, ability to advise customers about their specific needs, and timely delivery of the equipment. Additional areas covered by the program are the ability to schedule service appointments in a timely manner, concern for customer needs and clear explanations of the services performed.

The Certified Dealer Program, now in its fourth year, was developed by J.D. Power and Associates. Customers are surveyed regarding overall satisfaction with their office equipment dealer, and those dealers who meet or exceed national benchmarks for sales and service customer satisfaction receive certification.

"Consumers value strong customer service in the office equipment industry, and Copystar has set itself apart by challenging its dealers to meet a high standard for customer satisfaction," said George Owens, director of the technology practice for J.D. Power and Associates. "Receiving this prestigious certification shows a strong commitment by Copynet Office Systems, Inc. to consistently provide their customers with a positive, satisfying experience."

The J.D. Power and Associates Certified Dealer distinction signifies excellence in sales and service satisfaction. Certification is valid for one year, after which the dealer may apply for re-certification.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is an ISO 9001-registered global marketing information services firm operating in key business sectors including market research, forecasting, consulting, training and customer satisfaction. The firm's quality and satisfaction measurements are based on responses from millions of consumers annually. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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