

# Bates | College

February 1, 2006

Tom Ouellette  
President  
Budget Document Technologies  
P.O. Box 2322  
251 Goddard Road  
Lewiston, Maine 04240-2322

Dear Tom,

I am writing to express my sincere satisfaction and pleasure with the Copier Committees recent decision to select BDT as our primary supplier of copiers on our campus.

You need to know, and so do others you may serve in the future, that the entire process from our initial request for information to our final decision, that we were fully impressed with all aspects of our experience with you and your company.

The proposal you submitted to the College was thorough, creative and displayed the kind of information and commitment that made our process easier and frankly simple. The fact that you provided demonstrations on campus made yourself available to our constituents and were always no more than a phone call away proved to us that BDT was a local provider that Bates College wanted to partner with. The fact that Kyocera is a strong and environmentally responsible company, with knowledgeable and helpful representatives was also very important to us.

It is never easy to change partnerships, equipment and services but in our case, the planning, execution and implementation were truly, I believe, above and beyond all expectations.

To date, the 52 machine transition has been smooth and without incident or measurable complaint. Our users are well trained and informed by your staff, the service is timely and caring and the equipment is strong and reliable. We are thrilled with our decision to select your company for our copying needs.

I look forward to our ongoing relationship and wish you the very best with your continued growth in the copier market.

Regards,

Laurie