

**PenBay**  
Healthcare  
April 17, 2007

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Rockport, ME 04856-4240  
[www.penbayhealthcare.org](http://www.penbayhealthcare.org)

Budget Document Technology  
251 Goddard Road  
Lewiston Maine 04240  
Robert White

Dear Mr. White,

I would like to express my gratitude for introducing us to the Kyocera line of printers and the services available from Budget Document Technology. Having relied on HP printers for so many years, I was very reluctant to make any changes. However Kyocera has outperformed my expectations. After reviewing our toner cartridge consumption on HP printers and comparing to our per page expenses with Budget, we will experience a greater savings than you had projected.

My staff is also very appreciative for the switch. They are using KMA Net Viewer on a daily basis. They no longer run across the hospital when someone has a problem. By pulling up the virtual image, many problems are solved via the phone. The need for a single driver for the Kyoceras has proven to be the simplification boon we were seeking. We are planning to continue our phased replacement of HP laser printers with the Kyocera line.

In closing I would feel comfortable recommending Budget Document Technology and the Kyocera product line to my peers in IT operations.

Best Regards,

Dennis