

January 20, 2009

To whom it may concern:

Over the years Gradient Analytics has been extremely pleased with the consistent customer service that the Arizona Digital Products account managers have provided our company. I have consistently relied upon the quality of service and product knowledge they provide. Not to mention the quickness in which they respond to any questions or issues we may have.

Just recently we had run out of toner for our Xerox WorkCentre Pro 7655 in the middle of a critical marketing print job and we were informed that we could get an overnight shipment but that did not solve our immediate need for toner to finish our print job. Remembering a recent conversation with Derek Abert during an account review Tiffany, our office manager contacted him to see if he would be able to resolve this issue. He responded to our predicament immediately and delivered a replacement toner to our office within one hour. This type of customer service is very much appreciated by me and our staff because it shows that Arizona Digital Products cares about the daily operations of their customers.

The team at Arizona Digital Products has always impressed me with their attention to detail and pride in customer service. I would highly recommend any company looking for a new equipment vendor to consider Arizona Digital Products.

Sincerely,



*Robert Gawne*

*Technology Operations Manager*