



A RICOH COMPANY

IKON Office Solutions, Inc.  
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November 4, 2008

Dear Valued IKON Customer,

I am pleased and excited to let you know that Ricoh has completed its acquisition of IKON. Ricoh has been one of our valued equipment partners for many years. By joining forces with Ricoh, we're creating a stronger global office solutions competitor able to offer you an enhanced range of end-to-end solutions.

I want to update you on the terms of our relationship with Canon following the acquisition. Canon U.S.A., Inc. ("Canon USA") and IKON have entered into an agreement regarding the terms of their relationship following the acquisition of IKON by Ricoh Co. Ltd. Effective upon the closing of such acquisition on October 31, 2008 (the "Effective Date"), the retail dealer agreements between Canon USA and IKON will terminate, and IKON will no longer be an authorized retail dealer of or authorized service provider for Canon-brand business equipment. Subsequent to the Effective Date, IKON will no longer be able to place new orders for Canon-brand business equipment with Canon USA. However, after the Effective Date, IKON shall not be precluded from and may continue to sell its inventory of Canon-brand business equipment, parts and supplies and shall not be precluded from and may provide maintenance and repair services for Canon-brand business equipment. In addition, Canon USA will continue to sell spare parts and supplies to IKON for three years following the Effective Date, and will provide certain technical support to IKON for Canon-brand business equipment for at least one year following the Effective Date.

I want to assure you that, regardless of the type of equipment you currently use, we are committed to maintaining the same high levels of service to which you have become accustomed. IKON has many options for procuring and supplying parts and supplies for your Canon equipment to allow for continued support beyond the three year commitment from Canon on parts and supplies. Of course, our technicians are fully trained and factory-certified in accordance with the manufacturers' requirements and are fully committed to ensuring that all equipment covered by an IKON service or maintenance agreement performs to manufacturer's specifications.

If you have any questions, I ask that you contact your sales professional who will help answer them for you. I want to thank you for your continued commitment to IKON and look forward to building on our relationship in the future.

Sincerely,

A handwritten signature in black ink that reads "Jeffrey W. Hickling". The signature is written in a cursive style with a large, stylized initial "J".

Jeffrey W. Hickling  
President, IKON U.S.