

School District 158

The future of the world depends on the knowledge and resolve of its people.

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May 9, 2003

Ms. Cindy Lewis
Ticomix Inc./Xerox Corporation
5642 N. Second St.
Loves Park, IL. 61111

Dear Cindy:

I wanted to take this opportunity to let you know that your excellent support and customer care hasn't gone unnoticed. My department has appreciated the professional nature of your thoroughness and followup regarding our needs.

It has been a pleasure working with you and your team at Ticomix.

The Xerox digital products are serving us well. Everyone loves them. They are easy to use and seem to have very little service issues. When we need to call Xerox service, the technicians are quick and responsive.

Thank you again for making this whole process as painless as possible. It is a relief to know that there are people and organizations out there that have the customer's best interest at heart.

Sincerely,



Paul K. Halverson
Assistant Superintendent for Fiscal Services

PKH/awb