

PRM-265-09

December 1, 2009

To: Canon Office Imaging Dealers and Office Product Dealers

Subject: Termination of Provision of Technical Support to IKON Office Solutions, Inc.

On October 31, 2008, Ricoh Co. Ltd. ("Ricoh") announced completion of its acquisition of IKON Office Solutions, Inc. ("IKON"). At the time, we announced to our dealers the following:

Canon USA and IKON have entered into a confidential agreement regarding the terms of their relationship following the acquisition of IKON by Ricoh. Effective upon the closing of the acquisition, the retail dealer agreements between Canon USA and IKON terminated, and IKON is no longer an authorized retail dealer of or authorized service provider for Canon-brand business equipment. IKON will no longer be able to place new orders for Canon-brand business equipment with Canon USA. However, IKON is not precluded from selling and may continue to sell its inventory of Canon-brand business equipment, spare parts and supplies, and is not precluded from providing 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, and will provide certain technical support to IKON for Canon-brand business equipment for at least one year.

Please be advised that Canon USA ceased providing technical support to IKON on December 1, 2009.

Also, we are aware that certain materials circulated by IKON state that "...Canon has agreed that IKON may contract with authorized Canon service providers to enable us to continue to provide any support needed for firmware upgrades, patches and access to technical support." This sentence misconstrues the terms of the October 30, 2008 confidential agreement between Canon USA and IKON.

Under that agreement, IKON is permitted to "enter into arrangements" with authorized Canon service providers "pursuant to which such Service Providers may provide maintenance and repair services to IKON customers." These provisions do not permit IKON to hold out such authorized Canon service providers as part of IKON's own service team or suggest that IKON can utilize "behind the scenes" assistance and support from authorized Canon service providers to enable IKON itself to provide service to its customers. Instead, Canon USA's agreement with IKON contemplates only that IKON may make arrangements

with authorized Canon service providers pursuant to which those service providers will provide service to IKON's customers in place of IKON, if IKON chooses to enter into such arrangements.

Canon USA reminds its dealers that any arrangement by IKON whereby authorized Canon service providers are providing "behind the scenes" technical and/or other service support to IKON would not only violate the October 30, 2008 confidential agreement between Canon USA and IKON, but would also violate the terms of the Canon authorized retail dealers' and/or authorized service providers' agreements, which only permit authorized service providers to perform a retail function and only provide Products (including spare parts and firmware upgrades) to end-users.

Finally, we request that you contact Canon USA if you become aware of IKON's use of any marketing materials which imply that IKON still has access to technical support from Canon USA or that suggest that IKON has entered into arrangements with authorized Canon service providers to provide assistance and support to IKON in any manner other than such service provider's direct provision of service to IKON's customers in place of IKON.

Sincerely yours,

CANON U.S.A., INC.

Tamotsu Nakamura
Executive Vice President and General Manager
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