

Information Regarding IKON's Agreement with Canon U.S.A., Inc.

On October 31, 2008, Ricoh Co. Ltd. ("Ricoh") announced completion of its acquisition of IKON Office Solutions, Inc. ("IKON") Thereafter, both Canon U.S.A., Inc. ("Canon USA") and IKON publicly communicated the following, mutually approved statement:

"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 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."

Canon USA and IKON have individually communicated additional information relating to Canon USA's provision of technical support to IKON. In order to clarify the terms of the arrangement between the parties, and to address any potential confusion, the parties have agreed to communicate the following mutually approved statements, effective December 18, 2009:

- *As of December 1, 2009, Canon USA will no longer provide technical support to IKON.*
- *IKON may enter into arrangements with authorized Canon service providers, including authorized Canon retail dealers, pursuant to which such authorized Canon service providers will provide service and technical support to IKON customers, including firmware upgrades and patches, as well as maintenance and repair services.*
- *If IKON enters into such arrangements with authorized Canon service providers, the provision of such service and technical support by such providers to IKON customers shall be in their capacity as subcontractors of IKON. To avoid any potential confusion, IKON and Canon USA agree that such providers shall not be held out to the public as part of IKON's internal service organization.*
- *IKON may continue to provide maintenance and repair services for Canon-brand business equipment, in accordance with the October 31, 2008 announcement quoted above.*
- *IKON may continue to purchase spare parts and supplies from Canon USA, in accordance with the October 31, 2008 announcement quoted above.*