



May 13, 2005

Randy McCook  
Account Executive  
Repro Products  
4485 Atlanta Road  
Smyrna, GA 30080

Dear Randy,

Last fall, we at TVA had grown frustrated with the continuing non-performance of both our plotter and the servicing agent. The unpredictable nature of the machine caused TVA to lose money due to slow print production and wasted media caused by misprints. The unresponsiveness of the servicing agent only compounded the issues. As a result of these issues we initiated a review to replace both the hardware and the servicing agent.

During the course of our research we spoke to a representative from Repro Products about their PFR program. We were reticent about their claims as we owned our equipment and did not have an interest in making a considerable investment in another non-performing plotter. However, were assured that we would neither own the machine nor pay for the media unless we used it.

Additionally, should a problem arise with the plotter ReproProducts would replace, upgrade or modify the system as circumstances and workload required. After consulting with the ReproProducts representative the decision was made to start with the Océ TDS600 series plotter and scanner.

We have been using the PFR system for roughly six months and couldn't be happier with the service. All of the problems with Océ have been minor and promptly attended to by ReproProducts' knowledgeable staff.

It is with the greatest of confidence that I recommend ReproProducts and their PFR program to suit any large format plotting needs.

Thank you,  
Barry Clark  
CAD Operator  
TVA Fire & Life Safety, Inc.