



Here's what business-class copier customers are saying about their experience with Toshiba and other copier manufacturers. These results are based on the responses of thousands of copier owners surveyed in J.D. Power and Associates 2004 Copier Customer Satisfaction study.

<u>Company</u>	<u>Overall Ownership Experience</u>	<u>Product</u>	<u>Sales</u>	<u>Services</u>
Toshiba	●●●●●	●●●●○	●●●●○	●●●●●
Canon	●●●●○	●●●●○	●●●●○	●●●●●
Gestetner	●●○○○	●●○○○	●●○○○	●●●○○
HP	●●●●●	●●●●●	●●●●●	●●●○○
Imagistics	●●●●●	●●●●●	●●●●●	●●●○○
Konica Minolta	●●●○○	●●○○○	●●●●○	●●○○○
Kyocera	●●●●○	●●●○○	●●●○○	●●●○○
Lanier	●●○○○	●●○○○	●●●○○	●●○○○
Lexmark	●●●○○	●●●○○	●●●●●	●●●○○
Panasonic	●●○○○	●●●○○	●●●○○	●●○○○
Ricoh	●●●○○	●●●○○	●●●●○	●●●○○
Savin	●●●○○	●●●○○	●●●○○	●●●○○
Sharp	●●○○○	●●○○○	●●○○○	●●●●○
Xerox	●●●●○	●●●○○	●●●●○	●●●○○

The Scoring

- Among the best.
- Better than most.
- Does not really stand out.
- The rest.

Note: J.D. Power Consumer Center ratings do not include all information used to determine J.D. Power and Associates awards.