

**HUGHES-CALIHAN KONICA MINOLTA, INC.**  
***FREQUENTLY ASKED QUESTIONS BY OUR CUSTOMERS***  
April 2008

**What is the new company name?**

Our new name is **Hughes-Calihan Konica Minolta, Inc.**, which fully represents the integration of our two companies. In November 2007, Konica Minolta Business Solutions acquired Hughes-Calihan. The Hughes-Calihan name remains strong in the new company name in recognition of its strong brand equity in the Southwest as a trusted and respected company for nearly 90 years.

**What can we expect of the new Hughes-Calihan Konica Minolta?**

Throughout this process, our focus has been to maintain our business philosophies, integrity, ethics and culture that brought our two companies together in the first place. We are pleased that the best qualities of both organizations will live on in our new company, which was created with you in mind.

**What changes will we notice?**

The most critical piece of this integration has been ensuring that our customers remain our number one priority. As a indication of this, the new Hughes-Calihan Konica Minolta reflects the policies, service programs and pricing that are most advantageous to customers. Our product pricing remains competitive in all markets, and on some products is even more favorable with the new organization than with the legacy Hughes-Calihan brands.

We will sell primarily Konica Minolta products, plus several other products that complement the Konica Minolta offering. These may include HP multifunction products, Océ small and wide formats, Muratec fax machines, Kip wide format, Epson wide format, Fujitsu scanners and Riso Digital Duplicator and high speed color devices. Third party software for document management and business process workflow will continue to be important component of our offerings, as will print management services. Managed IT Services have been one of our fastest growing businesses and we will continue to place emphasis in this area. Over the past several years Hughes-Calihan Managed IT Services have been ranked #1 in the Valley by *The Business Journal* and we hope to exceed our customers' expectations as a premier provider for them, and for Facilities Management Services.

It is important to us that our customers understand that while Hughes-Calihan Konica Minolta, Inc. no longer will sell Lanier/Ricoh machines, we will continue to service all client contracts, regardless of brand, with the high quality they have come to expect, through the term of the contract.

**Where are the corporate headquarters located?**

Phoenix, Arizona.

**The former Hughes-Calihan was known for its contributions to the community. Will this level of commitment remain the same?**

We remain committed to being good corporate citizens and to enriching the communities we serve.

**Will there be any branch closures?**

We're proud to announce that no branch closures will be necessary at this time. We will continue to maintain offices in Phoenix, Tucson, Yuma, Lake Havasu, Prescott, Flagstaff, Pinetop/Lakeside, Las Vegas and Reno.

**Will there be a different management team in place?**

President Peter Calihan, and Vice President Phil Calihan will run the company. They will be assisted in continued integration of operations by senior leadership from Konica Minolta.

**Will our sales representative and key contacts at Hughes-Calihan remain the same?**

We were fortunate that we were able to complete this transition without eliminating any positions. In fact, we will be adding personnel in all facets of our operations. Some employees may be assuming different roles to avoid duplication, but for the most part, the staff you have been working with will continue to provide the same level of customer service you have come to expect from us. Any changes in personnel you might experience will be due to normal transitions in our business and will not be a result of the elimination of any positions.

**What happens to existing procurement agreements we may have had previously? Has anything changed?**

We will honor all existing contracts and pricing agreements.

**Has anything changed with regard to your Managed IT Services?**

No. Managed IT Services will continue to be an important part of our business, and will be offered to former Konica Minolta customers as well. Our Facilities Management Services are important as well and will be offered to new customers through our integrated company.

**What if I have further questions about my contract?**

Please direct your questions to your primary contact within our company, which most likely will be your sales representative.