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US BUSINESS TECHNOLOGY RECEIVES THE 2006 PROMASTERS AWARD FOR EXCELLENCE IN TECHNICAL SERVICE AND SUPPORT BY TOSHIBA AMERICA BUSINESS SOLUTIONS INC.

Local Garden City Park Toshiba Office Equipment Dealer Recognized For Demonstrating Exceptional Performance in the Areas of Service and Customer Support

Garden City Park, New York, June 5, 2006 – US Business Technology today announced it has received Toshiba America Business Solution Inc.'s (TABS) annual ProMasters Award for achieving technical service and customer support excellence. This award marks US Business Technology fifth year to be recognized for its accomplishments.

“US Business Technology is honored to have received Toshiba’s prestigious ProMasters Award, a distinction which confirms we are passionate about our customers and dedicated to providing them with the best possible purchasing experience,” said Phil Bontempo, Vice-President, US Business Technology. “Toshiba’s assistance in providing the tools and training required to achieve ProMasters status, along with the collective efforts of our entire dealership, has enabled us to deliver the highest levels of service and support.”

The ProMasters Program and Award were specifically developed by TABS to ensure the highest standard of technical expertise and service in the industry. Only dealers that have surpassed rigorous standards and evaluations and an ongoing qualification process, and that continually demonstrate an unwavering commitment to providing exceptional customer service

and knowledge in support of TABS' copier, printer and facsimile products, are eligible to receive the ProMasters designation.

“We are extremely pleased to present US Business Technology with a ProMasters Award in recognition of its commitment to exceeding customer expectations by providing reliable service and top-notch support,” said George Colborn, vice president, Service, TABS. “Customer satisfaction is a top priority in the Toshiba organization and the ProMasters Program clearly demonstrates our dedication to raising the industry standard for outstanding service and customer support.”

All TABS dealers nationwide are eligible to enter the ProMasters competition. Qualifications for receiving the ProMasters Award include the fulfillment of specific and demanding requirements, including:

- **Toshiba Trained Technicians** – ProMasters dealers must maintain a minimum number of technicians with authorized training on each TABS copier, printer and facsimile model. These technicians must be certified through TABS' training and service development programs.
- **Field Service Operation** – ProMasters dealers must manage a comprehensive field service operation and possess proper service tools, manuals, and technical bulletins to ensure timely onsite repair and maintenance of customers' products.
- **Ongoing Customer Relations Program** – To ensure all TABS customers receive responsive customer support, ProMasters dealers must maintain an ongoing customer relations and satisfaction training program for all technicians and customer support personnel.

- **Proactive Preventative Maintenance Program** – ProMasters dealers must maintain a preventative maintenance program for all customers' equipment based on TABS' periodic inspection policies and procedures, ensuring ongoing reliability of TABS' products and eliminating unnecessary downtime and operating expenses.
- **Equipment Appraisal** – To ensure all ProMasters dealers are maintaining TABS' products according to prescribed standards, all dealers are subjected to a random, semi-annual field equipment appraisal by TABS' Regional Service specialists. These appraisals ensure customers' products are adequately maintained.
- **Dealer Computer System Capabilities** – All ProMasters dealers are strongly encouraged to maintain an online computer system to incorporate spare parts inventory control, field technician dispatching, maintenance agreements, service record tracking and service billing, ensuring more responsive and efficient customer service support.

In addition, TABS dealers that meet these standards are then scored and evaluated by Toshiba's Regional Service Departments in a number of service, competency, efficiency, and customer satisfaction areas. Detailed, onsite evaluations of customer equipment also are performed with grading on equipment condition, performance and overall customer satisfaction. Only those dealers earning satisfactory scores of at least 700 out of a possible 1,000 in the evaluation process receive the honor of a ProMasters designation.

About US Business Technology

For more information:

www.usbttech.com