

March 20, 2012

RE: Installation of Xerox WorkCentre at Andritz Hydro remote site Lower Mattagami River Project

Dear Karyn Loree-Spacek,


With respect to Andritz Hydro recent procurement and subsequent install of a Xerox WorkCentre located at our remote site Lower Mattagami River Project, located 85 km north east of Kapuskasing Ontario. The delivery team and install/setup technician were professional, competent and polite. The delivery service was on time, the delivery riggers set up the machine quickly and were proficient in advising limited training on the machine's capabilities. The setup technician, David Sapinski from Lucid Networks was also on time, very capable in helping setup the printer to interface with our network, and provided additional training.

Further, from a remote site perspective, Xerox, KAP Data and Lucid Networks responded efficiently to Andritz Hydro's request for information and /or details regarding scheduled delivery of the printer, shipment of supplies and technician's site arrangements.

The undersigned, would strongly consider working with the parties mentioned for future Andritz Hydro remote sites requirements as well as recommend these services to companies considering the procurement of a similar system.

Andritz Hydro, Lower Mattagami River Project anticipates an exceptional/supportive working relationship with the parties involved, if the delivery and install of the Xerox WorkCentre is an indication of the professional manner in which you conduct business.

Regards,

  
Bill Jordan  
IT Systems Analyst

  
Duane Eagles  
Site Administrator

