

**TOSHIBA**  
**ProMasters**  
★★ ELITE ★★  
**2020**

This certificate of service excellence acknowledges that **Digital Office Products LLC** has been recognized as a Toshiba ProMasters Elite Certified dealer for 2020. The Toshiba ProMasters certification is a recognition program for authorized Toshiba dealers whose service execution, training, and customer service meets or exceeds Toshiba's established levels of service performance.

Through Toshiba's rigorous evaluation procedures, **Digital Office Products LLC** has effectively demonstrated abilities in the following areas:

- Service leadership
- Service technician excellence through continuous training from Toshiba
- First service call effectiveness
- Best-in-class service processes
- Use of genuine Toshiba parts and supplies
- Service call response time metrics
- Best-in-class device uptime metrics
- Help desk productivity and efficiency metrics
- Customer satisfaction metrics

Only 52 dealerships received this prestigious award in 2020, and on behalf of Toshiba America Business Solutions we congratulate **Digital Office Products LLC** for this elite certification.

*Kenneth Hiteman*

Kenneth Hiteman  
Toshiba America Business Solutions, Inc.  
V.P - Services and Technical Support  
USA, Latin America

