**DOCUMENT B: TIMELINE OF EVENTS (EXHIBIT B)**

This document presents a verified timeline of events regarding Tom Ronnkvist’s project with North Point Computers (NPC). All dates are supported by receipts, emails, tracking confirmations, and internal shop records.

* **March 18, 2024**: Tom Ronnkvist visits NPC with his original ISA-based welder controller PC. The system arrives in poor condition: side panel missing, failing fan, and degraded IDE hard disk. We evaluate the system and identify a controller card failure.
* **March 21, 2024**: After diagnostics, Kyle determines one of Tom’s ISA controller cards is failing. Tom pays $216 for a replacement industrial ISA add-on card and physical integration. This is Tom’s second visit. Kyle explains the risks involved with the vintage nature of the hardware. (See: "Receipt #1129")
* **March 28, 2024**: NPC completes the physical integration of the replacement card. Tom visits a third time and takes the PC back to his physical location.
* **April 24, 2024**: Kyle travels to Tom’s site for a 3/4 hour onsite visit to test and verify system behavior. Kyle performed a series of continuity tests on the welder control equipment. This visit results in a $112.50 charge and confirms the problem is software-related. (See: "Receipt #1238")
* **May 15, 2024**: Kyle travels to Tom’s site for a three-hour onsite visit to test and verify system behavior. He appeared at Tom’s request to liaison with a MTI technician that had been brought on-site to consult with Tom and Kyle on this project. This visit results in a $450 charge and further confirms the problem is software-related. (See: "Receipt #1300")
* **May 16, 2024**: NPC quotes Tom $689 via email for a refurbished Pentium II system with ISA slots.
* **May 20, 2024**: Tom pays $678 in person for the refurbished PC and physical integration of his existing cards and drive. (See: "Receipt #: 1311")
* **May 21, 2024**: NPC confirms eBay purchase of the refurbished Pentium II tower. (See: "pentium II confirmation from ebay vendor.pdf")
* **May 23, 2024**: FedEx tracking confirms shipment of the tower to NPC. (See: "fedex tracking detail for the pentium 2 pc.pdf")
* **June 17, 2024**: Tom is referred to Jose via email. Jose clarifies that no new system is being ordered and confirms USB-to-ISA adapters have been purchased as discussed. Tom does not respond via email for clarification as Kyle has already completely explained the situation to him via telephone. (Exhibit F)
* **June 28, 2024**: Kyle emails Tom outlining challenges with the virtualization attempt and requests technical details about the ISA cards (I/O ports, IRQs). He explains potential BIOS call incompatibility and asks for information to proceed. (See: "Email from Kyle to Tom, June 28, 2024")
* **July 9, 2024**: Tom acknowledges the June 28th message, confirming receipt and intent to follow up. (See: "Email from Tom to Kyle, July 9, 2024")
* **July 2024**: Tom reclaims his original PC and ISA cards from NPC without settling the remaining labor balance. He tells staff he forgot his wallet.
* **September 2024**: Tom returns to NPC with a failed hard drive. NPC restores system functionality from its saved backup image and charges only for the hardware swap. (See: "Receipt #: 1650")
* **May 2025**: Tom files a small claims suit seeking a refund, despite the project being completed, hardware delivered and waiting his pickup, and ongoing support provided by NPC.

**Summary:** Tom Ronnkvist’s project spanned more than 3 months of development and assistance. NPC repeatedly demonstrated flexibility, technical expertise, and patience. Multiple components were purchased, integrated, and tested. Tom was kept informed throughout and continued to engage until abandoning payment obligations in July. Despite this, we continued to support him in September, and beyond. All events are verifiable via exhibits and physical documentation.