**DOCUMENT I: STATEMENT OF GOOD FAITH (EXHIBIT I)**

This document outlines the actions, intentions, and values upheld by North Point Computers (NPC) throughout the duration of the project for Tom Ronnkvist, illustrating our good faith in delivering services and attempting to fulfill the client’s unique and highly complex request.

**1. Commitment to Project Success**

From the outset, NPC demonstrated a commitment to resolving Tom’s challenge: reviving or replicating a control system running on 20+ year-old software and hardware. Despite being made aware of the extreme limitations of the project, we invested substantial time, effort, and resources as part of our commitment to provide outstanding service levels.

**2. Transparent Communication**

Throughout the process, we maintained detailed and timely communication with Tom:

* Risks were clearly disclosed at each phase of the project.
* Kyle’s June 28 email outlined the technical limits and requested system-level information.
* Tom responded on July 9, confirming receipt and affirming collaboration.

**3. Custom Efforts at Our Own Expense**

NPC purchased and tested a USB-to-ISA adapter system with virtualization software at our own cost, in an effort to help Tom migrate away from legacy systems. These efforts were not billed to Tom, nor have we attempted to collect any funds for the hardware solution we chose to provide, even though we invested substantial cost. See the receipt for the USB to ISA adapter for $278.85. We wanted to see Tom’s project succeed and were willing to invest substantial time and effort to see the project through.

**4. Post-Dispute Support**

Even after Tom walked out of the shop in July 2024 without paying his labor balance, he was not banned or refused support. He returned again in September, and we restored his original drive and reintegrated parts, charging only for hardware, integration, and no labor for data transfer, OS restoration, system diagnostic, or performance testing. At no point did Tom express dissatisfaction with our continued progress or our attempts to resolve his ongoing issues.

**5. Fair and Reasonable Billing**

All billing was done transparently with printed receipts, GPS confirmation of in-person transactions, and no surprise charges. Our Custom Order Hardware Policy was explained, posted in-store, and enforced only for orders explicitly categorized as non-returnable or legacy. Tom chose to not pay for the labor attached to his hardware and abandoned it at our location.

**6. Patience and Professionalism**

Despite multiple reversals, delayed responses, and sudden demands, we remained professional. We never threatened Tom, nor withheld service out of retaliation. The remaining system has remained available to him at any time upon clearing his unpaid balance. Unfortunately, Tom abandoning his project is an occurrence we are accustomed to working on technology here in South Texas. We presently have 50+ abandoned tickets in our secure storage. Tom has outstanding labor charges, we simply chose to not pursue them given the risks associated with his project. Additional externalities, like the missing MTI support he required, and Tom taking his ISA controller cards made the project impossible to complete.

**Conclusion:** NPC conducted every aspect of this project in good faith:

* We communicated transparently.
* We performed significant skilled labor labor across months on Tom’s behalf.
* We absorbed costs without passing them on in hopes of completing Tom’s project.
* We continued to support the client, even after dispute, offering to deliver his “backup tower” with tracked and confirmed delivery via FedEx.
* We still retain his vital OS backup, virtualized environment, and hardware. He is welcome to them once he has settled up the labor balance that remains on his ticket for the months of support that are substantiated by our email chains. He is also welcome to purchase the USB to ISA adapters we purchased on his behalf at their cost of $278.85

Our actions throughout reflect integrity, professionalism, and a sincere attempt to help a client with a near-impossible task. Any narrative implying fraud, negligence, or refusal to deliver service is contradicted by the full record of engagement.