

hardware needed to run the welder. This was requested and approved by Tom Ronnkvis

10. Can you describe what work was included in the \$678 invoice? A Pentium 2 PC and physical migration of expansion cards and hard drive.

11. Did this invoice include unlimited troubleshooting or virtualization support? No

SECTION 4: HARDWARE AND SOFTWARE CHALLENGES

13. Had you ever spoken to Tom about virtualization, prior to the June 17 email Jose had with Tom indicating that you had requested virtualization adapters instead of a "new computer?" Yes, Tom had expressed interest in virtualization before we ordered any hardware during one of his initial visits to our location.

14. Did Jose let you know to continue with virtualization steps in response to the June 17 email? Yes Jay informed me of communication with Tom confirming.

15. Why did you attempt virtualization? Compatibility issues with the available hardware and lack of availability of PCs with hardware requirements needed by the controller software.

16. What did you learn from trying the USB-to-ISA adapter solution? The obstacles are similar to the physical implementation. Additional information is needed which would be available in manuals or other literature released with the hardware.

Specifically, we needed the handshaking or initialization protocol for the welder configuration.

17. Did you ever determine that the problem was hardware-related? No, a replacement PC was never my recommendation. It was explicitly requested by Tom.

18. Was replacing computer hardware likely to ever solve Tom's problems? I do not believe so.

SECTION 5: CLIENT INTERACTIONS

18. How did you communicate technical updates to Tom? Through phone and email communication.

19. Did Tom understand that virtualization was a workaround for his failing hardware? Yes Tom was aware of this option before working with NPC.

20. Did you explain that BIOS-level software was not default compatible with modern virtual environments? Yes, I emailed Tom at his request with the information we needed to continue this solution.