

31. Was Tom kept informed at each stage of the project? Yes

32. At what point did you feel the project was abandoned, or did you believe it was still pending a response or update from Tom? Tom expressed at several points during this project he was still working with MTI to get the needed information including in September when he needed help with his failed hard drive. It wasn't until he asked for a refund did I feel the project had been abandoned.

33. Is there anything else you believe is important to add in your testimony? The first ticket we helped Tom with was replacement of one of his expansion cards. I explained to him that vintage hardware is unreliable and often untested before purchase and there is no guarantee it will solve his problem.. His response was that it would be worth the risk because the value of the working welding machine. If he had disagreed I would have declined all work on the project.

Signature: 

Printed Name: Kyle F. Cantu

Date: \_\_\_\_\_