**From:** Jose Sandoval <admin@northpointcomputers.com>  
**Sent:** Wednesday, April 23, 2025 3:43 PM  
**To:** Tom Ronnkvist <tom@drillpipeinc.com>  
**Subject:** Re: Pentium 2 PC

Hi Tom,

Just to clarify: the original quote was always for a **Pentium II** system. At no point was a Pentium III discussed or quoted, and this is clearly reflected on your **receipt at the point of sale**.

The system we sourced, the one Kyle worked with, and the one currently available for pickup are all Pentium II models. A Pentium III with the necessary ISA slots was not available, which is why the quote and purchase focused on the Pentium II from the beginning.

Kyle has invested a significant amount of time into this project. He attempted to integrate your ISA cards into the sourced system, and when those efforts didn’t yield full functionality, he pursued USB-to-ISA adapter solutions. These efforts revealed that the issue stemmed from your original hardware lacking the necessary communication protocol, which needed to be sourced from the manufacturer. This additional troubleshooting was well beyond the original scope but was still performed in good faith to try and provide a solution.

As mentioned in our last communication, I never authorized the purchase of another tower after confirming the integration issue mirrored what we saw in your old, non-functional PC. Instead, I approved the purchase of custom USB-to-ISA adapters intended to let you use a modern PC with your existing hardware. These adapters, along with the Pentium II system, are still available for pickup.

What remains is resolving the outstanding labor charges for the work Kyle has performed over the past several months. His notes on the ticket clearly state:

*"We are waiting on information from end user to finalize product integration."*

To the best of my recollection, my last communication with you before this recent exchange was in **July of last year**. Since then, your hardware has remained safely stored, and the ticket has remained open with pending labor charges. I’ve received no further instructions from you until now and have responded to your recent emails promptly.

We’re a **local business with over 20 years of service in this community**, and our reputation is built on **solving problems, providing value, and taking care of our customers**. Our policies are **clear, consistent, and designed to ensure fair results for everyone**. They help us make sure our customers get the support they need, and that our team is compensated for the time and care we put into every project.

Let me know how you’d like to proceed. If you prefer delivery, we can provide tracked and confirmed shipping to your location.

Best regards,  
**Jose L. Sandoval II**North Point Computers  
(361) 668-0599