

Testimony Questionnaire for Kyle Cantu (North Point Computers)

Purpose: To collect sworn, firsthand testimony to be submitted in support of NPC's defense in the Tom Ronnkvist case.

SECTION 1: BACKGROUND AND INVOLVEMENT

1. What is your full name and your role at North Point Computers? Kyle Paulino Cantu
 2. How long have you worked at North Point Computers? 12 years
 3. Were you the primary technician handling Tom Ronnkvist's welder PC project? Yes
 4. How many times did you personally meet with Tom, either in-shop or on-site? More than 10 times
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SECTION 2: INITIAL EVALUATION

5. When did Tom first bring in the welder control PC, and what condition was it in? March 2024, the pc was dirty, oily and missing side panels.
 6. What diagnostic steps did you take upon intake? Continuity testing on his expansion cards in an attempt to isolate which card was causing their software error.
 7. Did you explain any warnings or limitations about working with vintage ISA-based systems? I informed Tom that vintage hardware does not come with any warranty or guarantee of functionality.
 8. Did Tom acknowledge these risks or seem to understand the project's difficulty? Yes he understood the risks involved and his agreement directly influenced my decision to help him on his restoration project.
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SECTION 3: WORK PERFORMED AND ORDERS

9. What parts were ordered for the invoice totaling \$678, and who approved them? Work station PC with the appropriate expansion slots to accommodate the

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

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
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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.
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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.

21. What was Tom's response when these limitations that needed MTI intervention were explained? He expressed he would be working with MTI to get the information requested.
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SECTION 6: PAYMENT ISSUES

22. Was Tom informed that the project had exceeded the originally paid hours? Yes
23. What happened when Tom came to retrieve his equipment in July? I informed him I would need to charge tech hours to bring his account current but he says he didn't bring his card. I released his original PC but not the ISA adapters or the Pentium 2 PC due to outstanding balance.
24. Did he pay the outstanding labor charges before leaving? No, his hardware was released in good faith.
25. What was your reaction to his departure? Nothing out of the ordinary. Tom assured me he was working with MTI to move along the virtualization solution.
26. In brief what happened when Tom appeared at NPC in April 2025 demanding a refunding at the point of sale? He demanded a refund excess to the amount of the sale of the PC even though we have a no refund policy for special order hardware. He did not provide the receipt to justify the amount requested.
27. Did anything prior to this moment indicate to you that Tom was unhappy with the goods and services we had provided up until then? No
28. Were you surprised by his sudden demands for a refund? Yes, he expressed multiple times including when he picked up his original PC that he was working with MTI to get the information we needed to continue the virtualization solution.
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SECTION 7: FOLLOW-UP AND SUPPORT

26. Did Tom return in September after a drive failure? Yes
27. Did North Point Computers assist him again at that time? Yes.
28. Were you or NPC compensated for that assistance beyond the cost of the hard disk and its physical integration? No.
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SECTION 8: FINAL POSITION

29. In your opinion, did NPC act in good faith throughout this project? Yes
30. Did Tom receive what he paid for? Yes

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.
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Signature: 

Printed Name: Kyle P. Cantu

Date: _____