

*June 1, 2001*

THE PERSONAL COMPUTER STORE  
John Crockett

Dear John:

Congratulations! It gives me great pleasure to inform you that THE PERSONAL COMPUTER STORE has been singled out for its outstanding performance as a Compaq service partner in the MID SOUTH Customer Business District (CBD) during the quarter ending March 31, 2001.

Clive Sheppard, your Compaq Partner Manager, reported that you performed exceptionally well in the following areas:

- ?? Customer satisfaction
- ?? Operational performance

As a result, you have achieved Most Valuable Partner (MVP) recognition in Compaq's new award program. Compaq will recognize your achievements through announcements on various Compaq web sites including Compaq.com, Compaq Services Network, Compaq Partner Network, and Cpq News. We will also feature your company in news releases about the program in external articles and newsletters. For additional information on the program, and a list of All Star partners, along with some of the individual press releases, visit the following website:

[http://www4.compaq.com/csndocs/marcomm/cpn\\_cms/cpn\\_sp.htm?code=CSPR](http://www4.compaq.com/csndocs/marcomm/cpn_cms/cpn_sp.htm?code=CSPR). Finally, Clive Sheppard will contact you regarding additional rewards you have earned for your top performance.

Again, I congratulate you on your MVP performance as a Compaq Authorized Service Provider. As services become more important in today's market, partnerships are becoming more critical to our success. With partners like THE PERSONAL COMPUTER STORE, Compaq can look forward with confidence to continued growth that will benefit our company, customers and partners alike.

Respectfully,

Walter Mello, Director  
Channel Services and Warranty  
Compaq Computer Corporation

CC:

Ralph Lipizzi  
John Goff  
Dan Wampler  
John Alexander  
Clive Sheppard