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Jim DuPree
HP Services
Director, ACS Delivery Excellence

February 9, 2005

MicroAge of College Station
South Central Region
Global Business Unit (GBU)

Attention: John Crockett

John,

Congratulations!

HP is pleased to announce that MicroAge is the winner of the 2004 Hall of Fame award for the South Central Area. The Hall of Fame Award is presented annually to the top Authorized Warranty Delivery Provider in each of HP's nine North American service areas.

Jerry Romero, your HP Partner Manager, confirms that you did an outstanding job in consistently delivering superior service quality. Winners of the Hall of Fame award were selected based upon the highest 12-month average of customer satisfaction levels, parts usage efficiency, and how well service partners fix problems on their first visit to a customer's site.

As services become increasingly important in today's market, service-delivery partners continue to be critical to our success. By winning this prestigious award, MicroAge has demonstrated excellence in service and support backed by the HP brand. HP's rewards and recognition program, particularly the Hall of Fame Award, allow HP to recognize our partners that are best-in-class for service delivery and performance.

Please extend my sincerest congratulations on this award to your entire service delivery team! Many thanks for delivering consistent and excellent service throughout 2004! We look forward to continued success throughout 2005 as we all strive to make the right decisions for our companies and our customers.

Respectfully,

Jim DuPree
HP Services
Director, ACS Delivery Excellence

CC: Jerry Romero, HP Partner Manager