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To Whom It May Concern:

This letter will confirm that **Acrodex Inc.**, whose head office is located at 11420 - 170 Street, Edmonton, Alberta is a Hewlett-Packard (Canada) Co. Authorized Support Provider (ASP). Acrodex Inc. has held this designation since becoming an HP/Compaq reseller in 1986. As a Hewlett-Packard Authorized Support Provider, **Acrodex Inc.** is authorized to conduct in warranty and post warranty repairs on Hewlett-Packard hardware products. These products include, but are not limited to: HP Storage Works, Tape Libraries and Intel Based products including Servers, Desktops and Notebooks, as well as the full line of HP Printer products including the Multi-function Printers (MFP), Wide/Large Format Printers (Plotters/Designjets), and Hewlett-Packard's newly introduced Edgeline Technology printers.

**Acrodex Inc.** maintains this authorization by adhering to strict performance and training requirements.

As an ASP, **Acrodex Inc.** is required to maintain a high set of performance metrics and standards. Additionally, their field force is required to maintain a high level of knowledge of the HP and Compaq product through Self Study, classroom and WEB based training.

If further information is required regarding this Authorization, please contact me at 905-206-6235.

**Hewlett-Packard (Canada) Co.**

Donald Leather

Manager, Channel Partner Development  
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