

Compaq Global Services

February 25, 2002

CHANNEL FLASH

Compaq Announces First Annual Hall of Fame Award Winners - 2001

CALL TO ACTION: Check out the details of the Compaq All-Star Reward and Recognition Program for Service Delivery Partners. Then, work with your service staff, so YOU can be the next winner of one of the three awards - All-Star, MVP, or Hall of Fame.

Compaq Global Services recently announced the first winners of its Hall of Fame Awards for 2001. These awards are presented annually as part of the Enhanced Pay for Performance program for Service Delivery Partners. To win, Service Delivery Partners must achieve the highest 12-month average of customer satisfaction score and operational performance at the branch level. One Hall of Fame award is given per Compaq Customer Business District.

And the Service Delivery Hall of Fame winners are:

| Company | Location | CBD |
|------------------------------------|--------------------------|--------------------|
| Networks 2000 | San Diego, CA | Southwest |
| cyberCSI | Santa Clara, CA | NW/NC |
| HyperFormance Computers Inc. | Richmond, VA | Atlantic Central |
| Attronica Computers Inc. | Gaithersburg, MD | Capital |
| Micro Solutions Plus, Inc. | Colmar, PA | North Atlantic |
| Precision Computer Services | Shelton, CT | New England |
| Jade Systems Corporation | New York City, NY | NY/NJ Metro |
| Prosys Information Systems Inc. | Atlanta, GA | Southeast Coastal |
| Absolute Systems Inc. | Dallas, TX | South Central |
| Vincent Associates Inc. | Pittsburgh, PA | MI/OH Valley |
| Tushaus Computer Services Inc. | Oshkosh, WI | Mid West |
| Global Computronics Inc. | Minneapolis/St. Paul, MN | North Plains |

Each Hall of Fame Service Delivery Partner receives a beautiful, three-dimensional, shadow box plaque. This year's plaque has a baseball in the center signed by Michael Capellas, Compaq CEO, and Peter Blackmore, Compaq's Executive Vice President of Sales and Service. We are also publishing the names of Hall of Fame partners in a one-page ad in Computer Reseller News (CRN) on February 25. An accompanying press release provides information about the program and the partners who received the awards. Award announcements are published in both internal and external Compaq newsletters and on Compaq websites. A plaque will be posted in the Compaq Customer Solutions & Support Center in Houston, Texas listing all the Hall of Fame Winners.

All-Star Awards: An Industry First

Compaq is the first manufacturer to recognize top performing Service Delivery Partners, for their performance. This very fact shows just how much we value our partners' success.

Here's how the awards work:

Each quarter, Compaq selects winners based on customer satisfaction and operational performance for the previous quarter. There are two levels of quarterly recognition – "All-Star" and "MVP."

All Star Awards

All-Star Awards are given to the Service Delivery Partner who is in the top 10 percent of the Customer Business District based on branch-level customer satisfaction and operational performance. Winners receive a plaque for their office.

MVP Awards

Most Valuable Partner (MVP) recognition is given to the top Service Delivery Partner per Compaq Customer Business District based on branch-level customer satisfaction and operational performance. Winners receive:

- Dinner for branch office employees
- Gift for attendees
- Recognition of employee who contributed most to the branch office's success (determined by individual branch office)

Annual Award:

The Hall of Fame awards are then presented at the end of the year to recognize Service Delivery Partners for their outstanding 12-month performance.

Be the Next Winner

Everybody wins with the All-Star Rewards and Recognition Program: Partners, Customers, and Compaq. That's because the program promotes customer satisfaction, which leads to more sales and greater success. That's why it's important for you to know about the program and participate.

For Additional Information

You can learn more about the All-Star Reward and Recognition Program by calling Service Channel Operations at:

E-mail: service.channeloperations@compaq.com
Phone: (800) 231-9977, Option 8, Option 1
Web site: <http://www.compaq.com/csn>