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I N T E R O F F I C E M E M O R A N D U M

Doc. No: 072229
Date: 25-May-1994 08:46am EDT
From: BARBARA MCGLORY @MRO
MCGLORY.BARBARA AT A1 AT USCTR
Dept: U.S. CHANNELS
Tel No: 297-9371

TO: Joanne halitsky @MLO

CC: RUSS GULLOTTI @MKO

Subject: DISPOSITION: MONTE G. COUNTRYMAN LETTER TO PALMER'S OFFICE

Jo-Anne, we received a letter from Digital1sss/Monte G. Countryman (dated May 3rd) that was sent to Bob Palmer's office and forwarded to us from Russ Gullotti's office for follow-up.

Tormey Campagna, Channels District Manager, has talked with and sent a letter to Mr. Countryman so any issues in this regard have been resolved. I've attached the letter for your files.

Regards,
Barbara McGlory
(Secy to Ed Kamins)

I N T E R O F F I C E M E M O R A N D U M

Date: 24-May-1994 04:42pm EDT
From: Tormey Campagna @ACI
CAMPAGNA.TORMEY AT A1 AT POBOX
Dept: Midwest Channels Sales
Tel No: DTN 474-5842

TO: Barbara McGlory @MRO

Subject: Monte Countryman Letter

Barbara,

Recently you sent me a letter received in Bob Palmer's office from a former Digital employee, Monte Countryman. Attached please find a response to his letter. If further information is needed, please let me know.

Regards,

May 24, 1994

Mr. Monte G. Countryman
8063 Cedar View Drive
Menomonie, WI 54751

Dear Mr. Countryman:

I appreciate your interest in reselling Digital products as part of the solutions that your new company offers.

I know that you are continuing to talk to Pioneer regarding the VAR program and obtaining technical information. Another source you may be interested in is the Independent Solution Providers Network 1-800-DEC-ISVN. As a registered/approved ISVN you are eligible to purchase a demo development system through Pioneer. You may obtain further information by calling this number.

I have also added your name to the mailing list for technical mailings out of the Digital Minneapolis office.

I understand you have an interest in the added value criteria under the LAN program. Some of the areas of importance that Digital looks for in the LAN resellers to be successful are:

High level of in-house capabilities and expertise in networking, integration, and complete pre- and post-sale support of hardware and software products acquired from multiple vendors, consulting (full range of requirements analysis, design, and implementation), training, focus on horizontal applications (databases, office automation, desktop productivity, and imaging)

Networking experience in networking operating systems such as SNA, TCP/IP, Netware, NC/NFS, and DECNET. This normally involves certification on Banyan, Netware or Pathworks.

I have investigated your request to utilize the logo you provided in your letter to our president, Robert Palmer. After checking with our trademark council, it was felt that your proposed logo would be an infringement upon our trademark. With this in mind, I believe you should find some other designation/logo for your company.

I expect that you will see an improvement in information flow. You can get your questions concerning support answered in more detail by working with Pioneer Standard or any other of our distributor partners in your area.

Regards,

Tormey Campagna
Midwest Region Channels District Manager

Jo Barbara

5-11
FAXED



INTEROFFICE MEMO

TO: Russ Gullotti

DATE: 11-May-94
FROM: Bob Palmer
DEPT: President and CEO
DTN: 223-6600
Mailstop: MLO12-1/A50

SUBJECT: Customer/VAR Concern - digital1ss

Russ,

The attached has been forwarded for your response and handling.

Once you have responded, could you please let us know the disposition so that we may have a copy for our files.

Thank you.

Jo-Anne Halitsky
223-7373

/attachment

digital1sss

Your **1**stop for **s**ales, **s**ervice, and **s**oftware

Monte G. Countryman

8063 Cedar View Dr., Menomonie, WI 54751

1 800 347-1SSS or 235-7347

We Believe in...

- A Caring Concern for our Employees, Customers, Community & other Business Partners.
- Continuous Improvement in the Quality of our Products & Services.
- The Pursuit of Innovative, Flexible Technology at Reasonable Prices.
- Total Commitment to Customer Service.
- Whatever we do, no matter what it is, in word or in deed, doing everything in the name of the Lord Jesus, giving thanks to God the Father, through Him.

digital1sss



RECEIVED BY
ROBERT B. PALMER

MAY 10 1994 *ML*
CL

PRESIDENT AND CHIEF
EXECUTIVE OFFICER

May 3, 1994

Robert Palmer
Digital Equipment Corp.
Parker Street
Maynard, MA 01754

Dear President Palmer,

I was pleased to see the comment that you made in the April 18 edition of the Wall Street Journal about using more "outside Digital" sources for selling Digital Equipment. As a recently started up Value Added Reseller, I need to know that Digital will support me as I am a part of the less developed avenue of indirect sales that Digital currently only uses 25 percent of, versus the 50 percent that the competition uses. My current concerns are of how Digital plans to support people like me? I filled out my application to become a VAR back in February with the distributor Pioneer-Standard Electronics. I have since found out that Digital has obseleted the forms and it will be at least 60 days before the local Digital office (Minneapolis) will be able to help me become "official". Another concern is while I am trying to stay current on all of Digital's products, I am not getting ANY mail from Digital. I sent in reply cards in the back of the DECdirect catalog, and I have yet to get a response. I was finally accepted to be able to resell the PC line of products, but to my dismay I was only sent one catalog. I am quite curious to find out just what kind of support I should be able to expect from Digital and how I find that help so that I can continue to sell the Digital solution.

Also, do you or your law department foresee any problems with the logo I have created to use as a VAR? If there is a problem, please let me know as soon as possible, as I need to order business cards and I would like to use this logo if at all possible.

Thank you very much for your support!!

Sincerely,

Monte Countryman
formerly 112791