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## Press Release – For Immediate Release

### **Terix and Zerowait announce a program to provide third party hardware support for Network Appliance products throughout North America**

Sunnyvale, CA and Newark, DE—October 04, 2005—In an effort to provide expanded third party hardware support for Network Appliance (NetApp) products throughout North America, Terix Computer Service, a leading independent IT service and maintenance company, is working in conjunction with Zerowait Corporation, the largest independent provider of NetApp parts and related services for hundreds of customers throughout the world. This new initiative allows customers a broader range of custom and standardized hardware support options.

Combined, Terix and Zerowait offer an unparalleled mix of engineered solutions including system administration, on-site maintenance, a 24-hour Response Center backed by trained and certified engineers, off-lease licensed NetApp systems, an extensive inventory of current and discontinued parts, hardware replacement programs (Zerowait Parts Assurance, or ZPA), a hardware lab equipped for testing and problem simulation, and 7X24 elevated technical support.

“NetApp support is a natural evolution for Terix to expand our service capabilities based upon our strong Solaris and SAN experience. Through collective expertise, we can add significant value to our customers in the NetApp market,” states Bernd Appleby, president and CEO of Terix Computer Service. Terix and Zerowait are committed to providing customers a viable alternative – high availability technology and a comprehensive range of seamless hardware support for all NetApp environments.

#### **About Terix**

Since its inception in 1997, Terix Computer Service has become a recognized leader in providing quality support services for the Unix marketplace, delivering maintenance to 106 cities nationwide. Its clients include Fortune 500 companies in industries as diverse as aerospace, telecom, banking and finance. Terix is a privately held company whose web address is [www.terix.com](http://www.terix.com).

#### **About Zerowait**

Centrally located in Newark, Delaware, Zerowait provides companies, support organizations and government agencies with third-party support services that optimize the ROI of customers' NetApp storage investments while minimizing infrastructure and operational costs. Established in 1989, Zerowait was recognized as a NetApp Preferred Partner, was one of the first NetApp Registered Service Providers, and today several hundred NetApp customers depend on Zerowait to provide them with an affordable alternative for NetApp service, support and upgrades. More information on Zerowait can be found on the company's website at [www.Zerowait.com](http://www.Zerowait.com).

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