1   **In reference to Schedule "B", page 70 of 82, Customer Service System Study:**

3   **Q.   Please provide studies and analysis to justify this project.**

5   A.   This project proposes a study to determine the most cost-effective way to address the risk
6   of continuing to rely on OpenVMS as the operating system for the Company's Customer
7   Service System (CSS). Given the size, complexity and importance of the CSS
8   application, it would be imprudent to wait until the end of the system's life to determine
9   the most cost-effective areas of addressing this issue. The actions ultimately taken will
10   take years to implement. Developing a plan in advance will position the Company to
11   maintain the levels of customer service provided by the CSS in a cost-effective manner.

13   The Company's response to Request for Information CA-69 (d) provides evidence of
14   declining industry support for the OpenVMS operating system.