

In reference to Schedule “B”, page 75 of 82, Operations Support System, project cost \$383,000:

Q. Please specify which computer applications are to be replaced.

A. The Operations Support Systems project involves the replacement of the following applications:

- Customer Service System “pending work queue” functionality used to log and track new service requests from customers;
- Switching Orders System; and,
- Several Microsoft Access database applications developed in-house to track field work required to complete customer service requests.