

1 **In Schedule “B” at page 79 of 82 it is stated: “The Company annually reviews its personal**  
2 **computing requirements in detail as part of its capital budgeting process.”**

3  
4 **Q. Please provide a copy of the repair and maintenance reports for the computers**  
5 **which are to be replaced.**

6  
7 A. Attachment A is the Company’s record of hardware-related calls to its Help Desk from  
8 May 1, 1998 to November 6, 2002

9  
10 Attachment B is a record of technical support calls responded to by the Company’s  
11 external personal computer support service provider, xwave, from January 1, 2002 to  
12 November 6, 2002.

13  
14 Analysis of these reports is conducted as part of the process to determine which  
15 computers are to be replaced through the Personal Computer Infrastructure project. This  
16 process is outlined in more detail in the Company’s response to Request for Information  
17 CA-93 (a).