

In Reference to Schedule “B”, page 81 of 82 – Shared Servers Infrastructure, project cost \$1,411,000:

Q. Please provide a historical repair and maintenance schedule for existing servers.

A. The attached reports provide all of the readily available information on the repair and maintenance for the Company’s existing server infrastructure. These reports include:

Attachment A: Change Management – Request for Change

This report contains a log of work performed on hardware infrastructure as captured in the Company’s change management system for the period September 20th, 1999 to November 6th, 2002.

Attachment B: *Compaq*¹ Support Call Log

This report contains maintenance records from Hewlett Packard, the supplier of the Company’s servers, for the period January 1st, 2001 to November 6th, 2002.

Attachment C: Open Storage Solutions’ Report on System Status for Newfoundland Power

This report contains maintenance records from Open Storage Solutions, a supplier of disk storage devices, for the period October 1st, 2001 to November 6th, 2002.

¹ Compaq has merged with Hewlett Packard. The company name is now Hewlett Packard, yet the reports still contain the Compaq name.