



**Blair Nerbus**  
**Key Tracer Systems Inc**  
**#16-1833 Coast Meridian Road**  
**Port Coquitlam, BC. Canada**  
**V3C 6G5**  
**April 27<sup>th</sup>, 2016**

**Chris Jackson**  
**City of Columbus**  
**Department of Technology**  
**1111 East Broad Street**  
**Columbus, OH, USA**  
**43205**

**Dear City of Columbus:**

**Thank you for your recent inquiry regarding the purchasing of either the Extended Warranty or Software Support contract from Key Tracer.**

**Please accept this letter as confirmation that Key Tracer is the sole provider for all technical hardware and software support through our headquarters in Port Coquitlam, BC, Canada, with Key Tracer technicians, and does not utilize and 3<sup>rd</sup> Party support vendors or reseller networks to provide warranty service to our customers.**

**Sincerely,**

A handwritten signature in blue ink, appearing to read "Blair Nerbus". The signature is fluid and cursive, written over a white background.

**Blair Nerbus**  
Blair Nerbus *VP Operations*  
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