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August 5, 2010

Ms. Loling Sawyer
City of Columbus
1111 East Broad Street
Dept of Technology, Third Floor
Columbus, Ohio 43205-1303

Dear Ms. Loling:

Ventyx Inc. is the sole source vendor for Customer Suite, Service Suite & Advantage Software. Ventyx is also the sole provider of services, under the Contract No. CT-15918 dated September 30, 1994.

We thank you for your support and we are glad that our products and services are of use to you. If you need any further information or have any questions, please do not hesitate to contact me.

Thank you.

Regards,

A handwritten signature in black ink, appearing to read "Vincent L. Burkett". The signature is written in a cursive style with some capital letters.

Vincent L. Burkett
Chief Executive Officer