



**MILESTONE**  
UTILITY SERVICES

April 5, 2018

City of Columbus  
Mr. Chris Jackson, Project Manager  
Department of Technology  
The Jerry Hammond Center  
1111 East Broad Street, Suite 301A  
Columbus, Ohio 43205

Dear Mr. Jackson:

Milestone Utility Services, Inc. is proud to claim the Appointment Window Interface, designed and developed for City of Columbus Banner CIS 4.1 as an enhancement to the PragmaCAD implementation, is a design and development that is exclusive to Milestone Utility Services, Inc.

Milestone Utility Services is the only provider of this type of Appointment Window Interface to Banner CIS 4.1 and PragmaCAD users.

Milestone Utility Services has designed and developed these types of interfaces for other Banner CIS and PragmaCAD users. This Appointment Window Interface was designed to meet the specific requirements for City of Columbus with CGI's PragmaCAD.

Thank you for your interest. Please let me know if you need any further information.

Kindest Regards,

*Jennifer Espelien*  
Business Development  
Milestone Utility Services, Inc.