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January 9, 2024

Ms. Sonia Krammes  
Department of Public Utilities  
City of Columbus  
910 Dublin Rd  
Columbus, Oh 43215

Dear Ms. Krammes,

This letter is to inform you that the Falcon/DMS system and its family of products including Falcon/DMS, Falcon/SVP, Falcon/Enterprise, Falcon/Indexer, Falcon/Deliver, Falcon/PDF Publisher, Falcon/FCS, Falcon/Workflow, Falcon/Transmittal and Falcon/API and any related customization of core code is available from tsaADVET and solely from tsaADVET. In addition, tsaADVET is the sole authorized source for delivery and administration of the Falcon/DMS Maintenance and Support program.

Thanks you for your interest in tsaADVET and the Falcon/DMS family of products. Please call me if you need further clarification.

Very Truly Yours,  
tsaADVET

A handwritten signature in black ink, appearing to read "Andrew J. Synnott". The signature is fluid and includes a stylized flourish at the end.

Andrew J. Synnott  
President and CEO

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