



One CA Plaza
Islandia, NY 11749

Issued to:
Karen Schuman
1111 East Broad Street
Columbus, OH 43216

Monday, January 25th, 2010

RE: SOLE / SINGLE SOURCE JUSTIFICATION

Product: SERVICE DESK

Dear Ms. Schuman,

The purchase is for maintenance/services of a highly technical or specialized nature from CA. CA is the sole source provider of software/services as listed above and is the developer of its enhancements and new releases for a product made solely available, directly or indirectly, from the issuer.

If you have any further questions regarding the above please contact the Global Service Center at 1-800-CALL-CAI option 4.

Thank you for your inquiry.

Sincerely,

A handwritten signature in cursive script that reads 'Sharon Vrona'.

Sharon Vrona
Manager, Sales Accounting