



February 16, 2012

Sima Gellman
Information Technology Account Manager
City of Columbus
PO Box 2949
Columbus, OH 43216

Dear Ms. Gellman:

This letter is to certify and confirm that Netsmart Technologies Inc. is the sole authorized provider of maintenance services for all Netsmart licensed products. This includes the Avatar software systems licensed by the City of Columbus.

Netsmart Technologies Inc. is the sole owner of the source code for Netsmart products. Maintenance Services, as defined by Netsmart Technologies, Inc., includes on going technical assistance as well as product improvements and fixes, are preformed by Netsmart Technologies.

Sincerely,

A handwritten signature in black ink, appearing to read "Michele L. Patterson", with a large, stylized flourish at the end.

Michele L. Patterson
AR Account Manager
Netsmart Technologies, Inc.
(631) 698-2087