



**BÖWE BELL+HOWELL**

Your success is our priority.

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PHONE | 919.767.6400

March 18, 2010

Lori LeClair  
City of Columbus  
Jerry Hammond Center  
1111 E. Broad Street  
Columbus, Ohio 43025

Dear Lori:

There are no third parties approved by Bowe Bell + Howell Company to perform sales, maintenance service or equipment or software upgrades on Bowe Bell + Howell's JETVision product. Accordingly, Bowe Bell + Howell is the only factory trained and authorized service upgrade provider for the JETVision proprietary software.

All of us at Bowe Bell + Howell appreciate the opportunity to work with your company and we look forward to serving you in the future. Please feel free to call me at 513-831-4337 with any questions or additional information you may require.

Sincerely,

***Chris***

Chris Henkel  
Account Executive  
Böwe Bell & Howell