

William M. Johns
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Columbus, Ohio 43212
November 19, 2010

Mr. Gary Cavin, Director
City of Columbus
Department of Technology
The Jerry Hammond Center
1111 East Broad Street, 3rd Floor
Columbus, Ohio 43205

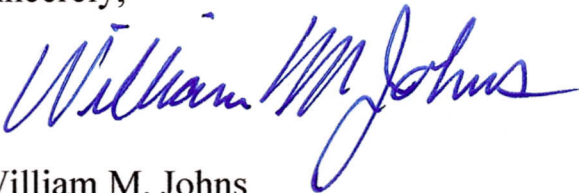
InsightETE Sole-Source Letter for the Years 2011 and 2012

Director Cavin:

This letter is to confirm that InsightETE Corporation is the sole source provider for maintenance services for all of InsightETE's software that is licensed to the City of Columbus and all other companies that acquire the software.

These licenses include, but are not limited to, InsightETE's Application Monitoring suite of software.

Sincerely,



William M. Johns
CEO and President
InsightETE Corporation
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