



Measuring Business Performance



Sole-Source Letter

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

Director Cavin,

This 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,

R.C. Wheelless,
President & CEO