



3500 Sunrise Highway • Suite D-122  
Great River, NY 11739  
800.421.7503

[www.nst.com](http://www.nst.com)

November 2, 2010

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

Dear Sima:

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, which include on-going technical assistance as well as product improvements and fixes, are performed by Netsmart Technologies.

Best regards,

A handwritten signature in black ink, appearing to read "Jim Bartunek", is written over a faint, larger version of the same signature.

Jim Bartunek  
VP, Customer Support and QA  
Netsmart Technologies, Inc.