

«Date»

«Title» «FirstName» «LastName»

«Company»

«Address1»

«Address2»

«City», «State» «ZIPCode»

Re: Engagement Agreement

Dear <customer>:

The purpose of this letter is to document the nature and timing of the customer support case services that Abila, Inc. ("Abila") will render to [organization], subject to an agreement between the parties, located at <https://www.abila.com/terms-and-conditions/>

Many customer support cases concerning data issues can be resolved through SQL scripts that are prepared based on the evaluation copy. Abila’s services hereunder will include analyzing an evaluation copy that you submit and preparing and testing the script(s) and then delivering them after such tests.

If your issue cannot be resolved through SQL scripts, Abila will request a second copy of your data. If this occurs, we recommend that you then postpone further use of the software until further notice.

Description of Issue:

Charges for all case services will be assessed in 1-hour increments at a rate of $195/hour with a 2-hour minimum. Abila has estimated that the total time is 0 hours. The total charge for the services and amount to pay are outlined below.

Please pay the balance

|  |  |
| --- | --- |
| **Data Repair Charge** | 0 |
| Shipping Fee (if applicable) | 0 |
| ***Total Charge:*** | 0 |

Options:

**[ ]** I would like to receive SQL scripts to update my live database. (Some cases may still require the use of live data)

**[ ]** Please FTH (file transfer hub) my repaired data back to me. (A Customer Support Analyst will provide FTH procedures)

Abila will use reasonable care in performing services hereunder, but we cannot guarantee the correctness of individual data. Adherence to accounting standards is strictly the responsibility of the customer.

Please sign this agreement and fax it back to Abila at **855-366-8455** to my attention.

Sincerely,

<Support Analyst’s Name>

Abila Customer Support

Please sign below indicating your acceptance of all the above terms and conditions:

By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Serial No: XXXX

Case No: XXXXXXXXX