

**Fill in this information to identify the case:**

Debtor Avianca Costa Rica S.A

United States Bankruptcy Court for the: Southern District of New York  
(State)

Case number 20-11150

Official Form 410  
**Proof of Claim**

04/19

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. Do not send original documents; they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.

**Part 1: Identify the Claim**

1. **Who is the current creditor?** Accenture Ltda.  
Name of the current creditor (the person or entity to be paid for this claim)  
Other names the creditor used with the debtor \_\_\_\_\_

2. **Has this claim been acquired from someone else?**  No  
 Yes. From whom? \_\_\_\_\_

3. **Where should notices and payments to the creditor be sent?**

<p><b>Where should notices to the creditor be sent?</b></p> <p>See summary page</p> <p>Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)</p> <p>Contact phone <u>213-457-8000</u></p> <p>Contact email <u>crivas@reedsmith.com</u></p> <p>Uniform claim identifier for electronic payments in chapter 13 (if you use one): _____</p>	<p><b>Where should payments to the creditor be sent? (if different)</b></p> <p>Accenture Ltda. Carlos R. Martinez Calle 99 No. 10-57. Piso 3 Bogotá, Cundinamar 110221, Colombia</p> <p>Contact phone <u>+57 300 366 5298</u></p> <p>Contact email <u>See summary page</u></p>
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4. **Does this claim amend one already filed?**  No  
 Yes. Claim number on court claims registry (if known) \_\_\_\_\_ Filed on \_\_\_\_\_  
MM / DD / YYYY

5. **Do you know if anyone else has filed a proof of claim for this claim?**  No  
 Yes. Who made the earlier filing? \_\_\_\_\_



**Part 2: Give Information About the Claim as of the Date the Case Was Filed**

6. Do you have any number you use to identify the debtor?  No  
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: \_\_\_\_ \_

7. How much is the claim? \$ 46,920.95. Does this amount include interest or other charges?  
 No  
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.  
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).  
Limit disclosing information that is entitled to privacy, such as health care information.  
See summary page

9. Is all or part of the claim secured?  No  
 Yes. The claim is secured by a lien on property.  
**Nature or property:**  
 Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.  
 Motor vehicle  
 Other. Describe: \_\_\_\_\_  
**Basis for perfection:** \_\_\_\_\_  
Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)  
**Value of property:** \$ \_\_\_\_\_  
**Amount of the claim that is secured:** \$ \_\_\_\_\_  
**Amount of the claim that is unsecured:** \$ \_\_\_\_\_ (The sum of the secured and unsecured amount should match the amount in line 7.)  
**Amount necessary to cure any default as of the date of the petition:** \$ \_\_\_\_\_  
**Annual Interest Rate** (when case was filed) \_\_\_\_\_ %  
 Fixed  
 Variable

10. Is this claim based on a lease?  No  
 Yes. Amount necessary to cure any default as of the date of the petition. \$ \_\_\_\_\_

11. Is this claim subject to a right of setoff?  No  
 Yes. Identify the property: \_\_\_\_\_



12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

No

Yes. Check all that apply:

	Amount entitled to priority
<input type="checkbox"/> Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	\$ _____
<input type="checkbox"/> Up to \$3,025* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	\$ _____
<input type="checkbox"/> Wages, salaries, or commissions (up to \$13,650*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	\$ _____
<input type="checkbox"/> Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	\$ _____
<input type="checkbox"/> Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	\$ _____
<input type="checkbox"/> Other. Specify subsection of 11 U.S.C. § 507(a)( ) that applies.	\$ _____

\* Amounts are subject to adjustment on 4/01/22 and every 3 years after that for cases begun on or after the date of adjustment.

13. Is all or part of the claim pursuant to 11 U.S.C. § 503(b)(9)?

No

Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

\$ \_\_\_\_\_

**Part 3: Sign Below**

**The person completing this proof of claim must sign and date it. FRBP 9011(b).**

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

**A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.**

*Check the appropriate box:*

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 01/17/2021  
MM / DD / YYYY

/s/Marco Ribas  
Signature

**Print the name of the person who is completing and signing this claim:**

Name Marco Ribas  
First name Middle name Last name

Title Country Managing Director

Company Accenture Ltda  
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address \_\_\_\_\_

Contact phone \_\_\_\_\_ Email \_\_\_\_\_



# KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (866) 967-1780 | International + 1 (310) 751-2680

<b>Debtor:</b> 20-11150 - Avianca Costa Rica S.A		
<b>District:</b> Southern District of New York, New York Division		
<b>Creditor:</b> Accenture Ltda. Reed Smith LLP, c/o Christopher O. Rivas 355 S Grand Ave # 2900  Los Angeles, CA, 90071 <b>Phone:</b> 213-457-8000 <b>Phone 2:</b>  <b>Fax:</b>  <b>Email:</b> crivas@reedsmith.com	<b>Has Supporting Documentation:</b> Yes, supporting documentation successfully uploaded <b>Related Document Statement:</b>  <b>Has Related Claim:</b> No <b>Related Claim Filed By:</b>  <b>Filing Party:</b> Creditor	
<b>Disbursement/Notice Parties:</b> Accenture Ltda. Carlos R. Martinez Calle 99 No. 10-57. Piso 3  Bogotá, Cundinamar, 110221 Colombia <b>Phone:</b> +57 300 366 5298 <b>Phone 2:</b>  <b>Fax:</b>  <b>E-mail:</b> carlos.r.martinez@accenture.com <b>DISBURSEMENT ADDRESS</b>		
<b>Other Names Used with Debtor:</b>	<b>Amends Claim:</b> No <b>Acquired Claim:</b> No	
<b>Basis of Claim:</b> Services Performed under Avianca's Digital Solutions and Technology Area: IT Operations	<b>Last 4 Digits:</b> No	<b>Uniform Claim Identifier:</b>
<b>Total Amount of Claim:</b> 46,920.95	<b>Includes Interest or Charges:</b> No	
<b>Has Priority Claim:</b> No	<b>Priority Under:</b>	
<b>Has Secured Claim:</b> No <b>Amount of 503(b)(9):</b> No <b>Based on Lease:</b> No <b>Subject to Right of Setoff:</b> No	<b>Nature of Secured Amount:</b> <b>Value of Property:</b>  <b>Annual Interest Rate:</b>  <b>Arrearage Amount:</b>  <b>Basis for Perfection:</b>  <b>Amount Unsecured:</b>	
<b>Submitted By:</b> Marco Ribas on 17-Jan-2021 3:31:50 p.m. Eastern Time <b>Title:</b> Country Managing Director <b>Company:</b> Accenture Ltda		

**Fill in this information to identify the case:**

Debtor 1 Avianca Costa Rica S.A.

Debtor 2 \_\_\_\_\_  
(Spouse, if filing)

United States Bankruptcy Court for the: Southern District of New York

Case number 20-11150

**Official Form 410****Proof of Claim**

04/19

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**Part 1: Identify the Claim**

<b>1. Who is the current creditor?</b>	<u>Accenture Ltda.</u> Name of the current creditor (the person or entity to be paid for this claim)  Other names the creditor used with the debtor _____	
<b>2. Has this claim been acquired from someone else?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. From whom? _____	
<b>3. Where should notices and payments to the creditor be sent?</b>  Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)	<b>Where should notices to the creditor be sent?</b>  <u>Reed Smith LLP, c/o Christopher O. Rivas</u> Name <u>355 S Grand Ave # 2900</u> Number Street  <u>Los Angeles, CA 90071</u> City State ZIP Code  Contact phone: <u>(213) 457-8000</u>  Contact email: <u>crivas@reedsmith.com</u>	<b>Where should payments to the creditor be sent? (if different)</b>  <u>Carlos R. Martinez</u> Name <u>Calle 99 No. 10-57. Piso 3</u> Number Street  <u>Bogotá Cundinamarca 110221</u> City State ZIP Code  Contact phone <u>+57 300 366 5298</u>  Contact email <u>carlos.r.martinez@accenture.com</u>  Uniform claim identifier for electronic payments in chapter 13 (if you use one): _____
<b>4. Does this claim amend one already filed?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Claim number on court claims registry (if known) _____ Filed on _____ MM / DD / YYYY	
<b>5. Do you know if anyone else has filed a proof of claim for this claim?</b>	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes. Who made the earlier filing? _____	

**Part 2: Give Information About the Claim as of the Date the Case Was Filed**

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 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: \_\_\_\_\_

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Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).  
Limit disclosing information that is entitled to privacy, such as health care information.  
  
Services Performed under Avianca's Digital Solutions and Technology Area: IT Operations

9. Is all or part of the claim secured?  No  
 Yes. The claim is secured by a lien on property.  
**Nature of property:**  
 Real estate. If the claim is secured by the debtor's principal residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.  
 Motor vehicle  
 Other. Describe: \_\_\_\_\_  
  
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**Amount necessary to cure any default as of the date of the petition:** \$ \_\_\_\_\_  
  
**Annual Interest Rate** (when case was filed) \_\_\_\_\_ %  
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10. Is this claim based on a lease?  No  
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11. Is this claim subject to a right of setoff?  No  
 Yes. Identify the property: \_\_\_\_\_

**12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?**

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

- No
- Yes. Check one:
- Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B). Amount entitled to priority  
\$ \_\_\_\_\_
  - Up to \$3,025\* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7). \$ \_\_\_\_\_
  - Wages, salaries, or commissions (up to \$13,650\*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4). \$ \_\_\_\_\_
  - Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8). \$ \_\_\_\_\_
  - Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5). \$ \_\_\_\_\_
  - Other. Specify subsection of 11 U.S.C. § 507(a)( ) that applies. \$ \_\_\_\_\_

\* Amounts are subject to adjustment on 4/01/22 and every 3 years after that for cases begun on or after the date of adjustment.

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Check the appropriate box:

- I am the creditor.
- I am the creditor's attorney or authorized agent.
- I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.
- I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgment that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have a reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date \_\_\_\_\_  
MM / DD / YYYY

DocuSigned by:  
  
Signature C3238D9942E643A...

**Print the name of the person who is completing and signing this claim:**

Name	Marco	Ribas
	First name	Last name
Title	Country Managing Director	
Company	Accenture Ltda.	
	Identify the corporate servicer as the company if the authorized agent is a servicer.	
Address	Calle 99 No. 10-57. Piso 3	
	Number	Street
	Boqotá	Cundinamarca
	City	State
		ZIP Code
Contact phone	+573174287563	Email
		marco.ribas@accenture.com

## ADDENDUM TO PROOF OF CLAIM

1. On May 10<sup>th</sup>, 2020 (the "Petition Date"), Avianca Costa Rica S.A. ("Debtor"), filed voluntary petitions for relief under Chapter 11 of Title 11 of the United States Code (the "Bankruptcy Code") in the United States Bankruptcy Court for the Southern District of New York.
2. This proof of claim is filed by Accenture Ltda. ("Accenture" or "Claimant") and is evidenced and supported by the following (collectively, the "Contract Documents"):
  - a. That certain 20190403-28OS Service Order dated as of May 1<sup>st</sup>, 2019 (the "Contract") under the Master Service Agreement N<sup>o</sup> 10705285, dated as of April 10<sup>th</sup>, 2010 (the "MSA"), by and between Accenture and the Debtor.<sup>1</sup>
  - b. All other agreements and documents, including change orders and contract work authorizations, executed and delivered in connection therewith, as amended, supplemented or revised from time to time.
  - c. All other documents including invoices, purchase orders and confirmation emails.
3. This Claim relates to a Project referred to as "IT Operations" and is not intended to cover all work performed by Accenture in connection with Contract Documents. Accenture expressly reserves its rights to amend this Claim or file an additional Claim with respect to other work performed in connection with the Contract Documents.
4. As of the Petition Date, the outstanding and unpaid balance owed by the Debtor to Accenture under the Contract Documents was in the amount of USD 46,920.95, as set forth in Contract, Invoice or another document containing the services.
5. Creditor expressly reserves its rights to otherwise amend, modify or supplement this Proof of Claim.

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<sup>1</sup> The Contract contains confidentiality provisions that could be interpreted to include the terms of the contract and/or change orders, and, thus, the Contract and any change orders are not being filed with this Proof of Claim. The Debtor is in possession of the documents referenced herein, and Claimant will provide a copy of the documents to the Court should the Court wish to examine them, and, if necessary and appropriate, will do so under seal.



**EXHIBIT 1**



Cufe : 138cc9cf897848934ec275161b0d9fb6627dd107e1521ae5446eccdd12432c377464795bb88efd7e99d5f7e1f5d999c1

ACCENTURE LTDA  
NIT : 800110980-7  
Carrera 7 No. 71-52 Torre A piso 10 oficina 1001  
Colombia  
Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 14/04/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1022
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-06-13		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
WEB, MOBILE & AEM - Abril 2020 2022690-25 13065	US\$ 10.098,92

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

1. PARA PAGO EN COP: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA CORRIENTE DE CITIBANK No. 0067734882 A NOMBRE DE ACCENTURE LTDA .
2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$	10.098,92
<b>IVA(19,00%):</b>	US\$	1.918,71
<b>TOTAL A PAGAR:</b>	US\$	12.017,71

**VALOR EN LETRAS:** doce mil diecisiete y 71 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

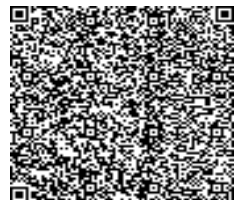
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS



Cufe : cca9662640860143c87f7bdec9252770d1235c542967c61bec61d596ba12b1a29a2eca6491bebf8aac880837cfd8b5c

ACCENTURE LTDA  
NIT : 800110980-7  
Carrera 7 No. 71-52 Torre A piso 10 oficina 1001  
Colombia  
Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 07/05/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1166
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-07-06		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
AIP Soporte Abril 2022690-26 13116	US\$ 3.564,50

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<b>SUB-TOTAL:</b>	US\$	3.564,50
<b>IVA(19,00%):</b>	US\$	677,21
<b>TOTAL A PAGAR:</b>	US\$	4.241,76

**VALOR EN LETRAS:** cuatro mil doscientos cuarenta y un y 76 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

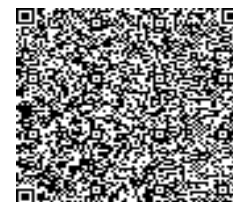
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS



Cufe : 3313fd79559eae0367f119514e7e010dc601917c789c3664f21a9b7108a25bffa00acd3e90265020da0de895dc3a2705

ACCENTURE LTDA

NIT : 800110980-7

Carrera 7 No. 71-52 Torre A piso 10 oficina 1001

Colombia

Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 10/03/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 816
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-05-09		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
AIP Soporte Marzo 2022690-24 12958	US\$ 3.564,50

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

1. PARA PAGO EN COP: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA CORRIENTE DE CITIBANK No. 0067734882 A NOMBRE DE ACCENTURE LTDA .
2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$	3.564,50
<b>IVA(19,00%):</b>	US\$	677,21
<b>TOTAL A PAGAR:</b>	US\$	4.241,76

**VALOR EN LETRAS:** cuatro mil doscientos cuarenta y un y 76 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

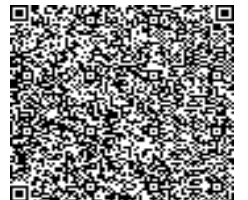
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS



Cufe : 4f84a4ac00d0ebeb00749809381327434833a1bb37b62258f0e1dc8163b32a16648bf2a9cf3b0820e2ac594d40a2b619

ACCENTURE LTDA  
NIT : 800110980-7  
Carrera 7 No. 71-52 Torre A piso 10 oficina 1001  
Colombia  
Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 11/03/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 822
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-05-10		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
WEB. MOBILE. & AEM -Marzo 2020 2022690-23 12957	US\$ 10.098,92
CRM - Marzo 2020 2022690-23 12957	US\$ 2.893,33

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

1. PARA PAGO EN COP: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA CORRIENTE DE CITIBANK No. 0067734882 A NOMBRE DE ACCENTURE LTDA.
2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$ 12.992,25
<b>IVA(19,00%):</b>	US\$ 2.468,5
<b>TOTAL A PAGAR:</b>	US\$ 15.460,78

**VALOR EN LETRAS:** quince mil cuatrocientos sesenta y 78 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

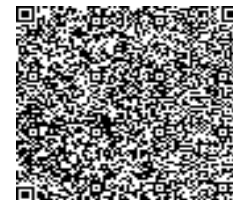
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS



Cufe : 6400c696cf2306832cb05cdf069aeb229fbd7dbaf64484ed3ce6e633329d279a5ef39997312dd51cc4948bcf25e55a0a

ACCENTURE LTDA  
NIT : 800110980-7  
Carrera 7 No. 71-52 Torre A piso 10 oficina 1001  
Colombia  
Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 07/05/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1173
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-07-06		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
CRM -50% Abril 2020 2022690-25 13065	US\$ 1.446,66

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

1. PARA PAGO EN COP: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA CORRIENTE DE CITIBANK No. 0067734882 A NOMBRE DE ACCENTURE LTDA .
2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$	1.446,66
<b>IVA(19,00%):</b>	US\$	274,8
<b>TOTAL A PAGAR:</b>	US\$	1.721,53

**VALOR EN LETRAS:** mil setecientos veintiuno y 53 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

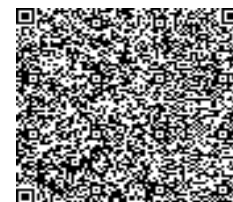
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS



Cufe : b88d0be697ad19320105ff3b43e37a82eb1d224031e8cb456eac26e0e90d7ea529fd320fd1b3241ecafcd3046a6f33020

ACCENTURE LTDA  
NIT : 800110980-7  
Carrera 7 No. 71-52 Torre A piso 10 oficina 1001  
Colombia  
Tel:3266400

<b>Razón social:</b> AVIANCA COSTA RICA	<b>Fecha de factura</b> 14/04/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1023
<b>Docum:</b> 310100301924	<b>Fecha de Vencimiento</b> 2020-06-13		<b>Orden de compra</b>
<b>Dirección:</b> ED LA URUCA			
<b>Ciudad:</b> SAN JOSE			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092384			

DESCRIPCIÓN	VALOR TOTAL
Servicio UX/UI Marzo 2022690-22 12971	US\$ 3.590,82

SIRVASE PAGAR LA FACTURA DE ACCENTURE LTDA ASI:

1. PARA PAGO EN COP: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA CORRIENTE DE CITIBANK No. 0067734882 A NOMBRE DE ACCENTURE LTDA .
2. PARA PAGO EN USD: CONSIGNACION O TRANSFERENCIA BANCARIA EN LA CUENTA No. 3052-7137 SWIFT CODE: CITIUS33 CITIBANK N.Y. 10035, USA NEW CASTLE , DELAWARE 19720 UNITED STATES A NOMBRE DE ACCENTURE LTDA.

<b>SUB-TOTAL:</b>	US\$ 3.590,82
<b>IVA(19,00%):</b>	US\$ 682,2
<b>TOTAL A PAGAR:</b>	US\$ 4.273,08

**VALOR EN LETRAS:** cuatro mil doscientos setenta y tres y 08 / 100 DOLARES AMERICANOS

**OBSERVACIONES:**

ACTIVIDAD DE INDUSTRIA Y COMERCIO 6202 TARIFA 6.9 X 1000 ESTA FACTURA CUMPLE CON LO DISPUESTO EN EL ART.617 DEL ESTATUTO TRIBUTARIO

**FAVOR ABSTENERSE DE PRACTICAR RETENCION A TITULO DE RENTA, ICA E IVA**

SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. 012635 DE 14/12/2018 DE LA DIRECCION DE IMPUESTOS Y ADUANAS NACIONALES DIAN

SOMOS RESPONSABLES DE IVA DEL REGIMEN COMÚN - AGENTE RETENEDOR DEL IMPUESTO SOBRE LAS VENTAS.

EL NO PAGO OPORTUNO GENERA INTERESES DE MORA A LA TASA MÁXIMA PERMITIDA POR LA LEY.

AUTORIZACIÓN NUMERO DE FACTURACIÓN N°: 18763001889949 DEL 22-11-2019 HASTA 22-11-2021. RANGO NUMÉRICO: FVP 1 AL FVP 6000



Este comprobante ha sido emitido por COMFIAR el software de facturación electrónica de APG Consulting Colombia SAS

**EXHIBIT 2**



## Zabel, Lauren S.

---

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Tuesday, March 10, 2020 8:05 AM  
**To:** Sebastian Carvajal Correa  
**Subject:** FYI: Blanket Release 2022690-22 has been approved

**Follow Up Flag:** Seguimiento  
**Flag Status:** Flagged

From **MULET GOMEZ,  
ROBERT**  
To **CARVAJAL CORREA,  
SEBASTIAN**  
Sent **10-MAR-2020 06:03:37**  
ID **53549680**

Blanket Release 2022690-22 has been approved.

Blanket Release 2022690-22 Amount: USD 4,273.08; Tax: USD 0.00.

Supplier: ACCENTURE LTDA  
Supplier Site: CR LR

Description:

Preparer: CARVAJAL CORREA, SEBASTIAN

Note: UX UI Marzo  
UX UI Marzo -IVA asumible del 19%

### Release Shipment Details

Shipment number	Item Number	Rev.	Item Description	UOM	Quantity	Unit Price	Location	Ship-To Organization	Need-By Date
1			SERVICIOS DE OPERACION IT :WEB MOBILE, AIP, UX/UI, CRM	Unidad	1	3590.82	CTO BOG AVIANCA	LCR LACSA COSTA RICA	10-MAR-2020
2			SERVICIOS DE OPERACION IT :WEB MOBILE, AIP, UX/UI, CRM	Unidad	1	682.26	CTO BOG AVIANCA	LCR LACSA COSTA RICA	10-MAR-2020

### Approval Sequence

Sequence	Who	Action	Date	Note
3	MULET GOMEZ, ROBERT	Approve	10-MAR-2020	UX UI Marzo UX UI Marzo -IVA asumible del 19%
2	MULET GOMEZ, ROBERT	Reserve	10-MAR-2020	
1	CARVAJAL CORREA, SEBASTIAN	Forward	03-MAR-2020	UX UI Marzo UX UI Marzo -IVA asumible del 19%
0	CARVAJAL CORREA, SEBASTIAN	Submit	03-MAR-2020	UX UI Marzo UX UI Marzo -IVA asumible del 19%

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Wednesday, March 4, 2020 9:58 AM  
**Cc:** Angela Maria Alfaro Escobar  
**Subject:** For Your Review - Blanket Release 2022690-23, 0

**AVIANCA COSTA RICA S.A.**  
 DIAGONAL A LA POZUELO  
 FRENTE A LA COMPANIA MERCANTIL  
 SAN JOSE  
 Costa Rica

Ship To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota ,  
 Colombia

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2022690-23	<b>Revision</b> 0

Supplier  
 ACCENTURE LTDA  
 CR 7 71 52 TO A P10  
 11001,11 11  
 Colombia

Bill To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota,  
 Colombia

<b>Date Of Order</b> 03-MAR-2020	<b>Buyer</b> ALFARO ESCOBAR, ANGELA MARIA
<b>Date Of Revision</b>	<b>Buyer</b>

<b>Customer Acct. No.</b>	<b>Supplier No.</b> 8001109807	<b>Payment Terms</b> 60 DIAS CREDITO	<b>Freight Terms</b>	<b>FOB</b>	<b>Ship Via</b>
<b>Confirm To/Telephone</b> ROJAS,KAREN F. 5713266400				<b>Requester/Deliver To</b> ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS DE OPERACION IT :WEB MOBILE, AIP, UX/UI, CRM						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	Promised: 10-MAR-2020 Needed: 10-MAR-2020	1	Unidad	(USD)3443.06	N	(USD)3,443.06
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	Promised: 10-MAR-2020 Needed: 10-MAR-2020	1	Unidad	(USD)12017.72	N	(USD)12,017.72
<b>Total</b>							(USD)15,460.78

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Wednesday, March 4, 2020 6:38 PM  
**To:** Sebastian Rodriguez Leano  
**Subject:** For Your Review - Blanket Release 2022690-24, 0

**Oracle Workflow Notification (FYI)**

From: **RODRIGUEZ LEANO, SEBASTIAN**

**AVIANCA COSTA RICA S.A.**  
 DIAGONAL A LA POZUELO  
 FRENTE A LA COMPANIA MERCANTIL  
 SAN JOSE  
 Costa Rica

Supplier  
 ACCENTURE LTDA  
 CR 7 71 52 TO A P10  
 11001,11 11  
 Colombia

Ship To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota ,  
 Colombia

Bill To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota,  
 Colombia

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2022690-24	<b>Revision</b> 0

<b>Date Of Order</b> 04-MAR-20	<b>Buyer</b> RODRIGUEZ LEANO, SEBASTIAN
<b>Date Of Revision</b>	<b>Buyer</b>

<b>Customer Acct. No.</b>	<b>Supplier No.</b> 8001109807	<b>Payment Terms</b> 60 DIAS CREDITO	<b>Freight Terms</b>	<b>FOB</b>	<b>Ship Via</b>
<b>Confirm To/Telephone</b> ROJAS,KAREN F. 5713266400			<b>Requester/Deliver To</b> RODRIGUEZ LEANO, SEBASTIAN sebastianandres.rodriguez@avianca.com		

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS DE OPERACION IT :WEB MOBILE, AIP, UX/UI, CRM						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : RODRIGUEZ LEANO, SEBASTIAN sebastianandres.rodriguez@avianca.com	Promised: 04-MAR-20 Needed: 11-MAR-20	1	Unidad	(USD)677.26	N	(USD)677.26
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : RODRIGUEZ LEANO, SEBASTIAN sebastianandres.rodriguez@avianca.com	Promised: 04-MAR-20 Needed: 11-MAR-20	1	Unidad	(USD)3564.5	N	(USD)3,564.50
<b>Total</b>							(USD)4,241.76

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones  
**Sent:** Friday, April 3, 2020 10:27 AM  
**Cc:** Angela Maria Alfaro Escobar  
**Subject:** For Your Review - Blanket Release 2022690-25, 0

**AVIANCA COSTA RICA S.A.**  
 DIAGONAL A LA POZUELO  
 FRENTE A LA COMPANIA MERCANTIL  
 SAN JOSE  
 Costa Rica

Ship To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota ,  
 Colombia

Purchase Order	
Purchase Order No. 2022690-25	Revision 0

Supplier  
 ACCENTURE LTDA  
 CR 7 71 52 TO A P10  
 11001,11 11  
 Colombia

Bill To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota,  
 Colombia

Date Of Order 02-APR-2020	Buyer ALFARO ESCOBAR, ANGELA MARIA
Date Of Revision	Buyer

Customer Acct. No.	Supplier No. 8001109807	Payment Terms 60 DIAS CREDITO	Freight Terms	FOB	Ship Via
Confirm To/Telephone ROJAS,KAREN F. 5713266400				Requester/Deliver To ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS DE OPERACION IT :WEB MOBILE, AIP, UX/UI, CRM						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	Promised: 09-APR-2020 Needed: 09-APR-2020	1	Unidad	(USD)12017.72	N	(USD)12,017.72
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	Promised: 09-APR-2020 Needed: 09-APR-2020	1	Unidad	(USD)1721.53	N	(USD)1,721.53
<b>Total</b>							(USD)13,739.25

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Friday, April 17, 2020 3:59 AM  
**Cc:** Leidy Janeth Lezama Carreno  
**Subject:** For Your Review - Blanket Release 2022690-26, 0

**AVIANCA COSTA RICA S.A.**  
 DIAGONAL A LA POZUELO  
 FRENTE A LA COMPANIA MERCANTIL  
 SAN JOSE  
 Costa Rica

Ship To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota ,  
 Colombia

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2022690-26	<b>Revision</b> 0

Supplier  
 ACCENTURE LTDA  
 CR 7 71 52 TO A P10  
 11001,11 11  
 Colombia

Bill To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota,  
 Colombia

<b>Date Of Order</b> 17-APR-2020	<b>Buyer</b> LEZAMA CARRENO, LEIDY JANETH
<b>Date Of Revision</b>	<b>Buyer</b>

<b>Customer Acct. No.</b> 8001109807	<b>Supplier No.</b> 8001109807	<b>Payment Terms</b> 60 DIAS CREDITO	<b>Freight Terms</b>	<b>FOB</b>	<b>Ship Via</b>
<b>Confirm To/Telephone</b> ROJAS,KAREN F. 5713266400			<b>Requester/Deliver To</b> LEZAMA CARRENO, LEIDY JANETH leidy.lezama@avianca.com		

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS DE OPERACION IT :WEB MOBILE, AIP, UX/UI, CRM						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : LEZAMA CARRENO, LEIDY JANETH leidy.lezama@avianca.com	Promised: 17-APR-2020 Needed: 24-APR-2020	1	Unidad	(USD)3564.5	N	(USD)3,564.50
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : LEZAMA CARRENO, LEIDY JANETH leidy.lezama@avianca.com	Promised: 17-APR-2020 Needed: 24-APR-2020	1	Unidad	(USD)3564.5	N	(USD)3,564.50
<b>Total</b>							(USD)7,129.00

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Monday, May 4, 2020 12:12 PM  
**Cc:** Angela Maria Alfaro Escobar  
**Subject:** For Your Review - Blanket Release 2022690-27, 0

**AVIANCA COSTA RICA S.A.**  
 DIAGONAL A LA POZUELO  
 FRENTE A LA COMPANIA MERCANTIL  
 SAN JOSE  
 Costa Rica

Ship To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota ,  
 Colombia

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2022690-27	<b>Revision</b> 0

Supplier  
 ACCENTURE LTDA  
 CR 7 71 52 TO A P10  
 11001,11 11  
 Colombia

Bill To  
 CTO AVIANCA  
 BOGOTA  
 Avenida Calle 26 # 59-15  
 Bogota,  
 Colombia

<b>Date Of Order</b> 04-MAY-2020	<b>Buyer</b> ALFARO ESCOBAR, ANGELA MARIA
<b>Date Of Revision</b>	<b>Buyer</b>

<b>Customer Acct. No.</b>	<b>Supplier No.</b> 8001109807	<b>Payment Terms</b> 60 DIAS CREDITO	<b>Freight Terms</b>	<b>FOB</b>	<b>Ship Via</b>
<b>Confirm To/Telephone</b> ROJAS,KAREN F. 5713266400				<b>Requester/Deliver To</b> ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS DE OPERACION IT :WEB MOBILE, AIP, UX/UI, CRM						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	Promised: 11-MAY-2020 Needed: 11-MAY-2020	1	Unidad	(USD)12017.72	N	(USD)12,017.72
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : ALFARO ESCOBAR, ANGELA MARIA angela.alfaro@avianca.com	Promised: 11-MAY-2020 Needed: 11-MAY-2020	1	Unidad	(USD)1721.53	N	(USD)1,721.53
<b>Total</b>							(USD)13,739.25

**EXHIBIT 3**



**Zabel, Lauren S.**

---

**From:** Quimbayo, Ivonne  
**Sent:** Tuesday, May 5, 2020 1:38 AM  
**To:** Medina Parra, Daissy; Alegre, Paola A.  
**Subject:** FW: Accenture: Aprobación servicios Abril bajo esquema de reducciones

Daissy tenlo presente par que hablemos  
[@Alegre, Paola A.](#) para tu referencia el Ok de abril

Slds  
Ivonne

---

**From:** Juan Guillermo Alzate Valenzuela <juanguillermo.alzate@avianca.com>  
**Sent:** Thursday, April 30, 2020 9:36 PM  
**To:** Quimbayo, Ivonne <ivonne.quimbayo@accenture.com>  
**Cc:** Diana Patricia Vergara Vela <diana.vergara@avianca.com>; Emilio Chacon Monsant <emilio.chacon@avianca.com>; Yesid Alberto Upegui Carrillo <Yesid.Upegui@avianca.com>; Gerardo Vasquez <gerardo.vasquez@avianca.com>  
**Subject:** [External] RE: Accenture: Aprobación servicios Abril bajo esquema de reducciones

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Ivonne

Aunque no hemos cerrado aun todos los puntos en los 3 frentes del contrato de Accenture pero entendiendo que debemos dar un avance para capturar lo ahorros en el mes de abril, estoy autorizando a facturar con los acuerdos cerrados hasta ahora para el mes de Abril.

Le pido a Emilio, Diana y Yesid que puedan con sus equipos hacer las hojas de entrada de los servicios prestados conforme esta nueva negociación de tarifas.

Una vez cerrados todos los puntos para las facturas de Abril, Mayo y Junio se firmaran los suplementos/adendas necesarios para legalizar el acuerdo.

<u>Contrato</u>	<u>Esquema de Facturacion actual Abril 2020</u>	<u>Esquema de Facturacion Propuesta Abril 2020</u>	<u>GAP/Reduccion</u>
Callcenter	USD 966.638	USD 387.028	USD 221.808
IT Operations	USD 339.793	USD 291.839	USD 81.928
Marketing BPO	USD 495.984	USD 217.188	USD 178.398
<b>Total</b>	<b>USD 1.417.892</b>	<b>USD 636.031</b>	<b>USD 561.861</b>

Mil gracias a todos,

Saludos

**Juan Guillermo Alzate**

Gerente de Abastecimiento Estratégico

Avenida Calle 26 # 59 – 15; Piso 9. Bogotá, Colombia

+57 (1) 587-7700, Ext: 2725  
 Bogotá, Colombia  
[juanguillermo.alzate@avianca.com](mailto:juanguillermo.alzate@avianca.com)



A STAR ALLIANCE MEMBER

**De:** Quimbayo, Ivonne <[ivonne.quimbayo@accenture.com](mailto:ivonne.quimbayo@accenture.com)>  
**Enviado el:** miércoles, 29 de abril de 2020 6:52 p. m.  
**Para:** Juan Guillermo Alzate Valenzuela <[juanguillermo.alzate@avianca.com](mailto:juanguillermo.alzate@avianca.com)>  
**Asunto:** Accenture: Aprobación servicios Abril bajo esquema de reducciones

Hola Juan!

Un amable recordatorio para que no olvides enviarnos tu OK por esta vía sobre los ajustes en los precios de los realizados para el mes de Abril basados en las peticiones de reducción por tema COVID. Como te he explicado, el equipo financiero de Accenture necesita realizar los ajustes contables de Abril sobre el reconocimiento de servicio basado en las reducciones y no en los montos del contrato actual que son mucho más altos, adicionalmente y muy relevante los servicios de abril fueron prestados en su totalidad bajo el modelo solicitado por Avianca y representado en la y documentación que ya compartí.

Te hago la relación de los montos totales por frente para que sea más sencillo para ti enviarnos el OK (todos corresponden a los archivos que ya te envié igual te adjunto los correos -*menos BPO que sabes aún estamos en ello*-:

**Frente IT Operations**

Billing Schedule	Actualizado (con ajuste COLA)	Propuesta 2020 (incl. Reducciones por COVID)	Reducción
Apr-20 USD	335,793 USD	251,835 USD	(83,958)
May-20 USD	335,793 USD	222,131 USD	(113,662)
Jun-20 USD	335,793 USD	246,242 USD	(89,551)
<b>Total</b>	<b>USD 1,007,378</b>	<b>USD 720,207</b>	<b>(287,171)</b>

**Frente J2C /DataCenter**

Propuesta 2020	Esquema de Facturación actual	Esquema de Facturación Propuesta	GAP/Reducción
Apr-20 USD	588,636 USD	367,228 USD	(221,408)
May-20 USD	588,636 USD	355,076 USD	(233,560)
Jun-20 USD	588,636 USD	301,176 USD	(287,460)

**Frente Marketing BPO**

Reduccion	Esquema actual con COLA adj	Propuesta 2020 (incl reducciones COVID)	Reduccion
Apr-20	493,564 USD	317,188 USD	(276,396) reduccion 2020
May-20	493,564 USD	296,138 USD	(197,425) reduccion 2020
Jun-20	493,564 USD	493,564 USD	0

Por favor es de vital importancia que tu OK llegue a 30 de Abril EOD para que sea válido en términos de auditoría interna.

Gracias de antemano  
 Ivonne Q



**Ivonne Quimbayo SMC™**  
 Manager | Strategy & Consulting |  
 Cra.7 71-52 Torre A Piso 10. Bogotá | [Cel: +57 3176654036](tel:+573176654036)

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<https://clicktime.symantec.com/3Hcgki2shrX5NoaU8gywypq7Vc?u=www.accenture.com>

**EXHIBIT 4**

**Zabel, Lauren S.**

---

**From:** Diego Manuel Diaz Mendoza <diego.diaz@avianca.com>  
**Sent:** Monday, July 6, 2020 5:03 PM  
**To:** Anaya Arenas, Laura R.  
**Cc:** Miriam Sanchez; Peluffo Diaz, Diana I.; Quimbayo, Ivonne  
**Subject:** [External] APROBADO: Service Executed AIP: May 2020  
**Attachments:** ACN-AV Acta Servicios\_ITOperation\_AIP\_Mayo\_v1.pdf

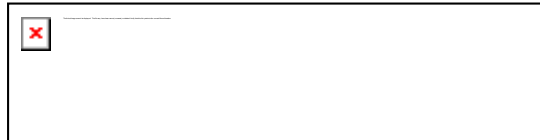
This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.


---

Hi Laura,

Please find signed document. I agree with this.

**Diego Díaz Mendoza**  
Gerente Analítica Digital e Innovación  
AV. Calle 26 #59-15  
Centro Administrativo Avianca – CAV | Piso 4  
Bogotá, Colombia  
[diego.diaz@avianca.com](mailto:diego.diaz@avianca.com)



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**De:** Anaya Arenas, Laura R. <laura.r.anaya.arenas@accenture.com>  
**Enviado el:** lunes, 6 de julio de 2020 3:51 p. m.  
**Para:** Diego Manuel Diaz Mendoza <diego.diaz@avianca.com>  
**CC:** Miriam Sanchez <miriam.sanchez@avianca.com>; Peluffo Diaz, Diana I. <diana.i.peluffo.diaz@accenture.com>;  
ivonne.quimbayo <ivonne.quimbayo@accenture.com>  
**Asunto:** RE: Service Executed AIP: May 2020

Hi Diego,  
Attached in PDF format.

Thanks!



**Laura R. Anaya A.**  
Senior Manager | Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 317 439 0819



---

**From:** Anaya Arenas, Laura R.  
**Sent:** Wednesday, July 1, 2020 5:54 PM  
**To:** diego.diaz@avianca.com  
**Cc:** 'Miriam Sanchez' <miriam.sanchez@avianca.com>; Peluffo Diaz, Diana I. <diana.i.peluffo.diaz@accenture.com>; Quimbayo, Ivonne <ivonne.quimbayo@accenture.com>  
**Subject:** Service Executed AIP: May 2020

Hi Diego,

According to previous discussion, attached a document that recap the services executed on May 2020.

Appreciate your support with the formal approval of this document.

Thanks in advance.



**Laura R. Anaya A.**

Senior Manager | Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 317 439 0819



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<https://clicktime.symantec.com/3GoRPfPcPxJZm67izkFmdd4Z7Vc?u=www.accenture.com>

Bogotá D.C, [04] de [Junio] de [2020]

Aerovías del Continente Americano S.A. - Avianca

Referencia: [20190403-28OS del Contrato Marco de prestación de Servicios N° 10705285]

### **ACTA SERVICIOS [IT OPERATIONS – Torre AIP– Mayo,2020]**

#### **CONSIDERACIONES.**

1. El 10 de mayo de 2020, Avianca y algunas de sus subsidiarias y afiliadas se acogieron al Capítulo 11 de la Ley Federal de Quiebras de los Estados Unidos, 11 U.S.C. § 101 et. seq. y están operando como deudores en posesión. El proceso judicial de quiebras se está adelantando ante la Corte de Quiebras de Estados Unidos para el Distrito Sur de Nueva York bajo el radicado Caso No. 20-11133.
2. Avianca y Accenture han decidido celebrar la presente acta de mutuo acuerdo para acordar [la capacidad el servicio de AIP (AO + LAB) del contrato IT Operations] presentados por Accenture para Avianca en el mes de [Mayo,2020].

Por lo tanto, teniendo en cuenta lo anterior, las Partes acuerdan lo siguiente:

Durante el mes de Mayo dentro de este stream se ejecutó un servicio que contó con el 100% de la capacidad acordada para LAB y 0% de la capacidad acordada para el AO. Esto corresponde a la ejecución del 50% del baseline acordado en el contrato de IT Operations.

#### **APROBACIÓN.**

Avianca y Accenture (las "Partes") dejan constancia que los servicios prestados y entregables presentados por Accenture durante la vigencia del servicio se ejecutaron de conformidad con el alcance acordado en la presente acta. En consecuencia, ambas Partes declaran y expresan estar de acuerdo íntegramente con el contenido de la presente acta.

Vo.Bo por **Accenture**

[LAURA R. ANAYA A.]  
Senior Manager



Vo.Bo por **Avianca**

[DIEGO M. DIAZ]  
[Gerente Analítica, Digital e Innovación]

**Commented [IQ1]:** No se requiere una firma física. Se completan los campos con el nombre del responsable y se envía por correo electrónico el cual debe genera como respuesta de AVIANCA un OK. Si no responden en el plazo de 8 días hábiles calendario se asume que Avianca no tiene inconveniente con lo presentado

**Zabel, Lauren S.**

---

**From:** Juan Carlos Montoya Benitez <juancarlos.montoya@avianca.com>  
**Sent:** Thursday, July 2, 2020 8:31 AM  
**To:** Anaya Arenas, Laura R.  
**Cc:** Quiñones, Armando; Peluffo Diaz, Diana I.; Magda Yazmin Bautista Correa  
**Subject:** [External] RE: IT Operations: Service Executed CRM: May 2020  
**Attachments:** ACN-AV Acta Servicios\_ITOperation\_CRM\_Mayo\_v1.docx

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Laura,

OK with the attached.

## Juan Carlos Montoya B.

Gerente Soluciones D. y T.

Av. Calle 26 #59 – 15 Piso 4, Bogotá D.C., Colombia

Of. +57 (1) 5877700 | Móvil +57 316-4724326

[juancarlos.montoya@avianca.com](mailto:juancarlos.montoya@avianca.com)



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**De:** Anaya Arenas, Laura R. <laura.r.anaya.arenas@accenture.com>

**Enviado el:** miércoles, 1 de julio de 2020 6:14 p. m.

**Para:** Magda Yazmin Bautista Correa <magda.bautista@avianca.com>

**CC:** Quiñones, Armando <armando.quinones@accenture.com>; Peluffo Diaz, Diana I.

<diana.i.peluffo.diaz@accenture.com>; Juan Carlos Montoya Benitez <juancarlos.montoya@avianca.com>

**Asunto:** IT Operations: Service Executed CRM: May 2020

Hi Magda,

According to previous discussion, attached a document that recap the services executed on May 2020.

Appreciate your support with the formal approval of this document.

Thanks in advance.





**Laura R. Anaya A.**

Senior Manager | Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 317 439 0819



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Bogotá D.C, [04] de [Junio] de [2020]

Aerovías del Continente Americano S.A. - Avianca

Referencia: [20190403-280S del Contrato Marco de prestación de Servicios N° 10705285]

### **ACTA SERVICIOS [IT OPERATIONS – Torre CRM– Mayo,2020]**

#### **CONSIDERACIONES.**

1. El 10 de mayo de 2020, Avianca y algunas de sus subsidiarias y afiliadas se acogieron al Capítulo 11 de la Ley Federal de Quiebras de los Estados Unidos, 11 U.S.C. § 101 et. seq. y están operando como deudores en posesión. El proceso judicial de quiebras se está adelantando ante la Corte de Quiebras de Estados Unidos para el Distrito Sur de Nueva York bajo el radicado Caso No. 20-11133.
2. Avianca y Accenture han decidido celebrar la presente acta de mutuo acuerdo para acordar [los puntos de historia para el servicio de CRM del contrato IT Operations] presentados por Accenture para Avianca en el mes de [Mayo,2020].

Por lo tanto, teniendo en cuenta lo anterior, las Partes acuerdan lo siguiente:

Durante el mes de Mayo en este stream se ejecutó el 50% del baseline acordado en el contrato de IT Operations.

#### **APROBACIÓN.**

Avianca y Accenture (las "Partes") dejan constancia que los servicios prestados y entregables presentados por Accenture durante la vigencia del servicio se ejecutaron de conformidad con el alcance acordado en la presente acta. En consecuencia, ambas Partes declaran y expresan estar de acuerdo íntegramente con el contenido de la presente acta.

Vo.Bo por **Accenture**

[LAURA R. ANAYA A.]  
Senior Manager

Vo.Bo por **Avianca**

[JUAN CARLOS MONTOYA]  
[Gerente Soluciones Digital y Tecnología]

**Commented [IQ1]:** No se requiere una firma física. Se completan los campos con el nombre del responsable y se envía por correo electrónico el cual debe genera como respuesta de AVIANCA un OK. Si no responden en el plazo de 8 días hábiles calendario se asume que Avianca no tiene inconveniente con lo presentado

## Zabel, Lauren S.

---

**From:** Rodrigo Maroto Merino <rodrigo.maroto@avianca.com>  
**Sent:** Thursday, July 9, 2020 7:23 PM  
**To:** Anaya Arenas, Laura R.  
**Cc:** Peluffo Diaz, Diana I.; Quimbayo, Ivonne  
**Subject:** [External] RE: IT Operations: UX/UI Service : May

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---

Hi Laura.

Yes, we have not use UX/UI capacity for may. The design resources comes from New Booking Flow project.

Regards.

---

**De:** Anaya Arenas, Laura R. <laura.r.anaya.arenas@accenture.com>  
**Enviado el:** jueves, 9 de julio de 2020 3:07 p. m.  
**Para:** Rodrigo Maroto Merino <rodrigo.maroto@avianca.com>  
**CC:** Peluffo Diaz, Diana I. <diana.i.peluffo.diaz@accenture.com>; ivonne.quimbayo <ivonne.quimbayo@accenture.com>  
**Asunto:** RE: IT Operations: UX/UI Service : May

Hi Rodri,  
As discussed, please your approval. Reply the email is ok, no need for physical sign.

Thanks.



**Laura R. Anaya A.**  
Senior Manager | Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 317 439 0819



---

**From:** Anaya Arenas, Laura R.  
**Sent:** Wednesday, July 1, 2020 6:04 PM  
**To:** Rodrigo Maroto Merino <[rodrigo.maroto@avianca.com](mailto:rodrigo.maroto@avianca.com)>  
**Cc:** Peluffo Diaz, Diana I. <[diana.i.peluffo.diaz@accenture.com](mailto:diana.i.peluffo.diaz@accenture.com)>; Quimbayo, Ivonne <[ivonne.quimbayo@accenture.com](mailto:ivonne.quimbayo@accenture.com)>  
**Subject:** IT Operations: UX/UI Service : May

Hi Rodri,

Attached a document that recap of under IT Operations contract, No services were executed on this stream for May 2020.

Appreciate your support with the formal approval of this document.

Thanks in advance.

Best Regards,

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**Laura R. Anaya A.**

Senior Manager | Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 317 439 0819

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<https://clicktime.symantec.com/325uJFodgRdUTYKjp2V9Ada7Vc?u=www.accenture.com>

**Zabel, Lauren S.**

---

**From:** Magda Yazmin Bautista Correa <magda.bautista@avianca.com>  
**Sent:** Wednesday, July 1, 2020 9:44 PM  
**To:** Anaya Arenas, Laura R.  
**Cc:** Quimbayo, Ivonne; Diego Andres Rubio Gaitan; Quiñones, Armando; Peluffo Diaz, Diana I.  
**Subject:** [External] RE: WEB/MOBILE/AEM: May 2020  
**Attachments:** ACN-AV Acta Servicios\_ITOperation\_WMA\_Mayo\_v1.docx

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APROBADO

---

**De:** Anaya Arenas, Laura R. <laura.r.anaya.arenas@accenture.com>  
**Enviado el:** miércoles, 1 de julio de 2020 17:39  
**Para:** Magda Yazmin Bautista Correa <magda.bautista@avianca.com>  
**CC:** ivonne.quimbayo <ivonne.quimbayo@accenture.com>; Diego Andres Rubio Gaitan <andres.rubio@avianca.com>; Quiñones, Armando <armando.quinones@accenture.com>; Peluffo Diaz, Diana I. <diana.i.peluffo.diaz@accenture.com>  
**Asunto:** WEB/MOBILE/AEM: May 2020

Hi Magda,

According to previous discussion, attached a document that recap the services executed on May 2020.

Appreciate your support with the formal approval of this document.

Thanks in advance.

The Accenture logo consists of the word "accenture" in a bold, lowercase, sans-serif font. A small, stylized purple arrow points upwards and to the right from the top of the letter 't'.

**Laura R. Anaya A.**

Senior Manager | Colombia – Hispanic South America  
Cra.7 71-52 Torre A Piso 10. Bogotá | +57 317 439 0819

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<https://clicktime.symantec.com/3RpjncsycE6hkB9jaKn2QwT7Vc?u=www.accenture.com>

Bogotá D.C, [04] de [Junio] de [2020]

Aerovías del Continente Americano S.A. - Avianca

Referencia: [20190403-280S del Contrato Marco de prestación de Servicios N° 10705285]

**ACTA SERVICIOS [IT OPERATIONS – Torre WEB/MOBILE/AEM– Mayo,2020]**

**CONSIDERACIONES.**

1. El 10 de mayo de 2020, Avianca y algunas de sus subsidiarias y afiliadas se acogieron al Capítulo 11 de la Ley Federal de Quiebras de los Estados Unidos, 11 U.S.C. § 101 et. seq. y están operando como deudores en posesión. El proceso judicial de quiebras se está adelantando ante la Corte de Quiebras de Estados Unidos para el Distrito Sur de Nueva York bajo el radicado Caso No. 20-11133.
2. Avianca y Accenture han decidido celebrar la presente acta de mutuo acuerdo para acordar [la ejecución del servicio de WEB/MOBILE/AEM del contrato IT Operations] presentados por Accenture para Avianca en el mes de [Mayo,2020].

Por lo tanto, teniendo en cuenta lo anterior, las Partes acuerdan lo siguiente:

Durante el mes de Mayo dentro de este stream se realizó el 100% de la operación normal y se cumplió con el 100% del baseline acordado en el contrato de IT Operations.

**APROBACIÓN.**

Avianca y Accenture (las “Partes”) dejan constancia que los servicios prestados y entregables presentados por Accenture durante la vigencia del servicio se ejecutaron de conformidad con el alcance acordado en la presente acta. En consecuencia, ambas Partes declaran y expresan estar de acuerdo íntegramente con el contenido de la presente acta.

MAGDA BAUTISTA.

Vo.Bo por **Accenture**

[LAURA R. ANAYA A.]  
[Senior Manager]

Vo.Bo por **Avianca**

[MAGDA BAUTISTA]  
[Gerente Soluciones Digital y Tecnología]

**Commented [IQ1]:** No se requiere una firma física. Se completan los campos con el nombre del responsable y se envía por correo electrónico el cual debe genera como respuesta de AVIANCA un OK. Si no responden en el plazo de 8 días hábiles calendario se asume que Avianca no tiene inconveniente con lo presentado