

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

Debtor Avianca-Ecuador S.A

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

Case number 20-11152

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. <b>Where should notices and payments to the creditor be sent?</b>	<b>Where should notices to the creditor be sent?</b>	<b>Where should payments to the creditor be sent? (if different)</b>
	See summary page	Accenture Ltda. Carlos R. Martinez Calle 99 No. 10-57. Piso 3 Bogotá, Cundinamar 110221, Colombia

Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)

Contact phone 213-457-8000 Contact phone +57 300 366 5298  
Contact email crivas@reedsmith.com Contact email See summary page

Uniform claim identifier for electronic payments in chapter 13 (if you use one):  
\_\_\_\_\_

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? \$ 96,263.60. 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> 20-11152 - Avianca-Ecuador 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 Area: Digital Marketing Business Operations	<b>Last 4 Digits:</b> No	<b>Uniform Claim Identifier:</b>
<b>Total Amount of Claim:</b> 96,263.60	<b>Includes Interest or Charges:</b> No	
<b>Has Priority Claim:</b> No	<b>Priority Under:</b>	
<b>Has Secured Claim:</b> No	<b>Nature of Secured Amount:</b>	
<b>Amount of 503(b)(9):</b> No	<b>Value of Property:</b>	
<b>Based on Lease:</b> No	<b>Annual Interest Rate:</b>	
<b>Subject to Right of Setoff:</b> No	<b>Arrearage Amount:</b>	
	<b>Basis for Perfection:</b>	
	<b>Amount Unsecured:</b>	
<b>Submitted By:</b> Marco Ribas on 17-Jan-2021 3:54:35 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-Ecuador S.A.

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

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

Case number 20-11152

**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.

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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**

<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>  Uniform claim identifier for electronic payments in chapter 13 (if you use one): _____	<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>
<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**

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? \$ 96,263.60. Does this amount include interest or other charges?  
 No  
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Services Performed under Avianca's Digital Area: Digital Marketing Business Operations

9. Is all or part of the claim secured?  No  
 Yes. The claim is secured by a lien on property.  
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 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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**Value of property:** \$ \_\_\_\_\_  
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**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)?**

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).

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.

**Amount entitled to priority**

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

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

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

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

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

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

\* 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:

*marco.ribas*

C3239D9942E643A...

Signature

**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
		<a href="mailto:marco.ribas@accenture.com">marco.ribas@accenture.com</a>

## ADDENDUM TO PROOF OF CLAIM

1. On May 10<sup>th</sup>, 2020 (the "Petition Date"), Avianca-Ecuador 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 Work Order 032 BPO Marketing, dated as of May 1<sup>st</sup>, 2019 (the "Contract") under the Master Service Agreement N° 269-DC-2017, dated as of October 12<sup>th</sup>, 2017 (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 "Business Operation Services: Digital Marketing" 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 96,263.60, 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**

<b>Razón social:</b> AVIANCA ECUADOR	<b>Fecha de factura</b> 16/04/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1047
<b>Docum:</b> 1790727203001	<b>Fecha de Vencimiento</b> 2020-06-15		<b>Orden de compra</b>
<b>Dirección:</b> CENTRO CORPORATIVO EKO PARK TO 4 VIA NAYÓN			
<b>Ciudad:</b> QUITO			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092212			

DESCRIPCIÓN	VALOR TOTAL
MKTG BPO Enero PO:2119305-2 Nro de Release:29223	US\$ 24.699,18

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\$	24.699,18
<b>IVA(19,00%):</b>	US\$	4.692,8
<b>TOTAL A PAGAR:</b>	US\$	29.392,02

**VALOR EN LETRAS:** veintinueve mil trescientos noventa y dos y 02 / 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**

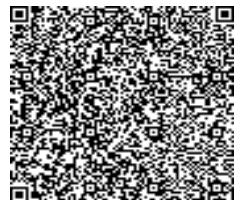
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

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





Cufe : 9dafc403d7186f42917590675928d3607b0617b5a56160801f50f6d977ec3a5f4a95a68e4651ce1c59d171a17e636843

ACCENTURE LTDA

NIT : 800110980-7

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

Colombia

Tel:3266400

<b>Razón social:</b> AVIANCA ECUADOR	<b>Fecha de factura</b> 20/04/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1074
<b>Docum:</b> 1790727203001	<b>Fecha de Vencimiento</b> 2020-06-19		<b>Orden de compra</b>
<b>Dirección:</b> CENTRO CORPORATIVO EKO PARK TO 4 VIA NAYÓN			
<b>Ciudad:</b> QUITO			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092212			

DESCRIPCIÓN	VALOR TOTAL
WO 32 MKTG BPO Febrero 2020 cuota 1 PO:2119305-3 Nro de Release:29224	US\$ 24.678,18

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\$	24.678,18
<b>IVA(19,00%):</b>	US\$	4.688,8
<b>TOTAL A PAGAR:</b>	US\$	29.367,03

**VALOR EN LETRAS:** veintinueve mil trescientos sesenta y siete y 03 / 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**

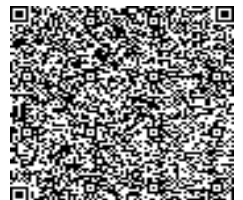
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

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

<b>Razón social:</b> AVIANCA ECUADOR	<b>Fecha de factura</b> 20/04/2020	<b>Condición de pago</b>	<b>Factura de venta N°</b>  FVP- 1077
<b>Docum:</b> 1790727203001	<b>Fecha de Vencimiento</b> 2020-06-19		<b>Orden de compra</b>
<b>Dirección:</b> CENTRO CORPORATIVO EKO PARK TO 4 VIA NAYÓN			
<b>Ciudad:</b> QUITO			
<b>Contrato N°:</b>			
<b>N° de Cliente:</b> 10092212			

DESCRIPCIÓN	VALOR TOTAL
WO 32 MKTG BPO Marzo 2020 cuota 1 PO:2119305-4 Nro de Release:29225	US\$ 18.508,64

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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\$	18.508,64
<b>IVA(19,00%):</b>	US\$	3.516,6
<b>TOTAL A PAGAR:</b>	US\$	22.025,28

**VALOR EN LETRAS:** veintidós mil veinticinco y 28 / 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**

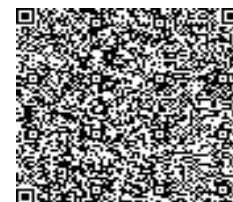
SOMOS AUTORRETENEDORES SEGÚN RESOLUCIÓN 006602 DE 02/09/2016. SOMOS GRANDES CONTRIBUYENTES SEGÚN RESOLUCIÓN NO. DDI-042065 DE 13/10/2017.

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



**EXHIBIT 2**

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Wednesday, April 8, 2020 7:05 AM  
**Cc:** Sebastian Carvajal Correa  
**Subject:** For Your Review - Blanket Release 2119305-2, 0

**AVIANCA - ECUADOR S.A.**  
 Av. Republica de El Salvador N34-107 y Suiza,  
 Edf Brescia I  
 QUITO  
 Ecuador

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

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2119305-2	<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> 06-APR-2020	<b>Buyer</b> CARVAJAL CORREA, 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			<b>Requester/Deliver To</b> CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com		

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS MARKETING BPO : Servicios actuales y Personalizacion. Vigencia 1 Mayo 2019 a 31 Diciembre de 2024. Adjudicado por USD 33.328M. Driver Avianca Ecuador por USD 1.670M						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com	Promised: 06-APR-2020 Needed: 20-APR-2020	1	Unidad	(USD)4692.84	Y	(USD)4,692.84
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com	Promised: 06-APR-2020 Needed: 20-APR-2020	1	Unidad	(USD)24699.18	Y	(USD)24,699.18
<b>Total</b>							(USD)29,392.02

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobaciones@avianca.com>  
**Sent:** Wednesday, April 8, 2020 7:04 AM  
**Cc:** Sebastian Carvajal Correa  
**Subject:** For Your Review - Blanket Release 2119305-3, 0

**AVIANCA - ECUADOR S.A.**  
 Av. Republica de El Salvador N34-107 y Suiza,  
 Edf Brescia I  
 QUITO  
 Ecuador

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

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2119305-3	<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> 06-APR-2020	<b>Buyer</b> CARVAJAL CORREA, 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			<b>Requester/Deliver To</b> CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com		

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS MARKETING BPO : Servicios actuales y Personalizacion. Vigencia 1 Mayo 2019 a 31 Diciembre de 2024. Adjudicado por USD 33.328M. Driver Avianca Ecuador por USD 1.670M						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com	Promised: 06-APR-2020 Needed: 20-APR-2020	1	Unidad	(USD)4688.86	Y	(USD)4,688.86
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com	Promised: 06-APR-2020 Needed: 20-APR-2020	1	Unidad	(USD)24678.18	Y	(USD)24,678.18
<b>Total</b>							(USD)29,367.04

**Zabel, Lauren S.**

**From:** workflow\_aprobaciones <waprobarciones@avianca.com>  
**Sent:** Wednesday, April 8, 2020 7:04 AM  
**Cc:** Sebastian Carvajal Correa  
**Subject:** For Your Review - Blanket Release 2119305-4, 0

**AVIANCA - ECUADOR S.A.**  
 Av. Republica de El Salvador N34-107 y Suiza,  
 Edf Brescia I  
 QUITO  
 Ecuador

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

<b>Purchase Order</b>	
<b>Purchase Order No.</b> 2119305-4	<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> 06-APR-2020	<b>Buyer</b> CARVAJAL CORREA, 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			<b>Requester/Deliver To</b> CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com		

Line	Part Number / Description	Delivery Date	Quantity	UOM	Unit Price	Tax	Extended Price
1	SERVICIOS MARKETING BPO : Servicios actuales y Personalizacion. Vigencia 1 Mayo 2019 a 31 Diciembre de 2024. Adjudicado por USD 33.328M. Driver Avianca Ecuador por USD 1.670M						
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com	Promised: 06-APR-2020 Needed: 20-APR-2020	1	Unidad	(USD)3516.64	Y	(USD)3,516.64
	Ship To Please refer to Ship To Address at top of page Requester/Deliver To : CARVAJAL CORREA, SEBASTIAN sebastian.correa@avianca.com	Promised: 06-APR-2020 Needed: 20-APR-2020	1	Unidad	(USD)18508.64	Y	(USD)18,508.64
<b>Total</b>							(USD)22,025.28



**EXHIBIT 3**

**Zabel, Lauren S.**

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**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 579.610
IT Operations	USD 339.793	USD 291.839	USD 47.954
Marketing BPO	USD 495.984	USD 217.188	USD 278.796
<b>Total</b>	<b>USD 1.417.992</b>	<b>USD 636.031</b>	<b>USD 781.961</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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#Be totally you/Truly Human Accenture.**

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

**EXHIBIT 4**

**Zabel, Lauren S.**

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**From:** Taylor, Alejandro  
**Sent:** Monday, July 6, 2020 7:51 PM  
**To:** Alegre, Paola A.; Quimbayo, Ivonne  
**Subject:** Fwd: [External] RV: Aprobacion de Actas Mayo y Junio  
**Attachments:** ACN-AV Acta Servicios\_MKBPO\_Junio 2020.docx; ATT00001.htm; ACN-AV Acta Servicios\_MKBPO\_Mayo 2020.docx; ATT00002.htm

Finalmente!!

Alejandro Taylor  
Accenture Marketing Operations  
Senior Manager

Begin forwarded message:

**From:** Robert Mulet Gomez <robert.mulet@avianca.com>  
**Date:** 6 July 2020 at 17:44:18 GMT-6  
**To:** "Taylor, Alejandro" <alejandro.taylor@accenture.com>  
**Subject:** [External] RV: Aprobacion de Actas Mayo y Junio

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

---

Gracias Alejandro, estoy de acuerdo.

Saludos  
Robert

---

**De:** Taylor, Alejandro <alejandro.taylor@accenture.com>  
**Enviado el:** lunes, 6 de julio de 2020 4:13 p. m.  
**Para:** Robert Mulet Gomez <robert.mulet@avianca.com>  
**Asunto:** RE: Aprobacion de Actas Mayo y Junio

Hola Robert,

Te agradecemos mucho tu OK para las actas de Mayo y Junio al 30% y 38% respectivamente.

Saludos!

*Alejandro Taylor Retana*  
Senior Manager  
Accenture Interactive Operations  
Mobile: +506 6058-7825  
[alejandro.taylor@accenture.com](mailto:alejandro.taylor@accenture.com)

---

**From:** Taylor, Alejandro <[alejandro.taylor@accenture.com](mailto:alejandro.taylor@accenture.com)>  
**Sent:** Wednesday, July 1, 2020 2:34 PM  
**To:** Robert Mulet Gomez <[robert.mulet@avianca.com](mailto:robert.mulet@avianca.com)>  
**Subject:** Aprobacion de Actas Mayo y Junio

Hola Robert,

Como conversamos te adjunto las actas para servicios de Marketing BPO de Mayo y Junio. Estas actas reflejan los servicios que realmente se prestaron que para Mayo fue el 30% de la capacidadd y para Junio el 38%.

Te agradezco tu aprobación por este medio.

Gracias!!

**Alejandro Taylor**  
Accenture Interactive Operations Senior Manager  
Accenture Operations  
[alejandro.taylor@accenture.com](mailto:alejandro.taylor@accenture.com)  
+506 6058-7825

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<https://clicktime.symantec.com/3VGqF2wWVcEP8iqttK1rp8m7Vc?u=www.accenture.com>

Bogotá D.C, [1] de [Julio] de [2020]

Aerovías del Continente Americano S.A. - Avianca

Referencia: **Work Order 032 under the Digital Transformation Master Services Agreement N° 269-DC-2017 (“MSA**

### **ACTA SERVICIOS [Marketing BPO – Junio 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 del contrato de Marketing BPO presentados por Accenture para Avianca en el mes de Junio 2020.

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

Durante el mes de Junio se ejecuto el **38%** de la capacidad acordada en el contrato de Marketing. BPO.

#### **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**

[Alejando Taylor  
Senior Manager

Vo.Bo por **Avianca**

[Robert Mulet]  
[Senior Digital Director]



Bogotá D.C, [1] de [Julio] de [2020]

Aerovías del Continente Americano S.A. - Avianca

Referencia: **Work Order 032 under the Digital Transformation Master Services Agreement N° 269-DC-2017 (“MSA**

### **ACTA SERVICIOS [Marketing BPO –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 del contrato de Marketing BPO 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 se ejecuto el **30%** de la capacidad acordada en el contrato de Marketing. BPO.

#### **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**

[Alejando Taylor  
Senior Manager

Vo.Bo por **Avianca**

[Robert Mulet]  
[Senior Digital Director]