



# Lucid Support Queue

## Acceptance Sign-off

*August 11, 2014*

### Document Description

The Ongoing Maintenance Instruction document outlines the process for submitting ongoing maintenance requests to Lucid Agency to receive the best service. This document must be signed in order to use the Lucid Agency Support Queue. Acceptance by one individual at a company indicates overall acceptance for anyone at the company that submits a support ticket.

### Purpose:

The purpose of this document is to serve as a formal understanding and acceptance of the ongoing maintenance process.

### Agreement:

I (the undersigned) understand that future support queue work will proceed upon receipt of this signed approval form. This document may be accessed on the support queue dashboard at [support.lucidagency.com](http://support.lucidagency.com). Lucid Agency will notify all customers of any changes to this document via email message. It is the responsibility of the client to review revisions of this document, and opt out or indicate disapproval. Continued use of the support queue after signing the original acceptance indicates acceptance of future addendums.

My signature below indicates my unconditional approval of this document and the expectations for Lucid Agency and clients regarding ongoing maintenance tasks.

### Approval Signature:

\_\_\_\_\_  
Signature of Authorized Party

\_\_\_\_\_  
Date

\_\_\_\_\_  
Full Name (please print)

\_\_\_\_\_  
Company Name (please print)



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**\*\*AFTER YOU SIGN – NEXT STEPS\*\***

Please email to [lauren@lucidagency.com](mailto:lauren@lucidagency.com), or fax back to Lucid Agency toll-free:  
1-866-665-9143. Thank you!