



Aetna Better Health of Ohio
Christopher Toland
7400 W. Campus Road
New Albany, OH 43054

12-24-2020

Order Confirmation:

Order: O-099092

Cost Center: 14949

Dear Christopher,

We thank you for your request and are pleased to enclose the following Order Confirmation:

Service Items	Quantity	Unit Price	Subtotal
1. Aetna Better Health of Ohio - Website posting - English/English PDF/UA Compliance (per page)	1 Pages	at \$ 3.00	\$ 3.00
		Subtotal:	<u>\$ 3.00</u>
		Total:	<u>\$ 3.00</u>

File names:

Copy of CPSE December 2020 Upload version

Turnaround Time/Delivery Date: 12-29-2020 5:00 PM.

See the following pages for a description of our services and Terms and Conditions.

Sincerely,
Alan Vernon
Alan.Vernon@cqfluency.com
201-487-8007

Description of Services

Accessibility Services

Our accessibility specialists will evaluate the documents for compliance to the applicable standard (Section 508, PDF UA, WCAG 2.0, etc.) and fix any issues that would impact compliance. A report will be generated to detail the results of the process. Some elements such as color contrast need to be addressed by the author of the file before the document goes through the accessibility process.

Important: Kindly note that remediation is only guaranteed for the exact version of the file(s) that CQ fluency delivers. Any alterations to the content of remediated files can affect accessibility standards. If edits are necessary, including file name changes, CQ can assist and update the files so that accessibility is not compromised.

General Considerations

After approval by the client, the accessibility process begins immediately. Therefore, cancellations by the client will incur prorated charges, which will be determined on a project basis. Revisions requested after final delivery are subject to additional charges. Changes made to the original documents or files after the initial hand-off of the project are also subject to additional charges.

CQ fluency shall not be liable under any theory at law, in equity or otherwise for any special, exemplary, punitive, incidental, indirect, or consequential damages (even if CQ fluency has been advised of same), including without limitation lost profits or revenues. The entire liability of CQ fluency for any claim, loss or damages under any theory at law, in equity or otherwise, including without limitation contract, tort, negligence and strict liability, arising out of this agreement or the engagement of CQ fluency in connection with the project in question, the performance or breach hereof, or the subject matter hereof shall not in any event exceed the sum of the payments actually made by the Client to CQ fluency pursuant to this agreement. Any action against CQ fluency must be brought within one (1) year after the claim arose.