

Frequently Asked Questions

Q Do I have to pick Sage Intacct Service Subscription Plan from RKL?

No. If you do not choose a Service Subscription Plan, all services including support, are billed at our hourly rate of \$275 as Time & Materials.

Q Can I change – upgrade, downgrade, or cancel - my plan at any time?

Yes. After completing an initial 6-month commitment you can upgrade, downgrade or cancel your plan with 60-days notice to RKL by filling out [this form](#).

Q If I upgrade my plan, is there a minimum term commitment?

Yes, a minimum six month commitment at the upgraded plan level is required.

Q If a service isn't included in my plan, when and how will I be notified that it may be billable?

Our consulting or support team will notify you prior to performing a service that is not covered by your plan. Most often, a Statement of Work will be presented to define the work to be performed and the related fee for those services.

Q How quickly will my request be addressed?

If you are subscribed to one of our support plans, you will receive priority access to our support team for issues, errors and questions. Mutually agreed upon target completion dates will be established for each non-critical task.

Q Is my support subject to a price increase?

Support plan rates will be evaluated annually. Rate increase will be communicated 60-days in advance of the increase if adjustments are necessary.

Q How do I pay for my plan?

After making an initial payment, monthly fees will be charged to your bank account on the first of each month via an ACH transaction.

Q Can I prepay annually instead of monthly?

No. The monthly payment terms mirror your commitment terms of the subscription plan and allow greater flexibility to renew or terminate the plan with notice.

Q What is the effective start date of my subscription service plan?

The plan becomes effective upon receipt of your initial installment. Plans generally will commence on the 1st of the month.

Q Can my subscription plan be retroactive?

No, plan begins upon receipt of your initial installment.