

Service Suspension

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Description

This email template is sent to a client to notify them that one of their services has been suspended.

Supported Tags

The tags described in Blesta are only a list of commonly-used tags, for brevity.

Edit Email Template Service Suspension

English, US

From Name

Billing Department

From Email

billing@domain.com

Subject

Service Suspended

Available Tags

{contact.first_name} {contact.last_name} {package.name} {service.name} {service.suspension_reason}

HTMLText

SourcePreviewUndoRedoListBulletedListNumberedListLinkImageTableHorizontalRuleCodeBlockQuoteAlignLeftAlignCenterAlignRightJustifyIndentDecreaseIndentIncreaseFontColorBackground ColorLinkStyleLinkStyleImageSizeWidthHeight

B**I****U****S**x₂x^a**I**_x

StylesFormatFontSizeA_A

Hi {contact.first_name},

Your service, {package.name} - {service.name} has been suspended. The service may have been suspended for the following reasons:

1. Non-payment. If your service was suspended for non-payment, you may login at [http://{{client_uri}}](#) to post payment and re-activate the service.

2. TOS or abuse violation.

If the service is suspended for an extended period of time, it may be cancelled. Please contact us if you have any questions.

The tags below are all of those available for this email template. For other email and tag customizations, see [Customizing Emails](#).

Tag	Description
{contact.first_name}	The client's first name
{contact.last_name}	The client's last name
{contact.email}	The client's email address
{package.name}	The name of the package that the service belongs to
{service.name}	The name of the service
{service.suspension_reason}	The reason this service was suspended

Due to the nature of tag objects containing several fields, many of which are likely irrelevant for use in email templates, but may be useful to you in certain circumstances, an example dump of the tag objects are shown below.

The {contact} object

```
stdClass Object
(
    [id] => 1
    [client_id] => 1
    [user_id] =>
    [contact_type] => primary
    [contact_type_id] =>
    [first_name] => First
    [last_name] => Last
    [title] =>
    [company] =>
    [email] => first.last@domain.com
    [address1] => 1 Main St.
    [address2] =>
    [city] => City
    [state] => CA
    [zip] => 90001
    [country] => US
    [date_added] => 2014-06-25 18:05:34
    [contact_type_name] =>
    [contact_type_is_lang] =>
)
```

The {package} object

```
stdClass Object
(
    [id] => 1
    [id_format] => {num}
    [id_value] => 1
    [module_id] => 3
    [name] => My Package
    [description] =>
    [description_html] =>
    [qty] =>
    [module_row] => 1
    [module_group] =>
    [taxable] => 0
    [single_term] => 0
    [status] => active
    [company_id] => 1
    [prorata_day] => 1
    [prorata_cutoff] =>
    [id_code] => 1
    [email_content] => Array
        (
            [0] => stdClass Object
                (
                    [lang] => en_us
                    [html] =>
                    [text] =>
                )
        )
    [pricing] => Array
        (
            [0] => stdClass Object
                (
                    [id] => 2
                    [pricing_id] => 2
                    [package_id] => 1
                    [term] => 1
                    [period] => day
                    [price] => 1.0000
                )
        )
)
```

```

        [setup_fee] => 0.0000
        [cancel_fee] => 0.0000
        [currency] => USD
    )

    [1] => stdClass Object
    (
        [id] => 3
        [pricing_id] => 3
        [package_id] => 1
        [term] => 1
        [period] => week
        [price] => 7.0000
        [setup_fee] => 0.0000
        [cancel_fee] => 0.0000
        [currency] => USD
    )

    [2] => stdClass Object
    (
        [id] => 1
        [pricing_id] => 1
        [package_id] => 1
        [term] => 1
        [period] => month
        [price] => 15.0000
        [setup_fee] => 0.5000
        [cancel_fee] => 0.0000
        [currency] => USD
    )

)

[meta] => stdClass Object
(
)

[groups] => Array
(
    [0] => stdClass Object
    (
        [id] => 1
        [name] => My Package Group
        [description] =>
        [type] => standard
        [company_id] => 1
    )

    [1] => stdClass Object
    (
        [id] => 2
        [name] => Addon Group
        [description] =>
        [type] => addon
        [company_id] => 1
    )

)

[option_groups] => Array
(
    [0] => stdClass Object
    (
        [id] => 1
        [name] => Package Option Group
        [description] => 1
    )

)

)

```

The {service} object

```
stdClass Object
(
    [id] => 35
    [parent_service_id] =>
    [package_group_id] => 1
    [id_format] => {num}
    [id_value] => 35
    [pricing_id] => 2
    [client_id] => 1
    [module_row_id] => 1
    [coupon_id] =>
    [qty] => 1
    [override_price] =>
    [override_currency] =>
    [status] => active
    [date_added] => 2014-08-27 18:52:50
    [date_renews] =>
    [date_last_renewed] =>
    [date_suspended] =>
    [date_canceled] =>
    [id_code] => 35
    [fields] => Array
        (
            [0] => stdClass Object
                (
                    [key] => service_label
                    [value] => My Service Field
                    [serialized] => 0
                    [encrypted] => 0
                )
        )
)

[package_pricing] => stdClass Object
(
    [id] => 2
    [package_id] => 1
    [pricing_id] => 2
    [term] => 1
    [period] => day
    [price] => 1.0000
    [setup_fee] => 0.0000
    [cancel_fee] => 0.0000
    [currency] => USD
    [price_formatted] => $1.00
    [setup_fee_formatted] => $0.00
    [cancel_fee_formatted] => $0.00
    [period_formatted] => Day
)

[package] => stdClass Object
(
    [id] => 1
    [id_format] => {num}
    [id_value] => 1
    [module_id] => 3
    [name] => Test
    [description] =>
    [description_html] =>
    [qty] =>
    [module_row] => 1
    [module_group] =>
    [taxable] => 0
    [single_term] => 0
    [status] => active
    [company_id] => 1
```

```
        [prorata_day] => 1
        [prorata_cutoff] =>
    )

    [options] => Array
    (
    )

    [name] => My Service Field
    [service_label] => My Service Field
}
```

The {pricing} object

```
stdClass Object
(
    [id] => 2
    [package_id] => 1
    [pricing_id] => 2
    [term] => 1
    [period] => day
    [price] => 1.0000
    [setup_fee] => 0.0000
    [cancel_fee] => 0.0000
    [currency] => USD
    [price_formatted] => $1.00
    [setup_fee_formatted] => $0.00
    [cancel_fee_formatted] => $0.00
    [period_formatted] => Day
)
```


The {client} object

```
stdClass Object
(
    [id] => 1
    [id_format] => {num}
    [id_value] => 1500
    [user_id] => 2
    [client_group_id] => 1
    [primary_account_id] =>
    [primary_account_type] =>
    [status] => active
    [id_code] => 1500
    [contact_id] => 1
    [first_name] => First
    [last_name] => Last
    [company] =>
    [email] => first.last@domain.com
    [address1] => 1 Main St.
    [address2] =>
    [city] => City
    [state] => CA
    [zip] => 90001
    [country] => US
    [group_name] => General
    [company_id] => 1
    [username] => first.last@domain.com
    [two_factor_mode] => none
    [two_factor_key] =>
    [two_factor_pin] =>
    [date_added] => 2014-06-25 18:05:34
    [settings] => Array
        (
            ...
            [language] => en_us
            ...
        )
)
```