

## Block Time Rate Schedule

Hour Block	Normal Rate	Discount Multiplier	Effective Rate	Total Cost
40	\$150	.75	\$112.50	\$4,500
80	\$150	.70	\$105.00	\$8,400
120	\$150	.675	\$101.25	\$12,150
200	\$150	.670	\$100.00	\$20,000

*Clients given preferential 4 hour response  
Time does not expire until used  
Phone support billed in 15 minute increments  
Reconciliation report provided upon request  
Unused block time hours shown on invoices*

Block time rates have been discounted aggressively so that the savings are more pronounced for our long-term customers. Block time includes any advanced technical services (\$180 per hr) and are billed at the block time rate.

Block time is paid in advance and does not expire until the time is actually used. With block time all technical services are billed in 15-minute increments instead of 1-hour increments for the first hour. Additional block time can be purchased in advance at the lower block time rates. This protects our customers from any future increases in costs during future periods.

Each technical instance is billed at the time the ticket is closed in 15-minute increments, with remaining block time being annotated at the bottom of each subsequent invoice.

When the block hours are almost exhausted, the customer is given the option of purchasing additional blocks of time prior to depleting the outstanding balance. For monitoring customers, quarterly technology reviews will be done with the customer to review current hardware and technical issues to identify options to save money and expenses.

