

Block Hour Agreement



Overview

Avantgarde Technologies offers the Block Time Service Agreement at a discounted hourly rate for clients who need consistent support throughout a period of time. A block time agreement lets you pre-pay for services and call upon them as needed, this allows for easy accounting and easy support.

Our Block Time Service Agreement can be used for all non-project related work, please ask your Avantgarde representative for more details.

Block hours are not covered under a Service Level Agreement (SLA) and are best effort, while we endeavor to always provide prompt service to our customers in some situations such as a service disruption, it may not always be possible to attend straight away.

- Block hours do not rollover
- There is no set usage per week.
- Project services cannot be used with block time.
- Time is billed in 0.5 hour increments with a minimum of 1 hour for onsite callouts.
- Hours must be used within 12 months of purchase
- Hours must be used during standard business hours 8:30am-5pm AWST. After hours is charged at double time.



Agreement Types

Hours	Hourly Rate	Cost (Ex GST)
1	\$270.00	\$265.00
10	\$240.00	\$2,400.00
20	\$225.00	\$4,500.00
35	\$220.00	\$7,700.00
50	\$210.00	\$10,500.00

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