

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 endeavour 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.

- ▲ There is no set usage per week.
- ▲ Project services cannot be used with block time.
- ▲ Time is billed in 0.25 hour increments with a minimum of 1 hour for onsite callouts.
- ▲ Hours must be used within 24 months of purchase
- ▲ Hours must be used during standard business hours 8:30am-5pm AWST.
- ▲ After hours is charged at double time.

AGREEMENT TYPES (EX GST)

1	\$270.00	\$270.00
10	\$240.00	\$2,400.00
20	\$225.00	\$4,500.00
35	\$220.00	\$7,700.00
50	\$210.00	\$10,500.00

By engaging with Avantgarde in goods/services you agree to our Terms and Conditions available at <https://www.avantgardetechnologies.com.au/t&c>