



*A Technology Company*

# ARCCOMP

## Block Time Service Agreement

**Agreeing Parties:**

**Vendor / Contractor :**

**ARCCOMP** – A Technology Company  
PO Box 38206  
Phoenix, AZ 85069  
(602) 841-6039  
e-mail: [jim@arccomp.com](mailto:jim@arccomp.com)

**Client:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Vendor Representative: Jim Baudanza**

**Client Representative:** \_\_\_\_\_

**Cost & Services:**

Selected Service:

- **10 Hour BTSA ..... \$1200.00 (\$120.00 / hour)**
- **25 Hour BTSA ..... \$2750.00 (\$110.00 / hour)**
- **50 Hour BTSA ..... \$5000.00 (\$100.00 / hour)**
- **100 Hour BTSA ..... \$9000.00 (\$90.00 / hour)**
- **200 Hour BTSA ..... \$16000.00 (\$80.00 / hour)**

This block time can be applied to any repair, upgrade or troubleshooting service to the Client computing equipment within above company and any approved satellite or home offices with approval from above representative. Requests for support should be initiated through one or two primary contacts, such as the above representative via phone or e-mail to ARCCOMP. This block time service agreement covers labor costs to repair or upgrade computing equipment. Parts necessary or requested are billed as needed with prior approval from Client or Client Representative.

**Service Hours and Response:**

Service hours that are covered within this agreement are from 8:00am to 6:00pm Monday through Friday. During these hours, the exact amount of time on each service call will be deducted from the total time with no service call minimum charge. This block time can be used for service outside these normal hours of operation but will be subject to a deduction of a standard minimum time of 1 hour. The response time for down equipment will be guaranteed to be within 2 hours from receipt of call. Service agreed to be by both vendor and client to be non-critical, will be responded to within the agreed upon time between the vendor and client at the time of call.

After each service call, you will receive a statement with details on what work was performed, charges for any parts used and your balance of time remaining. If you have less than an hour or expended your current block time, your statement will include an invoice for a charge of block time equal to your current level. The BTSA does not expire and can be used on any repair, upgrade or troubleshooting service.

Terms are subject to change.

Vendor Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Client Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Payment Received: \_\_\_\_\_