



Dirigo Systems, Inc
178 E Pond RD
Jefferson, ME 04348
info@dirigosystems.com

Block Time Agreement

Block Time is a means to discounted service time. It is purchased before services are rendered and consumed at the time service is provided. A purchased Block Time parcel is good for a term of **one (1) year** after the initial purchase date. Block Time is non-transferable and cannot be carried over. Block Time is non-refundable. Block Time can only be used for service and cannot be used for any other purpose.

Units of Block Time may be consumed any time at the discretion of the client. Units consumed during our regular business hours (Monday – Friday, 8:00a m– 5:00pm) will have a ratio of **1:1 (one unit per one hour of service)**. Units consumed outside of our regular business hours (as stated above) will have a ratio of **1.5:1 (one and a half units per hour of service)**. Each unit of Block Time is utilized in **fifteen (15) minute** increments with no minimums. Units may be used for the following services under this agreement:

SCOPE OF SERVICES

1. Network Performance & Uptime
2. Computer Systems Repair
3. Sales & Consultation
4. Systems Setup & Configuration (Network / Server / Computer / Peripheral / Software)
5. Programming
6. Diagnostics
7. Other requested services within the realm of our expertise

Onsite service calls will incur a travel fee of **one dollar fifty cents each mile** traveled to client location, each instance. All travel fees and other charges for equipment, etc, will be billed based on the clients' current billing terms with Dirigo Systems.

Block Time discounted rates are as follows:

Hours Purchased	Rate
10 Hours	\$80/hr (save \$50)
20 Hours	\$75/hr (save \$200)
30 Hours	\$70/hr (save \$450)
40 Hours	\$65/hr (save \$800)

Dirigo Systems will be responsible for providing services as set forth in this agreement when initiated by an authorized representative of the client organization. Standard requests of service will be responded to within **48 hours** of initial contact. Critical downtime or otherwise emergency requests for service will be responded to within **4 hours** of initial contact.

Client Company: _____

Purchased Hours: _____ Date: ___/___/___

Accepted By: _____

Signature: _____