



Block Time Agreement

PROGRAM OVERVIEW

Block Time Agreement (BTA) provides AOS customers the opportunity to secure Professional and Senior Engineering Services or Desktop/Printer Support at discounted and role-based rates by acquiring block time in advance.

KEY BENEFITS

- No expiration date. (Not “use it or lose it”)
- Rates are “role based,” ensuring you pay only the discounted rate that fits the task you need executed. You are not paying premium rates for lesser tasks.
- Ability to manage expenses utilizing locked-in and discounted rates.
- Upgraded response times.
- Remote or onsite support for quick turnaround.
- Call tracking system that provides results.

BLOCK TIME AGREEMENT

PROGRAM INCLUDES

Security and Support All In One:

- The Block Time Support Package offers AOS Customers the chance to secure Desktop/Printer Support or Professional and Senior Engineering Services at discounted rates by acquiring block time in advance.
- In addition to providing customers attractive rates, this approach helps AOS ensure the proper resources will be in place when needed. Customer can use a Block Time Agreement for any support services they would normally request from AOS. Examples may include, but not be limited to the following; hardware and software installs or upgrades, OS and Network Support, training, printer support or database development, just to name a few.

