

Time & Materials Service Level Agreement:

1. **Time & Material Service Level Agreements are “Pay as You Go” Technical Support Services.**
2. **Time & Materials Service Level Agreements are comprised of the following Technical Support Levels:**
 - a. **Training/Research Support**
 - b. **Level I Technical Support**
 - c. **Level II Technical Support**
 - d. **Level III Technical Support**
 - e. **Emergency Technical Support**
3. **Time & Material Service Level Agreement Hours of Operation are as follows:**
 - a. **Monday thru Friday 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded)**
 - b. **Time & Material Service Level Agreement rates do not include After Hours Technical Support Services.**
 - c. **Time & Material Service Level Agreement rates do not include Weekend Technical Support Services.**
 - d. **If After Hours Technical Support Services or Weekend Technical Support Services are requested by the “CLIENT”, all labor will be billed at Level III Technical Support.**

Block Hour Service Level Agreement:

1. **Block Hour Service Level Agreements are comprised of general Technical Support Services and preventative maintenance.**
2. **Block Hour Service Level Agreements are comprised of the following Technical Support Levels:**
 - a. **Training/Research Support**
 - b. **Level I Technical Support**
 - c. **Level II Technical Support**

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- d. **Level III Technical Support**
 - e. **Emergency Technical Support**
- 3. Block Hour Service Level Agreement Hours of Operation are as follows:**
- a. **Monday thru Friday 08:00 A.M. to 05:00 P.M. (MST) (Holidays Excluded)**
 - b. **Block Hour Service Level Agreement rates do not include After Hours Technical Support Services.**
 - c. **Block Hour Service Level Agreement rates do not include Weekend Technical Support Services.**
 - d. **If After Hours Technical Support or Weekend Technical Support is requested by the “CLIENT,” the labor will NOT be billed against their Block Hour Service Level Agreement hours.**
 - e. **If After Hours Technical Support or Weekend Technical Support is requested by the “CLIENT,” all labor will be billed at Level III Technical Support.**
- 4. Block Hour Service Level Agreement hours are sold as follows:**
- a. **(1) Block Hour is equal to \$80.00 (minimum of (5) Hours required) (sold in (5) hour blocks)**
- 5. Block Hour Service Level Agreement time factors are as follows:**
- a. **Training/Research Support = 1 Block Hour**
 - b. **Level I Technical Support = 1 Block Hour**
 - c. **Level II Technical Support = 1.1875 Block Hours**
 - d. **Level III Technical Support = 1.375 Block Hours**
 - e. **Emergency Technical Support = 1.875 Block Hours**
 - f. **Flat-Rate Trip Fee = 0.125 Block Hours**
- 6. Block Hour Service Level Agreements are sold in the following dollar amounts:**
- a. **1 to 5 Workstations (\$400.00 per month = 5 Block Hours per month)**
 - b. **1 to 15 Workstations (\$800.00 per month = 10 Block Hours per month)**
 - c. **1 to 20 Workstations (\$1200.00 per month = 15 Block Hours per month)**

- d. More than 20 Workstation (\$1600.00 per month = 20 Block Hours per month)**
 - e. Custom Block Hour Service Level Agreements over \$1600 per month are available.**
- 7. Block Hour Service Level Agreement overages are billed at Time & Material Service Level Agreement rates.**