



Blocktime is an opportunity to purchase services in block hours, guaranteeing your needs will be met when situations arise. Benefits include a single point of contact for all your computer hardware, software and network support needs. This agreement can also be used for receiving assistance with network LAN/WAN design, security and the development of strategies to integrate with the existing infrastructure. Services under this agreement include:

1. Microsoft Windows and Exchange configuration evaluation.
2. Virtualization –Vmware and Citrix
3. Full software maintenance of the File Server.
4. Maintenance of network cabling and hubs.
5. Up to Four- hour response on Server Emergencies
6. Up to Eight-hour response on other Emergencies.
7. Consultation on future Network needs.
8. Installation of updated drivers/service packs and other software installs.

Service requested after our normal business hours (Monday-Friday, 8AM to 5PM) and during Holidays is available at double time. Full payment for this agreement is required in advance to obtain this discounted rate. All hardware parts will be billed separately, wherever applicable. If this contract is terminated before 75% of usage, client agrees that the blocktime hours used to date will be billed at the standard rate of \$140.00 per hour plus \$65.00 per trip charge. The remaining amount will be refunded. The Blocktime hours will expire 18 months from the date of signing. This agreement is for businesses with up to 2 servers. Synetics develops personalized maintenance programs for larger networks.



HOURS	RATE/HOUR	TOTAL	CHECK ONE
25	\$145.00	\$3,625.00	
50	\$130.00	\$6,500.00	
100	\$125.00	\$12,500.00	

(** Sales Tax has not been included. Payment to be made in full upon signing the contract)

Authorized Signature

Date:

Authorized Signature

For Synetics Computers Inc.,

Date: _____