



Service agreements:

Service Agreements are streamlined to help your company budget your IT needs. Service agreements outline the exact services you will receive from MTI and what they will cost you. All of our service agreement options include pre-scheduled maintenance & emergency hour to handle all your IT needs.

An account manager will keep track of the hours utilized by your company; at the end of each service cycle you will receive a snapshot of services provided by MTI during that particular cycle.

If your company doesn't utilize all of your service time during any given cycle; those hours will carry over into the next cycle. Similarly, you can pull hours if additional time is needed during any cycle. If overages occur, your company is billed at your standard hourly rate.

- * **2 hours of service every 4 weeks: \$186.00**
- * **3 hours of service every 4 weeks: \$267.00**
- * **5 hours of service every 4 weeks: \$ 430.00**
- * **7 hours of service every 4 weeks: \$581.00**
- * **10 hours of service every 4 weeks: \$810.00**

Block-Time Purchases

Block-time purchases are great for mid-size companies who have a specific IT project in mind i.e. a server migration, but are not looking to sign an agreement. With block-time purchases you purchase only the time you need. Block-time hours are good for one year from the date of purchase and allow for a price break in the standard hourly rate.

Block Time Options:

- * **5 hours: \$465.00**
- * **10 hours: \$890.00**
- * **15 hours: \$1,320.00**
- * **20 hours: \$1,740.00**
- * **30 hours: \$2,490.00**
- * **50 Hours: \$ 3,850.00**