



## Professional Services:

Oxford Technology Group, Inc (OTG) have several support options for our clients. Regular T&M rates and Blocktime Packages are defined in the below table.

Blocktime Package	Package Price	Systems Technician LVL 1	Systems Engineer LVL 2	Advanced System Engineer/Senior Consultant LVL 3
T & M Rate	\$0.00	\$95.00	\$115.00	\$135.00
Package A	\$2,500.00	\$90.00	\$110.00	\$130.00
Package B	\$5,000.00	\$85.00	\$105.00	\$125.00
Package C & Not for Profit	\$10,000.00	\$80.00	\$100.00	\$120.00

## Blocktime Packages:

Blocktime Packages are prepaid blocks of time that enable our clients to save off regular T&M rates.

Blocktime clients also receive:

Access to the OTG Help Desk Services. OTG Help Desk is manned Monday thru Friday from 8 a.m. thru 5 p.m.

Service Level Guarantee. In the event of an issue being reported during regular business hours we will reply back to you within 1 hour to begin resolution.

Priority service over clients that do not have an active Block of time.

Monthly reporting on Blocktime usage.

