

EPOCH Universal, Inc.  
is pleased to offer Universal Care Block Time to

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- Universal Care Block Time (UCB's) can be purchased in blocks at \$100.00 per block and can be utilized for the Professional Services we offer. i.e. Moves, Adds, Changes, Upgrades, Training.
- Minimum Purchase of \$1000 is required or 10 Universal Care Blocks.
- A UCB support ticket will be generated for all new services requests. All time and notes will be added for each service engagement and a quarterly statement will be issued to the customer.
- Universal Care Blocks are good for one year from the date of purchase. Unused blocks will expire after one year.

**Normal Business Hours Billing Rate (8:00 am - 5:00 pm, Monday - Friday)**

- On-Site Engineering Services are deducted by 3 blocks per visit the 1st hour and 2 blocks for each hour thereafter billed in 1 block per 1/2 hour.
- Remote Engineering Services are deducted by 2 blocks per visit the 1st hour and 2 blocks for each hour thereafter billed in 1 block per 1/2 hour.

**Overtime Billing Rate (Outside of Normal Business Hours)**

- On-Site Engineering Services are deducted by 4.5 blocks per visit the 1st hour and 3 blocks for each hour thereafter billed in 1.5 block per 1/2 hour.
- Remote Engineering Services are deducted by 3 blocks per visit the 1st hour and 3 blocks for each hour thereafter billed in 1.5 block per 1/2 hour.

**Pre-Paid Universal Care Block Time (UCB's)**

**Total Blocks**

Total Universal Care Blocks \_\_\_\_\_

**Offering Office:**

Epoch Universal, Inc.  
9341 Irvine Blvd.  
Irvine, CA 92618  
Phone: 949-333-5700 \ FAX # 949-333-5703

Total Price \$ \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Contact / Title: \_\_\_\_\_

Company Address: \_\_\_\_\_

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_

Epoch Account Manager: \_\_\_\_\_

Date: \_\_\_\_\_

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