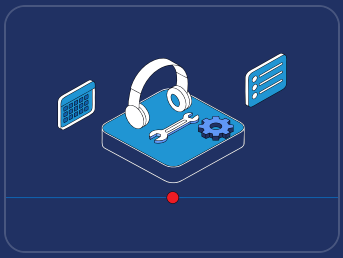
VANTAGE POINT

PACKAGE ONE-PAGER · VP-SUP-BLK-10

SUPPORT · BLOCK OF HOURS

Block of Hours: 10 hours



10 prepaid senior hours you direct against your own backlog, valid 12 months. Salesforce, AI and Braze work $2,500; HubSpot $2,000; MuleSoft $2,150.

PRICE	VALIDITY	PACKAGE TYPE
$2,500 per block · HubSpot $2,000 · MuleSoft $2,150	**Valid 12 months**	**Ongoing support**

WHAT'S INCLUDED

- Any in-scope work the client requests and prioritizes on the named platform
- The same senior team each time
- Ticket intake by email or a shared Slack/Teams channel
- Monthly hours statement

NOT INCLUDED

- Proactive monitoring
- Release reviews
- Roadmap planning
- Account lead
- New implementations (sold as packages)
- Work beyond the hours bought

You provide

- A backlog owner who prioritizes requests
- Admin access to the platform

Assumptions

- Paid up front
- Hours used in 15-minute increments
- Unused hours expire 12 months from purchase; no refunds
- Replenish at the same size and price at any time, which restarts the 12 months for the new block
- Business hours only (US Central or EET); no 24/7 coverage

Done means: Monthly hours statement accepted by the client.

COMMON QUESTIONS

Do unused hours expire? Hours are valid for 12 months from purchase. Replenishing a block restarts the 12 months for the new block.

What can the hours be used for? Any admin, configuration, development, architecture or AI work on the platform the block is bought for. Salesforce blocks also cover AI and Braze work.

Standard on every package. Senior consultants only, the same team each time, business-hours coverage (US Central or EET by client region), and a monthly statement of hours used.

Talk to a senior consultant

vantagepoint.io/packages/support-block-of-hours-10-hours

Book a free 30-minute CRM assessment: vantagepoint.io/get-started

Full scope, FAQs and the latest price are on the package page.

Prices in USD, valid through June 30, 2027. Scope is confirmed in the signed SOW. Reviewed October 2, 2026.