

## StarTek Russellville and Jonesboro AK Tech Rates

Composite Coding	Base-Resi - HZ	Base-Com - HZ	Description of Composite Pricing
Connect - Standard	\$ 44.79	\$ 59.49	The new connection or reconnection of a dwelling or business from never or inactive to an active status. Inclusive of the primary CPE to support Video, Data, and/or Voice. (Additional Video Outlets codes may be added for each additional occurrence of video CPE when added to the account.)
Connect - Premium	\$ 60.80	\$ 77.60	Premium is a connect work-order requesting additional tasks. (Video - when three or more video CPE is to be installed or the request of personal CPE), (Data - when home networking of more than one PC or device is requested), and (Voice - when twisted pair outlet installs or activation are requested as part of the install vs. just one device connected to the FMTA)
Service Visits	\$ 27.89	\$ 27.89	The resolution of the an impairment or the required customer education that impeded the customer's quality of service.
Disconnects/Disconnect SROs	\$ 5.00	\$ 5.00	The physical disconnection of RF at the tap with updated tagging and port termination.
Change of Service	\$ 23.79	\$ 36.39	The addition or removal of a product or service. (Additional Video Outlets codes may be added for each additional occurrence of video CPE when added to the account.)
Other SROs	\$ 21.69	\$ 21.69	Separate truck rolled activities for special requests. (Examples including but not limited to - dropping off a remote, replace a pedestal cover, or low hanging drop repairs.
Not-At-Home	\$ 4.50	\$ 4.50	Trip charge to cover time and fuel when a scheduled work order can not be completed for reasons outside of the control of the contractor. This is inclusive of No COD, Minor only, Canceled or Rescheduled at door, and Not Home. This charge can not be used if arrival is outside of the appointment window. Request to return within the original schedule window will void this charge if the work order is completed.
Additional Video Outlet (must have CPE or in non-encrypted systems must be an	\$ 10.50	\$ 10.50	Used when additional video CPE is add to a Standard Connect, Premium Connect, or Change of Service
Altice One Transitional Rate	\$ 12.00	\$ 12.00	Transitional Rate to support the launch of Altice One to support the extra troubleshooting and setup. This rate will drop once Altice One is deemed fully operational.