

**StarTek Chicago Tech Rates - 4.18.21**

<b>Code</b>	<b>Code</b>		<b>Tech Rate</b>	<b>Tech Rate</b>
<b>Comm</b>	<b>Resi</b>	<b>Task</b>	<b>Comm</b>	<b>Resi</b>
C.A.1.	R.A.1.	Travel Time and Common Tasks	25.50	23.63
		<b>Product Connect Activity</b>		
C.B.1.	R.B.1.	Four (4) Product (CDV / HSD / VID / XH) Connect *	NA	126.26
C.C.1.	R.C.1.	Three (3) Product (HSD / VID / XH) Connect *	NA	108.46
C.D.1.	R.D.1.	Three (3) Product (CDV / VID / XH) Connect *	NA	108.46
C.E.1.	R.E.1.	Three (3) Product (CDV / HSD / XH) Connect *	NA	127.12
C.F.1.	R.F.1.	Three (3) Product (CDV / HSD / VID) Connect *	64.05	62.16
C.G.1.	R.G.1.	Two (2) Product (VID / XH) Connect *	NA	96.58
C.H.1.	R.H.1.	Two (2) Product (HSD / XH) Connect *	NA	109.01
C.I.1.	R.I.1.	Two (2) Product (CDV / XH) Connect *	NA	109.01
C.J.1.	R.J.1.	Two (2) Product (HSD / VID) Connect *	51.62	43.50
C.K.1.	R.K.1.	Two (2) Product (CDV / VID) Connect *	49.13	43.50
C.L.1.	R.L.1.	Two (2) Product (CDV /HSD) Connect *	57.83	62.16
C.M.1.	R.M.1.	One (1) Product (VID) Connect *	36.69	31.07
C.N.1.	R.N.1.	One (1) Product (HSD) Connect *	51.62	43.50
C.O.1.	R.O.1.	One (1) Product (CDV) Connect *	49.13	40.39
		<b>One (1) Product (Xfinity Home)</b>		
C.P.1.	R.P.1.	Base Install *	82.59	82.59
C.P.3.	R.P.3.	SmartOffice Security Install *	86.29	NA
		<b>General Installations</b>		
C.Q.1.	R.Q.1.	Custom Work	9.33	9.33
C.Q.2.	R.Q.2.	Technician Recovery *	65.29	65.30
C.Q.3.	R.Q.3.	Tech Assist Recovery *	49.75	49.75
C.Q.4.	R.Q.4.	Technician Assist Installation *	49.75	55.97
		<b>Drop Replacement</b>		
C.R.1.	R.R.1.	Aerial	18.66	14.93
C.R.2.	R.R.2.	Aerial *	35.45	31.72
C.R.3.	R.R.3.	MDU / Apartment / Commercial	32.34	30.47
C.R.4.	R.R.4.	Temporary Drop	6.22	6.22
C.R.5.	R.R.5.	Structure wrap for grounding	16.79	14.93
C.R.6.	R.R.6.	Install House Amplifier	11.20	9.33
C.R.7.	R.R.7.	Replace Cable in Existing Conduit	12.44	12.44
C.R.8.	R.R.8.	EPON (Ethernet Passive Optical Network) - Aerial	21.14	21.14
C.R.9.	R.R.9.	EPON (Ethernet Passive Optical Network) - Underground	12.41	12.41
		<b>Outlets</b>		
C.S.1.	R.S.1.	New Outlet	16.79	14.93
C.S.2.	R.S.2.	Existing Outlet	7.46	5.60
C.S.3.	R.S.3.	Wall Fish (includes Outlet)	32.34	30.47
C.S.4.	R.S.4.	Wall Fish (excludes Outlet)	15.55	15.55
C.S.5.	R.S.5.	Blended Outlet Rate	NA	7.84
		<b>Miscellaneous</b>		
C.T.1.	R.T.1.	WiFi Ready (Non-Bulk MDU Properties)	NA	27.98
C.T.2.	R.T.2.	POE Filter / Make Hot *	26.74	24.88
C.T.3.	R.T.3.	Disconnect *	12.44	12.44

C.T.4.	R.T.4.	Remove Aerial Drop *	18.66	18.66
C.T.5.	R.T.5.	Low Voltage / Smoke License and Permits	NA	0.00
C.T.6.	R.T.6.	Leakage / Proactive Visit *	NA	37.31
C.T.7.	R.T.7.	>	NA	NA
C.T.8.	R.T.8.	Trouble Call *	49.75	49.75
C.T.9.	R.T.9.	Outside Only Truck Roll *	NA	37.32
C.T.10.	R.T.10.	>	NA	NA
C.T.11.	R.T.11.	Equipment Replacement *	28.61	26.74
C.T.12.	R.T.12.	Survey - Residential / Commercial Premise*	27.98	18.66
C.T.13.	R.T.13.	>	NA	NA
C.T.14.	R.T.14.	Equipment Drop Off / Pick Up *	27.98	12.47
C.T.15.	R.T.15.	>	NA	NA
C.T.16.	R.T.16.	MDU / Rewire *	53.48	51.62
C.T.17.	R.T.17.	Miscellaneous SRO *	44.15	27.96
C.T.18.	R.T.18.	Business Voice Edge Activation *	131.21	0.00
C.T.19.	R.T.19.	QAM to QAM (Q2Q) Pre-Install Work *	102.61	0.00
C.T.20.	R.T.20.	QAM to QAM (Q2Q) Activation *	174.75	0.00
C.T.21.	R.T.21.	MDTA / MINI *	100.13	0.00
C.T.22.	R.T.22.	Primary Rate Interface (PRI) / Session Initiation Protocol (SIP)	81.47	0.00
C.T.23.	R.T.23.	Business Voice Edge (BVE) Addt'l Seats / Phones	4.35	0.00
C.T.24.	R.T.24.	Commercial Pre-Install Work *	44.15	0.00
C.T.25.	R.T.25.	Make Home Ready	NA	37.30
C.T.26.	R.T.26.	MetroE	130.60	#VALUE!
C.T.27.	R.T.27.	ActiveCore*	82.09	#VALUE!
C.T.28.	R.T.28.	EPON (Ethernet Passive Optical Network) - SFU - 1 Box	36.07	36.07
C.T.29.	R.T.29.	EPON (Ethernet Passive Optical Network) - SFU - 2 Box	45.40	45.40
C.T.30.	R.T.30.	EPON (Ethernet Passive Optical Network) - MDU	15.55	15.55
		<b>Xfinity Home</b>		
C.U.1.	R.U.1.	Xfinity Home Systems Upgrade (Take over/Panel Swap) (Certificate required)	NA	55.28
		<b>Customer Premise Equipment (CPE)</b>		
		<b>Level A</b>		
E.E.1.	E.A.1.	Video Customer Premise Equipment **	9.95	16.55
E.E.2.	E.A.2.	>	NA	NA
E.E.3.	E.A.3.	>	NA	NA
E.E.4.	E.A.4.	>	NA	NA
E.E.5.	E.A.5.	>	NA	NA
E.E.6.	E.A.6.	>	NA	NA
E.E.7.	E.A.7.	Wireless Ethernet Coax Bridge (WECB)	9.95	8.71
E.E.8.	E.A.8.	WiFi Extender (MoCA)	9.95	8.71
E.E.9.	E.A.9.	>	NA	NA
E.E.10.	E.A.10.	>	NA	NA
E.E.11.	E.A.11.	xFI Pods Wireless	NA	8.71
		<b>Level B</b>		
E.F.1.	E.B.1.	CDV / HSD Customer Premise Equipment **	NA	20.27
E.F.2.	E.B.2.	>	NA	NA
E.F.3.	E.B.3.	>	NA	NA
E.F.4.	E.B.4.	>	NA	NA

E.F.5.	E.B.5.	X1 Wired Platform Devices **	14.30	20.27
E.F.6.	E.B.6.	X1 Wireless Platform Device	14.30	12.44
		<b>Level C</b>		
E.G.1.	E.C.1.	Commercial CDV / HSD Customer Premise Equipment	17.42	#VALUE!
E.G.2.	E.C.2.	>	NA	NA
E.G.3.	E.C.3.	>	NA	NA
E.G.4.	E.C.4.	PRI / SIP	17.42	#VALUE!
E.G.5.	E.C.5.	Wireless Gateway (XB3/XB6)	17.42	15.55
E.G.6.	E.C.6.	Commercial Wi-Fi Access Point	17.42	#VALUE!
E.G.7.	E.C.7.	XF3 Fiber-EPON Gateway **	17.42	15.55
		<b>Level D</b>		
E.H.1.	E.D.1.	Commercial 8 Line eMTA	23.01	#VALUE!
E.H.2.	E.D.2.	Touch Screen (xH CPE)	NA	NA
E.H.3.	E.D.3.	MetroE Edge Router / uCPE	23.01	#VALUE!
		<b>Level E</b>		
E.I.1.	E.E.1.	MetroE Edge Router / uCPE	37.31	#VALUE!
E.I.2.	E.E.2.	>	0.00	#VALUE!
E.I.3.	E.E.3.	>	0.00	#VALUE!
		<b>Xfinity Home Devices</b>		
		<b>Level A</b>		
D.E.1.	D.A.1.	Door / Window Sensor	NA	4.43
D.E.2.	D.A.2.	Key Fob	NA	4.43
D.E.3.	D.A.3.	Light / Appliance	NA	4.43
D.E.4.	D.A.4.	Motion Sensor	NA	4.43
D.E.5.	D.A.5.	>	NA	NA
D.E.6.	D.A.6.	Remote Siren	NA	4.43
D.E.7.	D.A.7.	>	NA	NA
		<b>Level B</b>		
D.F.1.	D.B.1.		NA	NA
D.F.2.	D.B.2.	Key Pad (Wireless)	NA	8.12
D.F.3.	D.B.3.	Smoke Detector	NA	8.12
D.F.4.	D.B.4.	Zone Expander	NA	8.12
D.F.5.	D.B.5.	>	NA	NA
		<b>Level C</b>		
D.G.1.	D.C.1.	Indoor Camera	NA	18.44
D.G.2.	D.C.2.	Targeted Motion Detector	NA	18.44
D.G.3.	D.C.3.	>	NA	NA
		<b>Level D</b>		
D.H.1.	D.D.1.	>	NA	NA
D.H.2.	D.D.2.	Outdoor Camera	NA	23.60
D.H.3.	D.D.3.	Thermostat	NA	23.60
D.H.4.	D.D.4.	Water / Flood Sensor	NA	23.60
		<b>SmartOffice Advanced Equipment</b>		
		<b>Level E</b>		
D.I.1.	D.J.1.	Indoor / Outdoor Camera	46.62	#VALUE!
D.I.2.	D.J.2.	>	NA	NA
D.I.3.	D.J.3.	>	NA	NA