

StarTek Chicago Tech Rates				
			Com	Res
			Tech Rate	Tech Rate
C.A.1.	R.A.1.	Travel Time and Common Tasks	18.36	17.02
Product			0.00	0.00
C.B.1.	R.B.1.	Four (4) Product (CDV / HSD / VID	0.00	90.90
C.C.1.	R.C 1.	Three (3) Product (HSD / VID /	0.00	78.09
C.D.1.	R.D.1.	Three (3) Product (CDV / VID /	0.00	78.09
C.E.1.	R.E.1.	Three (3) Product (CDV / HSD /	0.00	91.52
C.F.1.	R.F.1.	Three (3) Product (CDV / HSD /	46.12	44.75
C.G.1.	R.G.1.	Two (2) Product (VID / XH)	0.00	69.53
C.H.1.	R.H.1.	Two (2) Product (HSD / XH)	0.00	78.49
C.I.1.	R.I.1.	Two (2) Product (CDV / XH)	0.00	78.49
C.J.1.	R.J.1.	Two (2) Product (HSD / VID)	37.16	31.32
C.K.1.	R.K.1.	Two (2) Product (CDV / VID)	35.37	31.32
C.L.1.	R.L.1.	Two (2) Product (CDV /HSD)	41.64	44.75
C.M.1.	R.M.1.	One (1) Product (VID) Connect *	26.42	22.37
C.N.1.	R.N.1.	One (1) Product (HSD) Connect *	37.16	31.32
C.O.1.	R.O.1.	One (1) Product (CDV) Connect *	35.37	29.08
One (1)			0.00	0.00
C.P.1.	R.P.1.	Base Install *	59.47	59.47
C.P.2.	R.P.2.	<< Future >>	0.00	0.00
C.P.3.	R.P.3.	SmartOffice Security Install *	62.13	0.00
General			0.00	0.00
C.Q.1.	R.Q.1.	Custom Work	6.72	6.72
C.Q.2.	R.Q.2.	Technician Recovery *	47.01	47.01
C.Q.3.	R.Q.3.	Tech Assist Recovery *	35.82	35.82
C.Q.4.	R.Q.4.	Technician Assist Installation *	35.82	40.30
Drop			0.00	0.00
C.R.1.	R.R.1.	Aerial < Same Trip >	13.43	10.75
C.R.2.	R.R.2.	Aerial < Separate Trip> *	25.52	22.84
C.R.3.	R.R.3.	MDU / Apartment / Commercial	23.29	21.94
C.R.4.	R.R.4.	Temporary Drop	4.48	4.48
C.R.5.	R.R.5.	Structure wrap for grounding	12.09	10.75
C.R.6.	R.R.6.	Install House Amplifier	8.06	6.72
C.R.7.	R.R.7.	Replace Cable in Existing Conduit	8.96	8.96
C.R.8.	R.R.8.	EPON (Ethernet Passive Optical	15.23	15.23
C.R.9.	R.R.9.	EPON (Ethernet Passive Optical	8.94	8.94
Outlets			0.00	0.00
C.S.1.	R.S.1.	New Outlet	12.09	10.75
C.S.2.	R.S.2.	Existing Outlet	5.37	4.03
C.S.3.	R.S.3.	Wall Fish (includes Outlet)	23.29	21.94
C.S.4.	R.S.4.	Wall Fish (excludes Outlet)	11.20	11.20
C.S.5.	R.S.5.	Blended Outlet Rate	0.00	5.64
Miscellaneous			0.00	0.00

C.T.1.	R.T.1.	WiFi Ready (Non-Bulk MDU	0.00	20.15
C.T.2.	R.T.2.	POE Filter / Make Hot *	19.25	17.91
C.T.3.	R.T.3.	Disconnect *	8.96	8.96
C.T.4.	R.T.4.	Remove Aerial Drop *	13.43	13.43
C.T.5.	R.T.5.	Low Voltage / Smoke License and	0.00	0.00
C.T.6.	R.T.6.	Leakage / Proactive Visit *	0.00	26.87
C.T.7.	R.T.7.	<< Future >>	0.00	0.00
C.T.8.	R.T.8.	Trouble Call *	38.06	38.06
C.T.9.	R.T.9.	Outside Only Truck Roll *	0.00	26.87
C.T.10.	R.T.10.	<< Future >>	0.00	0.00
C.T.11.	R.T.11.	Equipment Replacement *	20.60	19.25
C.T.12.	R.T.12.	Survey - Residential / Commercial	20.15	13.43
C.T.13.	R.T.13.	<< Future >>	0.00	0.00
C.T.14.	R.T.14.	Equipment Drop Off / Pick Up *	20.15	8.98
C.T.15.	R.T.15.	<< Future >>	0.00	0.00
C.T.16.	R.T.16.	MDU / Rewire *	38.51	37.16
C.T.17.	R.T.17.	Miscellaneous SRO *	31.79	20.13
C.T.18.	R.T.18.	Business Voice Edge Activation*	94.47	0.00
C.T.19.	R.T.19.	QAM to QAM (Q2Q) Pre-Install	73.88	0.00
C.T.20.	R.T.20.	QAM to QAM (Q2Q) Activation *	125.82	0.00
C.T.21.	R.T.21.	MDTA / MINI *	72.09	0.00
C.T.22.	R.T.22.	Primary Rate Interface (PRI) /	58.66	0.00
C.T.23.	R.T.23.	Business Voice Edge (BVE) Addt'l	3.14	0.00
C.T.24.	R.T.24.	Commercial Pre-Install Work *	31.79	0.00
C.T.25.	R.T.25.	Make Home Ready	0.00	26.86
C.T.26.	R.T.26.	MetroE	94.03	0.00
C.T.27.	R.T.27.	ActiveCore*	59.10	0.00
C.T.28.	R.T.28.	EPON (Ethernet Passive Optical	25.97	25.97
C.T.29.	R.T.29.	EPON (Ethernet Passive Optical	32.69	32.69
C.T.30.	R.T.30.	EPON (Ethernet Passive Optical	11.20	11.20
Xfinity			0.00	0.00
C.U.1.	R.U.1.	Xfinity Home Systems Upgrade	0.00	39.80
E.E.1.	E.A.1.	Video Customer Premise Equipment	7.16	11.91
E.E.7.	E.A.7.	Wireless Ethernet Coax Bridge	7.16	6.27
E.E.8.	E.A.8.	WiFi Extender (MoCA)	7.16	6.27
E.E.11.	E.A.11.	xFI Pods Wireless	0.00	6.27
Level B			0.00	0.00
E.F.1.	E.B.1.	CDV / HSD Customer Premise	0.00	14.60
E.F.5.	E.B.5.	X1 Wired Platform Devices **	10.30	14.60
E.F.6.	E.B.6.	X1 Wireless Platform Device	10.30	8.96
Level C			0.00	0.00
E.G.1.	E.C.1.	Commercial CDV / HSD Customer	12.54	0.00
E.G.4.	E.C.4.	PRI / SIP	12.54	0.00
E.G.5.	E.C.5.	Wireless Gateway XB3/XB6) **	12.54	16.84
E.G.6.	E.C.6.	Commercial Wi-Fi Access Point	12.54	0.00

E.G.7.	E.C.7.	XF3 Fiber-EPON Gateway **	12.54	16.84
Level D			0.00	0.00
E.H.1.	E.D.1.	Commercial 8 Line eMTA	16.57	0.00
Level E			0.00	0.00
E.I.1.	E.E.1.	MetroE Edge Router / uCPE	26.87	0.00
Xfinity			0.00	0.00
Level A			0.00	0.00
D.E.1.	D.A.1.	Door / Window Sensor	0.00	3.19
D.E.2.	D.A.2.	Key Fob	0.00	3.19
D.E.3.	D.A.3.	Light / Appliance	0.00	3.19
D.E.4.	D.A.4.	Motion Sensor	0.00	3.19
D.E.6.	D.A.6.	Remote Siren	0.00	3.19
Level B			0.00	0.00
D.F.2.	D.B.2.	Key Pad (Wireless)	0.00	5.84
D.F.3.	D.B.3.	Smoke Detector	0.00	5.84
D.F.4.	D.B.4.	Zone Expander	0.00	5.84
Level C			0.00	0.00
D.G.1.	D.C.1.	Indoor Camera	0.00	13.28
D.G.2.	D.C.2.	Targeted Motion Detector	0.00	13.28
Level D			0.00	0.00
D.H.1.	D.D.1.	<< Future >>	0.00	0.00
D.H.2.	D.D.2.	Outdoor Camera	0.00	17.00
D.H.3.	D.D.3.	Thermostat	0.00	17.00
D.H.4.	D.D.4.	Water / Flood Sensor	0.00	17.00
SmartOffice			0.00	0.00
Level E			0.00	0.00
D.I.1.	D.J.1.	Indoor / Outdoor Camera	33.57	0.00