

StarTek FT Myers Tech Rates

Job Code	DESCRIPTION	Tech Rate
R.A.1.	Travel Time and Common Tasks	17.59
R.B.1.	Four (4) Product (CDV / HSD / VID / XH) Connect *	96.38
R.C.1.	Three (3) Product (HSD / VID / XH) Connect *	83.32
R.D.1.	Three (3) Product (CDV / VID / XH) Connect *	83.32
R.E.1.	Three (3) Product (CDV / HSD / XH) Connect *	97.21
R.F.1.	Three (3) Product (CDV / HSD / VID) Connect *	46.27
R.G.1.	Two (2) Product (VID / XH) Connect *	74.59
R.H.1.	Two (2) Product (HSD / XH) Connect *	83.85
R.I.1.	Two (2) Product (CDV / XH) Connect *	83.85
R.J.1.	Two (2) Product (HSD / VID) Connect *	32.38
R.K.1.	Two (2) Product (CDV / VID) Connect *	32.38
R.L.1.	Two (2) Product (CDV / HSD) Connect *	46.27
R.M.1.	One (1) Product (VID) Connect *	23.12
R.N.1.	One (1) Product (HSD) Connect *	32.38
R.O.1.	One (1) Product (CDV) Connect *	30.07
R.P.1.	Base Install *	64.23
R.Q.1.	Custom Work	6.94
R.Q.2.	Technician Recovery *	52.40
R.Q.3.	Tech Assist Recovery *	41.66
R.Q.4.	Technician Assist Installation *	41.66
R.R.1.	Aerial < Same Trip >	11.11
R.R.2.	Aerial < Separate Trip > *	23.61
R.R.3.	MDU / Apartment / Commercial	22.69
R.R.4.	Temporary Drop	4.63
R.R.5.	Structure wrap for grounding	11.11
R.R.6.	Install House Amplifier	6.94
R.R.7.	Replace Cable in Existing Conduit	9.26
R.R.8.	EPON (Ethernet Passive Optical Network) - Aerial	15.74
R.R.9.	EPON (Ethernet Passive Optical Network) - Underground	9.24
R.S.1.	New Outlet	11.11
R.S.2.	Existing Outlet	4.17
R.S.3.	Wall Fish (includes Outlet)	22.69
R.S.4.	Wall Fish (excludes Outlet)	11.57
R.S.5.	Blended Outlet Rate	5.83
R.T.1.	WiFi Ready (Non-Bulk MDU Properties)	25.46
R.T.2.	POE Filter / Make Hot *	18.52
R.T.3.	Disconnect *	9.26
R.T.4.	Remove Aerial Drop *	13.89
R.T.5.	Low Voltage / Smoke License and Permits	0.00
R.T.6.	Leakage / Proactive Visit *	27.78
R.T.8.	Trouble Call *	39.35
R.T.9.	Outside Only Truck Roll *	27.78
R.T.10.	Managed WiFi	25.46
R.T.11.	Equipment Replacement *	19.91
R.T.12.	Survey - Residential / Commercial Premise*	13.89
R.T.14.	Equipment Drop Off / Pick Up *	9.28
R.T.16.	MDU / Rewire *	38.43
R.T.17.	Miscellaneous SRO *	20.81
R.T.18.	Business Voice Edge Activation *	0.00
R.T.19.	QAM to QAM (Q2Q) Pre-Install Work *	0.00
R.T.20.	QAM to QAM (Q2Q) Activation *	0.00
R.T.21.	MDTA / MINI *	0.00
R.T.22.	Primary Rate Interface (PRI) / Session Initiation Protocol (SIP)	0.00

R.T.23.	Business Voice Edge (BVE) Addtl Seats / Phones	0.00
R.T.24.	Miscellaneous - Service Call Not Home/No Access	0.00
R.T.25.	Make Home Ready	27.76
R.T.28.	EPON (Ethernet Passive Optical Network) - SFU - 1 Box	26.85
R.T.29.	EPON (Ethernet Passive Optical Network) - SFU - 2 Box	33.80
R.T.30.	EPON (Ethernet Passive Optical Network) - MDU	11.57
R.U.1.	Xfinity Home Systems Upgrade (Take over/Panel Swap) (Certificate required)	43.00
E.A.1.	Video Customer Premise Equipment **	12.31
E.A.7.	Wireless Ethernet Coax Bridge (WECB)	6.48
E.A.8.	WiFi Extender (MoCA)	6.48
E.A.11.	xFI Pods Wireless	6.48
E.B.1.	CDV / HSD Customer Premise Equipment **	15.09
E.B.4.	Flex Platform Device (X16)	9.26
E.B.5.	X1 Wired Platform Devices **	15.09
E.B.6.	X1 Wireless Platform Device	9.26
E.C.5.	Wireless Gateway (XB3/XB6)	17.40
E.C.7.	XF3 Fiber-EPON Gateway **	17.40
D.A.1.	Door / Window Sensor	3.44
D.A.2.	Key Fob	3.44
D.A.3.	Light / Appliance	3.44
D.A.4.	Motion Sensor	3.44
D.A.6.	Remote Siren	3.44
D.B.2.	Key Pad (Wireless)	6.31
D.B.3.	Smoke Detector	6.31
D.B.4.	Zone Expander	6.31
D.C.1.	Indoor Camera	14.34
D.C.2.	Targeted Motion Detector	14.34
D.D.1.	Xfinity Video Doorbell	18.36
D.D.2.	Outdoor Camera	18.36
D.D.3.	Thermostat	18.36
D.D.4.	Water / Flood Sensor	18.36
C.A.1.	Travel Time and Common Tasks	18.51
C.F.1.	Three (3) Product (CDV / HSD / VID) Connect *	46.49
C.J.1.	Two (2) Product (HSD / VID) Connect *	37.47
C.K.1.	Two (2) Product (CDV / VID) Connect *	35.66
C.L.1.	Two (2) Product (CDV /HSD) Connect *	41.98
C.M.1.	One (1) Product (VID) Connect *	26.63
C.N.1.	One (1) Product (HSD) Connect *	37.47
C.O.1.	One (1) Product (CDV) Connect *	35.66
C.P.1.	Base Install *	62.62
C.P.3.	SmartOffice Security Install *	65.44
C.Q.1.	Custom Work	6.77
C.Q.2.	Technician Recovery *	47.39
C.Q.3.	Tech Assist Recovery *	40.62
C.Q.4.	Technician Assist Installation *	40.62
C.R.1.	Aerial < Same Trip >	13.54
C.R.2.	Aerial < Separate Trip > *	25.73
C.R.3.	MDU / Apartment / Commercial	23.49
C.R.4.	Temporary Drop	4.51
C.R.5.	Structure wrap for grounding	12.18
C.R.6.	Install House Amplifier	8.12
C.R.7.	Replace Cable in Existing Conduit	9.03
C.R.8.	EPON (Ethernet Passive Optical Network) - Aerial	15.35
C.R.9.	EPON (Ethernet Passive Optical Network) - Underground	9.01
C.S.1.	New Outlet	12.18

C.S.2.	Existing Outlet	5.41
C.S.3.	Wall Fish (includes Outlet)	23.47
C.S.4.	Wall Fish (excludes Outlet)	11.28
C.T.2.	POE Filter / Make Hot *	19.41
C.T.3.	Disconnect *	9.03
C.T.4.	Remove Aerial Drop *	13.54
C.T.8.	Trouble Call *	38.37
C.T.11.	Equipment Replacement *	20.76
C.T.12.	Survey - Residential / Commercial Premise*	20.31
C.T.14.	Equipment Drop Off / Pick Up *	20.31
C.T.16.	MDU / Rewire *	38.82
C.T.17.	Miscellaneous SRO *	32.05
C.T.18.	Business Voice Edge Activation *	95.24
C.T.19.	QAM to QAM (Q2Q) Pre-Install Work *	74.48
C.T.20.	QAM to QAM (Q2Q) Activation *	126.83
C.T.21.	MDTA / MINI *	72.67
C.T.22.	Primary Rate Interface (PRI) / Session Initiation Protocol (SIP)	59.12
C.T.23.	Business Voice Edge (BVE) Addt'l Seats / Phones	3.16
C.T.24.	Commercial Pre-Install Work *	32.05
C.T.26.	MetroE	94.79
C.T.27.	ActiveCore*	64.09
C.T.28.	EPON (Ethernet Passive Optical Network) - SFU - 1 Box	26.18
C.T.29.	EPON (Ethernet Passive Optical Network) - SFU - 2 Box	32.95
C.T.30.	EPON (Ethernet Passive Optical Network) - MDU	11.28
E.E.1.	Video Customer Premise Equipment **	7.22
E.E.7.	Wireless Ethernet Coax Bridge (WECB)	7.22
E.E.8.	WiFi Extender (MoCA)	7.22
E.F.5.	X1 Wired Platform Devices **	10.38
E.F.6.	X1 Wireless Platform Device	10.38
E.G.1.	Commercial CDV / HSD Customer Premise Equipment	12.64
E.G.4.	PRI / SIP	12.64
E.G.5.	Wireless Gateway (XB3/XB6)	12.64
E.G.6.	Commercial Wi-Fi Access Point	12.64
E.G.7.	XF3 Fiber-EPON Gateway **	12.64
E.H.1.	Commercial 8 Line eMTA	16.70
E.H.3.	MetroE Edge Router / uCPE	0.00
E.I.1.	MetroE Edge Router / uCPE	27.08
E.I.2.	<< Future >>	0.00
E.I.3.	<< Future >>	0.00
D.I.1.	Indoor / Outdoor Camera	33.84