

| StarTek Tech Rate TN Memphis |   |           |
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| Job Code                     | Description   | Tech Rate |
| C.A.1. - Comcast MEMPHIS     | Travel Time and Common Tasks                                    | \$ 20.20  |
| C.F.1. - Comcast MEMPHIS     | Three (3) Product (CDV / HSD / VID) Connec                      | \$ 50.76  |
| C.J.1. - Comcast MEMPHIS     | Two (2) Product (HSD / VID) Connect *                           | \$ 40.90  |
| C.K.1. - Comcast MEMPHIS     | Two (2) Product (CDV / VID) Connect *                           | \$ 38.93  |
| C.L.1. - Comcast MEMPHIS     | Two (2) Product (CDV /HSD) Connect *                            | \$ 45.83  |
| C.M.1. - Comcast MEMPHIS     | One (1) Product (VID) Connect *                                 | \$ 29.08  |
| C.N.1. - Comcast MEMPHIS     | One (1) Product (HSD) Connect *                                 | \$ 40.90  |
| C.O.1. - Comcast MEMPHIS     | One (1) Product (CDV) Connect *                                 | \$ 38.93  |
| C.P.1. - Comcast MEMPHIS     | Xfinity Home Connect *  | \$ 66.67  |
| C.P.3. - Comcast MEMPHIS     | SmartOffice Security Connect *                                  | \$ 69.67  |
| C.Q.1. - Comcast MEMPHIS     | Custom Work   | \$ 7.39   |
| C.Q.2. - Comcast MEMPHIS     | Technician Recovery *   | \$ 51.74  |
| C.R.1. - Comcast MEMPHIS     | Aerial < Same Trip >  | \$ 14.78  |
| C.R.2. - Comcast MEMPHIS     | Aerial < Separate Trip > *                                      | \$ 28.09  |
| C.R.3. - Comcast MEMPHIS     | MDU / Apartment / Commercial                                    | \$ 25.64  |
| C.R.4. - Comcast MEMPHIS     | Temporary Drop  | \$ 4.93   |
| C.R.5. - Comcast MEMPHIS     | Structure wrap for grounding                                    | \$ 13.31  |
| C.R.6. - Comcast MEMPHIS     | Install House Amplifier   | \$ 8.87   |
| C.R.7. - Comcast MEMPHIS     | Replace Cable in Existing Conduit                               | \$ 9.86   |
| C.R.8. - Comcast MEMPHIS     | EPON (Ethernet Passive Optical Network) - A                     | \$ 16.76  |
| C.R.9. - Comcast MEMPHIS     | EPON (Ethernet Passive Optical Network) - U                     | \$ 9.84   |
| C.S.1. - Comcast MEMPHIS     | New Outlet  | \$ 13.31  |
| C.S.2. - Comcast MEMPHIS     | Existing Outlet   | \$ 5.91   |
| C.S.3. - Comcast MEMPHIS     | Wall Fish (includes Outlet)                                     | \$ 25.63  |
| C.S.4. - Comcast MEMPHIS     | Wall Fish (excludes Outlet)                                     | \$ 12.32  |
| C.T.11. - Comcast MEMPHIS    | Equipment Replacement *   | \$ 22.67  |
| C.T.12. - Comcast MEMPHIS    | Survey - Residential / Commercial Premise*                      | \$ 22.18  |
| C.T.14. - Comcast MEMPHIS    | Equipment Drop Off / Pick Up *                                  | \$ 22.18  |
| C.T.16. - Comcast MEMPHIS    | MDU / Rewire *  | \$ 42.38  |
| C.T.17. - Comcast MEMPHIS    | Miscellaneous SRO *   | \$ 34.99  |
| C.T.18. - Comcast MEMPHIS    | Business Voice Edge Activation *                                | \$ 103.98 |
| C.T.19. - Comcast MEMPHIS    | QAM to QAM (Q2Q) Pre-Install Work *                             | \$ 81.31  |
| C.T.20. - Comcast MEMPHIS    | QAM to QAM (Q2Q) Activation *                                   | \$ 138.47 |
| C.T.21. - Comcast MEMPHIS    | MDTA / MINI *   | \$ 79.34  |
| C.T.22. - Comcast MEMPHIS    | Primary Rate Interface (PRI) / SessionInitiation Protocol (SIP) | \$ 64.55  |
| C.T.23. - Comcast MEMPHIS    | Business Voice Edge (BVE) Addt'l Seats / Pho                    | \$ 3.45   |
| C.T.24. - Comcast MEMPHIS    | Commercial Pre-Install Work *                                   | \$ 34.99  |
| C.T.26. - Comcast MEMPHIS    | MetroE  | \$ 103.49 |
| C.T.27. - Comcast MEMPHIS    | ActiveCore*   | \$ 69.98  |
| C.T.28. - Comcast MEMPHIS    | EPON (Ethernet Passive Optical Network) - S                     | \$ 28.58  |
| C.T.29. - Comcast MEMPHIS    | EPON (Ethernet Passive Optical Network) - S                     | \$ 35.97  |
| C.T.2. - Comcast MEMPHIS     | POE Filter / Make Hot *   | \$ 21.19  |
| C.T.30. - Comcast MEMPHIS    | EPON (Ethernet Passive Optical Network) -                       | \$ 12.32  |
| C.T.3. - Comcast MEMPHIS     | Disconnect *  | \$ 9.86   |
| C.T.4. - Comcast MEMPHIS     | Remove Aerial Drop *  | \$ 14.78  |

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| C.T.8. - Comcast MEMPHIS  | Trouble Call *                          | \$ 41.89 |
| D.A.1. - Comcast MEMPHIS  | Door / Window Sensor                    | \$ 3.57  |
| D.A.2. - Comcast MEMPHIS  | Key Fob                                 | \$ 3.57  |
| D.A.3. - Comcast MEMPHIS  | Light / Appliance                       | \$ 3.57  |
| D.A.4. - Comcast MEMPHIS  | Motion Sensor                           | \$ 3.57  |
| D.A.6. - Comcast MEMPHIS  | Remote Siren                            | \$ 3.57  |
| D.B.2. - Comcast MEMPHIS  | Key Pad (Wireless)                      | \$ 6.55  |
| D.B.3. - Comcast MEMPHIS  | Smoke Detector                          | \$ 6.55  |
| D.B.4. - Comcast MEMPHIS  | Zone Expander                           | \$ 6.55  |
| D.C.1. - Comcast MEMPHIS  | Indoor Camera                           | \$ 14.89 |
| D.C.2. - Comcast MEMPHIS  | Targeted Motion Detector                | \$ 14.89 |
| D.D.1. - Comcast MEMPHIS  | Xfinity Video Doorbell                  | \$ 19.05 |
| D.D.2. - Comcast MEMPHIS  | Outdoor Camera                          | \$ 19.05 |
| D.D.3. - Comcast MEMPHIS  | Thermostat                              | \$ 19.05 |
| D.D.4. - Comcast MEMPHIS  | Water / Flood Sensor                    | \$ 19.05 |
| D.I.1. - Comcast MEMPHIS  | Indoor / Outdoor Camera                 | \$ 36.96 |
| E.A.11. - Comcast MEMPHIS | xFI Pods Wireless                       | \$ 6.90  |
| E.A.1. - Comcast MEMPHIS  | Video Customer Premise Equipment **     | \$ 13.11 |
| E.A.7. - Comcast MEMPHIS  | Wireless Ethernet Coax Bridge (WECB)    | \$ 6.90  |
| E.A.8. - Comcast MEMPHIS  | WiFi Extender (MoCA)                    | \$ 6.90  |
| E.B.1. - Comcast MEMPHIS  | CDV / HSD Customer Premise Equipment ** | \$ 16.06 |
| E.B.4. - Comcast MEMPHIS  | Flex Platform Device (X16)              | \$ 9.86  |
| E.B.5. - Comcast MEMPHIS  | X1 Wired Platform Devices **            | \$ 16.06 |
| E.B.6. - Comcast MEMPHIS  | X1 Wireless Platform Device             | \$ 9.86  |
| E.C.5. - Comcast MEMPHIS  | Wireless Gateway XB3/XB6) **            | \$ 18.53 |
| E.C.7. - Comcast MEMPHIS  | XF3 Fiber-EPON Gateway **               | \$ 18.53 |
| E.E.1. - Comcast MEMPHIS  | Video Customer Premise Equipment **     | \$ 7.88  |
| E.E.7. - Comcast MEMPHIS  | Wireless Ethernet Coax Bridge (WECB)    | \$ 7.88  |
| E.E.8. - Comcast MEMPHIS  | WiFi Extender (MoCA)                    | \$ 7.88  |
| E.F.5. - Comcast MEMPHIS  | X1 Wired Platform Devices **            | \$ 11.33 |
| E.F.6. - Comcast MEMPHIS  | X1 Wireless Platform Device             | \$ 11.33 |

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| E.G.1. - Comcast MEMPHIS | Commercial CDV / HSD Customer Premise E     | \$ 13.80  |
| E.G.4. - Comcast MEMPHIS | PRI / SIP                                   | \$ 13.80  |
| E.G.5. - Comcast MEMPHIS | Wireless Gateway XB3/XB6) **                | \$ 13.80  |
| E.G.6. - Comcast MEMPHIS | Commercial Wi-Fi Access Point               | \$ 13.80  |
| E.G.7. - Comcast MEMPHIS | XF3 Fiber-EPON Gateway **                   | \$ 13.80  |
| E.H.1. - Comcast MEMPHIS | Commercial 8 Line eMTA                      | \$ 18.23  |
| E.I.1. - Comcast MEMPHIS | MetroE Edge Router / uCPE                   | \$ 29.57  |
| R.A.1. - Comcast MEMPHIS | Travel Time and Common Tasks                | \$ 18.73  |
| R.B.1. - Comcast MEMPHIS | Four (4) Product (CDV / HSD / VID / XH) Con | \$ 101.12 |
| R.C.1. - Comcast MEMPHIS | Three (3) Product (HSD / VID / XH) Connect  | \$ 87.10  |
| R.D.1. - Comcast MEMPHIS | Three (3) Product (CDV / VID / XH) Connect  | \$ 87.10  |
| R.E.1. - Comcast MEMPHIS | Three (3) Product (CDV / HSD / XH) Connect  | \$ 101.89 |
| R.F.1. - Comcast MEMPHIS | Three (3) Product (CDV / HSD / VID) Connec  | \$ 49.26  |
| R.G.1. - Comcast MEMPHIS | Two (2) Product (VID / XH) Connect *        | \$ 77.74  |
| R.H.1. - Comcast MEMPHIS | Two (2) Product (HSD / XH) Connect *        | \$ 87.60  |
| R.I.1. - Comcast MEMPHIS | Two (2) Product (CDV / XH) Connect *        | \$ 87.60  |
| R.J.1. - Comcast MEMPHIS | Two (2) Product (HSD / VID) Connect *       | \$ 34.47  |
| R.K.1. - Comcast MEMPHIS | Two (2) Product (CDV / VID) Connect *       | \$ 34.47  |
| R.L.1. - Comcast MEMPHIS | Two (2) Product (CDV / HSD) Connect *       | \$ 49.26  |
| R.M.1. - Comcast MEMPHIS | One (1) Product (VID) Connect *             | \$ 24.62  |
| R.N.1. - Comcast MEMPHIS | One (1) Product (HSD) Connect *             | \$ 34.47  |
| R.O.1. - Comcast MEMPHIS | One (1) Product (CDV) Connect *             | \$ 32.01  |
| R.P.1. - Comcast MEMPHIS | Xfinity Home Connect *                      | \$ 66.69  |
| R.Q.1. - Comcast MEMPHIS | Custom Work                                 | \$ 7.39   |
| R.Q.2. - Comcast MEMPHIS | Technician Recovery *                       | \$ 51.74  |
| R.Q.3. - Comcast MEMPHIS | Self Install Plus Recovery *                | \$ 44.35  |

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| R.Q.4. - Comcast MEMPHIS  | Self Install Plus *                         | \$ 44.35 |
| R.R.1. - Comcast MEMPHIS  | Aerial < Same Trip >                        | \$ 11.83 |
| R.R.2. - Comcast MEMPHIS  | Aerial < Separate Trip > *                  | \$ 25.13 |
| R.R.3. - Comcast MEMPHIS  | MDU / Apartment / Commercial                | \$ 24.15 |
| R.R.4. - Comcast MEMPHIS  | Temporary Drop                              | \$ 4.93  |
| R.R.5. - Comcast MEMPHIS  | Structure wrap for grounding                | \$ 11.83 |
| R.R.6. - Comcast MEMPHIS  | Install House Amplifier                     | \$ 7.39  |
| R.R.7. - Comcast MEMPHIS  | Replace Cable in Existing Conduit           | \$ 9.86  |
| R.R.8. - Comcast MEMPHIS  | EPON (Ethernet Passive Optical Network) - A | \$ 16.76 |
| R.R.9. - Comcast MEMPHIS  | EPON (Ethernet Passive Optical Network) - U | \$ 9.84  |
| R.S.1. - Comcast MEMPHIS  | New Outlet                                  | \$ 11.83 |
| R.S.2. - Comcast MEMPHIS  | Existing Outlet                             | \$ 4.44  |
| R.S.3. - Comcast MEMPHIS  | Wall Fish (includes Outlet)                 | \$ 24.15 |
| R.S.4. - Comcast MEMPHIS  | Wall Fish (excludes Outlet)                 | \$ 12.32 |
| R.S.5. - Comcast MEMPHIS  | Blended Outlet Rate                         | \$ 6.21  |
| R.T.10. - Comcast MEMPHIS | Managed WiFi                                | \$ 27.10 |
| R.T.11. - Comcast MEMPHIS | Equipment Replacement *                     | \$ 21.19 |
| R.T.12. - Comcast MEMPHIS | Survey - Residential / Commercial Premise*  | \$ 14.78 |
| R.T.14. - Comcast MEMPHIS | Equipment Drop Off / Pick Up *              | \$ 9.87  |
| R.T.16. - Comcast MEMPHIS | MDU / Rewire *                              | \$ 40.90 |
| R.T.17. - Comcast MEMPHIS | Miscellaneous SRO *                         | \$ 22.18 |
| R.T.1. - Comcast MEMPHIS  | WiFi Ready (Non-Bulk MDU Properties) *      | \$ 27.10 |
| R.T.24. - Comcast MEMPHIS | Not Home Trouble Call                       | \$ 7.39  |
| R.T.25. - Comcast MEMPHIS | Make Home Ready                             | \$ 29.55 |
| R.T.28. - Comcast MEMPHIS | EPON (Ethernet Passive Optical Network) - S | \$ 28.58 |
| R.T.29. - Comcast MEMPHIS | EPON (Ethernet Passive Optical Network) - S | \$ 35.97 |
| R.T.2. - Comcast MEMPHIS  | POE Filter / Make Hot *                     | \$ 19.71 |

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| R.T.30. - Comcast MEMPHIS | EPON (Ethernet Passive Optical Network) -  | \$ 12.32 |
| R.T.3. - Comcast MEMPHIS  | Disconnect *                               | \$ 9.86  |
| R.T.4. - Comcast MEMPHIS  | Remove Aerial Drop *                       | \$ 14.78 |
| R.T.6. - Comcast MEMPHIS  | Leakage / Proactive Visit *                | \$ 29.57 |
| R.T.8. - Comcast MEMPHIS  | Trouble Call *                             | \$ 41.89 |
| R.T.9. - Comcast MEMPHIS  | Outside Only Truck Roll *                  | \$ 29.58 |
| R.U.1. - Comcast MEMPHIS  | Xfinity Home Systems Upgrade (Take over) ( | \$ 44.63 |
| SR.T.8. - Comcast MEMPHIS | STORM DROP REPLACE- SPECIAL PROJECTS ONLY  | \$ 41.89 |