

Appendix A

Administrative Support Associate

| <u>Step</u> | <u>Effective</u> <u>08/25/19</u> | <u>Effective</u> <u>08/23/20</u> | <u>Effective</u> <u>08/22/21</u> | <u>Effective</u> <u>08/21/22</u> |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1 | 378.50 | 378.50 | 378.50 | 378.50 |
| 2 | 399.50 | 400.50 | 401.50 | 402.00 |
| 3 | 422.00 | 424.00 | 425.50 | 427.00 |
| 4 | 445.50 | 448.50 | 451.00 | 453.50 |
| 5 | 470.00 | 475.00 | 478.50 | 482.00 |
| 6 | 496.50 | 502.50 | 507.50 | 512.00 |
| 7 | 524.00 | 532.00 | 538.00 | 544.00 |
| 8 | 553.00 | 563.00 | 570.50 | 577.50 |
| 9 | 584.00 | 596.00 | 605.00 | 613.50 |
| 10 | 616.50 | 630.50 | 641.50 | 652.00 |
| 11 | 651.00 | 667.50 | 680.00 | 692.50 |
| 12 | 687.00 | 706.50 | 721.00 | 735.50 |
| 13 | 725.50 | 747.50 | 764.50 | 781.50 |

Customer Solutions Associate

| <u>Step</u> | <u>Effective</u> <u>08/25/19</u> | <u>Effective</u> <u>08/23/20</u> | <u>Effective</u> <u>08/22/21</u> | <u>Effective</u> <u>08/21/22</u> |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1 | 616.00 | 616.00 | 616.00 | 616.00 |
| 2 | 631.00 | 632.50 | 634.00 | 635.00 |
| 3 | 646.50 | 650.00 | 652.00 | 654.50 |
| 4 | 662.50 | 667.50 | 671.00 | 675.00 |
| 5 | 678.50 | 685.50 | 690.50 | 695.50 |
| 6 | 695.50 | 704.00 | 710.50 | 717.00 |
| 7 | 712.50 | 723.00 | 731.00 | 739.00 |
| 8 | 730.00 | 742.50 | 752.00 | 762.00 |
| 9 | 748.00 | 762.50 | 774.00 | 785.50 |
| 10 | 766.00 | 783.00 | 796.50 | 809.50 |
| 11 | 785.00 | 804.50 | 819.50 | 834.50 |
| 12 | 804.50 | 826.00 | 843.00 | 860.50 |
| 13 | 824.00 | 848.50 | 867.50 | 887.00 |

Customer Care Associate

| <u>Step</u> | <u>Effective</u> <u>08/25/19</u> | <u>Effective</u> <u>08/23/20</u> | <u>Effective</u> <u>08/22/21</u> | <u>Effective</u> <u>08/21/22</u> |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1 | 545.50 | 545.50 | 545.50 | 545.50 |
| 2 | 561.00 | 562.50 | 563.50 | 564.50 |
| 3 | 577.50 | 580.00 | 582.50 | 584.50 |
| 4 | 594.00 | 598.50 | 601.50 | 605.00 |
| 5 | 611.00 | 617.00 | 621.50 | 626.50 |
| 6 | 628.50 | 636.50 | 642.50 | 648.50 |
| 7 | 646.50 | 656.50 | 663.50 | 671.00 |
| 8 | 665.00 | 677.00 | 685.50 | 694.50 |
| 9 | 684.50 | 698.00 | 708.50 | 719.00 |
| 10 | 704.00 | 720.00 | 732.00 | 744.50 |
| 11 | 724.50 | 742.50 | 756.50 | 770.50 |
| 12 | 745.00 | 765.50 | 781.50 | 797.50 |
| 13 | 766.50 | 789.50 | 807.50 | 825.50 |

Customer Resolution Associate

| <u>Step</u> | <u>Effective</u> <u>08/25/19</u> | <u>Effective</u> <u>08/23/20</u> | <u>Effective</u> <u>08/22/21</u> | <u>Effective</u> <u>08/21/22</u> |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1 | 534.00 | 534.00 | 534.00 | 534.00 |
| 2 | 553.50 | 555.00 | 556.00 | 557.00 |
| 3 | 573.50 | 576.50 | 578.50 | 580.50 |
| 4 | 594.50 | 598.50 | 602.00 | 605.50 |
| 5 | 616.00 | 622.00 | 626.50 | 631.50 |
| 6 | 638.50 | 646.00 | 652.00 | 658.50 |
| 7 | 661.50 | 671.50 | 679.00 | 686.50 |
| 8 | 685.50 | 697.50 | 706.50 | 716.00 |
| 9 | 710.50 | 724.50 | 735.50 | 746.50 |
| 10 | 736.50 | 752.50 | 765.50 | 778.50 |
| 11 | 763.00 | 782.00 | 796.50 | 811.50 |
| 12 | 791.00 | 812.50 | 829.00 | 846.50 |
| 13 | 819.50 | 844.00 | 863.00 | 882.50 |

Operations Associate

| <u>Step</u> | <u>Effective</u> <u>08/25/19</u> | <u>Effective</u> <u>08/23/20</u> | <u>Effective</u> <u>08/22/21</u> | <u>Effective</u> <u>08/21/22</u> |
|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1 | 438.00 | 438.00 | 438.00 | 438.00 |
| 2 | 457.00 | 458.50 | 459.00 | 460.00 |
| 3 | 477.50 | 479.50 | 481.50 | 483.00 |
| 4 | 498.50 | 502.00 | 505.00 | 507.50 |
| 5 | 520.00 | 525.50 | 529.00 | 533.00 |
| 6 | 543.00 | 549.50 | 555.00 | 560.00 |
| 7 | 567.00 | 575.00 | 581.50 | 588.00 |
| 8 | 591.50 | 602.00 | 610.00 | 618.00 |
| 9 | 617.50 | 630.00 | 639.50 | 649.00 |
| 10 | 645.00 | 659.00 | 670.50 | 681.50 |
| 11 | 673.00 | 690.00 | 703.00 | 716.00 |
| 12 | 702.50 | 722.00 | 737.00 | 752.00 |
| 13 | 733.50 | 755.50 | 772.50 | 790.00 |