

CUSTOMER CARE ASSOCIATE WAGE TABLE UPGRADE

Prior to implementing the 2019 General Wage Increase, the Company will upgrade the Customer Care Associate Wage Table as shown in the chart below.

	2018	2019
Step	Current Weekly	Increase prior to application of 2019 GWI
1	\$440.00	\$545.50
2	\$459.50	\$560.00
3	\$479.50	\$575.00
4	\$500.50	\$590.50
5	\$522.50	\$606.50
6	\$545.50	\$622.50
7	\$569.50	\$639.50
8	\$594.50	\$656.50
9	\$621.00	\$674.00
10	\$648.00	\$692.50
11	\$676.50	\$711.00
12	\$706.50	\$730.00
13	\$737.50	\$749.50

Note: The revised table above does not include the 2019 General Wage Increase (GWI) or appropriate rounding. The 2019 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

Employees will be mapped into the appropriate step of the new table based on their current weekly rate, into the nearest equal or higher step on the new wage table that keeps their pay whole.

Step	2018 Current Weekly	2019 New Table
1	\$440.00	\$545.50
2	\$459.50	\$560.00
3	\$479.50	\$575.00
4	\$500.50	\$590.50
5	\$522.50	\$606.50
6	\$545.50	\$622.50
7	\$569.50	\$639.50
8	\$594.50	\$656.50
9	\$621.00	\$674.00
10	\$648.00	\$692.50
11	\$676.50	\$711.00
12	\$706.50	\$730.00
13	\$737.50	\$749.50

CUSTOMER SOLUTIONS ASSOCIATE WAGE TABLE UPGRADE

Prior to implementing the 2019 General Wage Increase, the Company will upgrade the Customer Care Associate Wage Table as shown in the chart below.

	2018	2019
Step	Current Weekly	Increase prior to application of 2019 GWI
1	\$513.00	\$616.00
2	\$532.00	\$630.00
3	\$552.00	\$644.00
4	\$572.50	\$659.00
5	\$594.00	\$674.00
6	\$616.00	\$689.00
7	\$639.00	\$704.50
8	\$663.00	\$720.50
9	\$687.50	\$737.00
10	\$713.00	\$753.50
11	\$740.00	\$770.50
12	\$767.50	\$788.00
13	\$796.00	\$806.00

Note: The revised table above does not include the 2019 General Wage Increase (GWI) or appropriate rounding. The 2019 GWI and appropriate rounding will be applied to the table above and the new table will be used going forward.

Employees will be mapped into the appropriate step of the new table based on their current weekly rate, into the nearest equal or higher step on the new wage table that keeps their pay whole.

Step	2018 Current Weekly	2019 New Table
1	\$513.00	\$616.00
2	\$532.00	\$630.00
3	\$552.00	\$644.00
4	\$572.50	\$659.00
5	\$594.00	\$674.00
6	\$616.00	\$689.00
7	\$639.00	\$704.50
8	\$663.00	\$720.50
9	\$687.50	\$737.00
10	\$713.00	\$753.50
11	\$740.00	\$770.50
12	\$767.50	\$788.00
13	\$796.00	\$806.00