

COLA Examples

Examples of how an adjustment, where applicable, may be applied to the relevant GWI are as follows:

Example 1:

December 2022 CPI-W = 291.051

December 2023 CPI-W = 308.514

Wage Schedule XXX – Top Step as of May 20, 2023 - \$1000.00 per week

Wage Schedule XXX – Top Step as of May 19, 2024 - \$1030.00 (per the original 3% GWI)

COLA adjustment = $([(\text{December 2023 CPI-W} \div \text{December 2022 CPI-W}) - 1] - 0.03) \times 0.5 =$

$$= \begin{aligned} & ((308.514 \div 291.051) - 1) - 0.03 \times 0.5 = (1.06 - 1) - 0.03 \times 0.5 \\ & = (0.06 - 0.03) \times 0.5 = 0.03 \times 0.5 = \\ & 0.015 \text{ or } 1.5\% \end{aligned}$$

Adjusted GWI = $0.03 + .015 =$
 $0.045 \text{ or } 4.5\%$

New wage schedule = $\$1000.00 \times 0.045 (4.5\%) = \45
 $= \$1000.00 + \$45 = \$1045.00$ (round to the nearest 50 cent if necessary)

Example 2:

December 2023 CPI-W = 308.514

December 2024 CPI-W = 333.195

Wage Schedule XXX – Top Step as of May 19, 2024 - \$1045.00 per week

Wage Schedule XXX – Top Step as of May 18, 2025 - \$1061.00 (per the original 3% GWI)

COLA adjustment = $([(\text{December 2024 CPI-W} \div \text{December 2023 CPI-W}) - 1] - 0.03) \times 0.5 =$

$$= \begin{aligned} & ((333.195 \div 308.514) - 1) - 0.03 \times 0.5 = (1.08 - 1) - 0.03 \times 0.5 \\ & = (0.08 - 0.03) \times 0.5 = 0.05 \times 0.5 = \\ & 0.025 \text{ or } 2.5\% \end{aligned}$$

Adjusted GWI = $0.03 + .025 = 0.055$ or 5.5%. Since the cap is 5% this is lowered to 5%

New wage schedule = $\$1045.00 \times 0.05 (5\%) = \52.55
 $= \$1045.00 + \$52.25 = \$1097.25.$
 $= \$1097.50$ (round to the nearest 50 cent)

CUSTOMER CARE ASSOCIATE WAGE TABLE UPGRADE

The Company will upgrade the Customer Care Associate/Customer Care Associate WFH Wage Table as shown in the chart below:

Step	2022	Effective 5/20/2023	Effective TBA
1	545.50	545.50	637.00
2	564.50	567.00	657.50
3	584.50	589.50	679.00
4	605.00	612.50	701.00
5	626.50	636.50	724.00
6	648.50	661.50	747.50
7	671.00	687.50	772.00
8	694.50	715.00	797.00
9	719.00	743.00	823.00
10	744.50	772.00	850.00
11	770.50	802.50	877.50
12	797.50	834.00	906.00
13	825.50	867.00	935.50

Note: The 2023 General Wage Increase (GWI) and appropriate rounding has been added to the 5/20/2023 table.

Process for Movement into Upgrade Wage Table

1. Employees will receive the 2023 General Wage Increase (GWI) as negotiated for the Customer Care Associate (CCA) and Customer Care Associate WFH (CCA – WFH) table.
2. The Company will complete the movement into the upgraded table within a reasonable period of time after the Contract Ratification Date.
3. Employees will be slotted into the closet step on the upgraded table that is equal to, but not less than, their 2023 rate in the current CSS table.
4. The next applicable, step increase will be six (6) months from the date of the move in accordance with wage progression rules.

APPENDIX A

Administrative Support Associate

Step	Effective 5/20/2023	Effective 5/18/2024*	Effective 05/17/2025*	Effective 05/16/2026*
1	378.50	378.50	378.50	378.50
2	403.50	404.50	405.50	406.50
3	430.50	432.50	435.00	437.00
4	459.50	462.50	466.00	469.50
5	490.00	494.50	499.50	504.50
6	522.50	529.00	535.50	542.00
7	557.50	565.50	574.00	582.50
8	594.50	604.50	615.50	626.00
9	634.00	646.50	659.50	672.50
10	676.00	691.50	707.00	722.50
11	721.00	739.00	757.50	776.50
12	769.50	790.50	812.00	834.50
13	820.50	845.00	870.50	896.50

Customer Solutions Associate

Step	Effective 5/20/2023	Effective 5/18/2024*	Effective 05/17/2025*	Effective 05/16/2026*
1	616.00	616.00	616.00	616.00
2	638.00	639.50	641.00	642.50
3	660.50	663.50	667.00	670.50
4	684.00	689.00	694.00	699.00
5	708.00	715.00	722.00	729.50
6	733.00	742.00	751.50	761.00
7	759.00	770.50	782.00	793.50
8	786.00	799.50	813.50	828.00
9	814.00	830.00	846.50	863.50
10	842.50	861.50	881.00	901.00
11	872.50	894.50	916.50	939.50
12	903.50	928.00	954.00	980.00
13	935.50	963.50	992.50	1022.50

Customer Care Associate

Customer Care Associate WFH

Step	Effective 5/20/2023	Effective TBA	Effective 5/18/2024*	Effective 05/17/2025*	Effective 05/16/2026*
1	545.50	637.00	637.00	637.00	637.00
2	567.00	657.50	659.50	661.00	662.50
3	589.50	679.00	682.50	686.00	689.50
4	612.50	701.00	706.50	711.50	717.00
5	636.50	724.00	731.00	738.50	746.00
6	661.50	747.50	757.00	766.50	776.00
7	687.50	772.00	783.50	795.00	807.00
8	715.00	797.00	811.00	825.00	839.50
9	743.00	823.00	839.50	856.00	873.50
10	772.00	850.00	869.00	888.50	908.50
11	802.50	877.50	899.50	922.00	945.00
12	834.00	906.00	931.00	956.50	983.00
13	867.00	935.50	963.50	992.50	1022.50

Customer Resolution Associate

Step	Effective 5/20/2023	Effective 5/18/2024*	Effective 05/17/2025*	Effective 05/16/2026*
1	534.00	534.00	534.00	534.00
2	559.50	561.00	562.50	563.50
3	586.50	589.00	592.00	595.00
4	614.50	619.00	623.50	628.00
5	643.50	650.00	656.50	663.00
6	674.50	683.00	691.50	700.00
7	707.00	717.50	728.00	739.00
8	740.50	753.50	766.50	780.00
9	776.00	791.50	807.00	823.50
10	813.00	831.50	850.00	869.00
11	852.00	873.00	895.00	917.50
12	893.00	917.50	942.50	968.50
13	935.50	963.50	992.50	1022.50

Operations Associate

Step	Effective 5/20/2023	Effective 5/18/2024*	Effective 05/17/2025*	Effective 05/16/2026*
1	438.00	438.00	438.00	438.00
2	462.00	463.00	464.00	465.50
3	487.00	489.50	492.00	494.50
4	514.00	517.50	521.50	525.50
5	542.00	547.50	552.50	558.00
6	571.50	578.50	586.00	593.00
7	603.00	612.00	621.00	630.00
8	635.50	647.00	658.00	669.50
9	670.50	684.00	697.50	711.50
10	707.00	723.00	739.00	756.00
11	745.50	764.50	783.50	803.00
12	786.50	808.00	830.50	853.00
13	829.50	854.50	880.00	906.50

*Years 2024 thru 2026 Subject to a potential COLA adjustment in accordance with the Bargaining Agreement