

7.12 SCOPE OF WORK AND PRICING STRUCTURE

Remote Agent Setup	Price
Remote Agent Onboarding*	\$350.00 / FTE
Remote Agent Preparation & Training	\$23.00 / Hr. / FTE
Custom Programming & Tech Setup	\$200.00 / Hr.
Train-the-Trainer**	\$220.00 / Hr.

* Does not include agent background checks, which will be billed as a pass-through cost to Zillow, if required.

**Zillow will be responsible for train-the-trainer travel arrangements (flights, hotel and transportation).

Remote Agent Pricing	Price
Productive Hour Pricing – Define as: Productive Hour" or "PHr" is the equivalent of sixty minutes of combined "Handle Time" (Task Time + Hold Time + Wrap Time (aka ACW or After Call Work) and "Available Time" (aka "Idle Time", for example when an agent is logged in to a telephony system waiting for tasks (Calls, SMS, Emails to be delivered.) For avoidance of doubt, stand-by time, coaching, training, breaks, lunches, e-learning, team meetings and any other rep time except that which is dedicated to handling Zillow contacts or transactions or waiting for Zillow contacts or transactions are not considered part of a Productive Hour.	\$26.85/Productive Hour

Estimated Pricing for Bright Pattern Voice Platform:	Price
Initial Setup Costs	
Bright Pattern Platform Setup – Voice Only	\$7,000.00
Phone Number Activation per number	\$10.00
Port Fees per number (optional)	\$15.00
Monthly Recurring Costs	
Voice Only Channel per concurrent seat*	\$120.00
Supervisor/Admin Login	Included
Monthly fee per phone number	\$5.00
Per Minute Voice (Inbound and Outbound)	\$0.019 / minute
Technical Account Management (Optional)	\$200.00 / Hr.

*Concurrent Seat count is determined by the max number of agents logged into the Bright Pattern system at the same time in a calendar month. **Additional setup or monthly costs may come up during full tech discovery. No additional costs will be added without prior authorization from client.