

## Pricing

Remote Agent Setup	Price
<ul style="list-style-type: none"> <li>Remote Agent Onboarding*</li> </ul>	\$295.00 / FTE
<ul style="list-style-type: none"> <li>Remote Agent Preparation &amp; Training</li> </ul>	\$23.00 / Hr. / FTE
<ul style="list-style-type: none"> <li>Custom Programming &amp; Tech Setup</li> </ul>	\$200.00 / Hr.
<ul style="list-style-type: none"> <li>Train-the-Trainer**</li> </ul>	\$220.00 / Hr.

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

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

Remote Agent Pricing	Price
<ul style="list-style-type: none"> <li><b>Productive Hour Pricing</b> – 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 Target contacts or transactions or waiting for Target contacts or transactions are not considered part of a Productive Hour.</li> </ul>	\$28.80/Productive Hour Tier 1
<ul style="list-style-type: none"> <li></li> </ul>	\$31.80/Productive Hours Tier 2