

THOBE GROUP BENCHMARK SURVEY

24 participants
EEs Included: 51,229

EEs Submitted: 93,367
Accepted Job Matches: 7,725

2009 Participants (18th edition)

ALTERNATIVE SERVICES

Broadband Transmission

Corporate-Cablevision
Cox Communications, Inc.
Global Crossing, Inc.

CLEC/ICP

Integra Telecom CLEC
Optimum Lightpath
SureWest Broadband
tw telecom

Data Transmission

Cable & Communications

Satellite Transmission

SES Americom
WildBlue Communications

Video Services

Comcast Communications

VoIP Services

CBEYOND Communications
Verizon Business

INCUMBENT LOCAL EXCHANGE CARRIER

CenturyTel, Inc.
Integra Telecom ILEC
SureWest Corporate
SureWest Telephone
Verizon Telecom

WIRELESS

Cellular Transmission

Crown Castle USA, Inc.
Southern LINC
U. S. Cellular
Verizon Wireless

PCS/SMR Services

Metro PCS

2010: As of 1/20/10, companies joining/rejoining the participant group: AT&T, AT&T Wireless, Charter Communications, DirecTV, and PAETEC

Schedule

Preliminary materials sent	April
Job Match Meetings	April
Questionnaire available online	May
Data Effective	June 1
Last Submission Date	June 15
Results Publication	August

Participation Fee

2010 Participation	\$4,000
Purchase 2009/Participate 2010	\$12,000

The 2010 survey is open to adding new job families; we are holding a meeting in Atlanta in early March to finalize the job list. The current job list is displayed on the following pages.

2010 Thobe Benchmark Survey Jobs

300+ jobs

Job families in **bold** include separate analysis of pay practices for VoIP skills.

Management

IC

	Top	Region	4th	3rd	2nd	1st	5/Top	4	Lead	3	2	1
Rates & Tariffs				x	x						x	x
Real Estate Acquisition				x	x					x	x	
Recruiting				x	x					x	x	x
Region: Top Job	x											
Regulatory	x			x	x						x	x
RF Applications Engineering				x	x		x	x		x	x	x
Sales and Marketing	x											
Separations/Revenue Assurance				x	x						x	x
Service Delivery	x			x	x	x				x	x	x
Service Provisioning	x			x	x	x				x	x	x
Service Provisioning and Delivery	x											
Site/Field Engineering	x	x	x	x	x	x		x	x	x	x	x
Strategic Planning - Top Job	x											
Tax	x			x	x					x	x	x
Technical Assistance Center				x	x	x	x	x		x	x	x
Technical Customer Support					x	x				x	x	x
Technical Training				x	x					x	x	x
Traffic Engineering					x	x				x	x	
Translations Engineering - Advanced Technologies					x					x	x	x
Transmission Engineering					x					x	x	x
Wireless Design Engineering	x	x	x	x			x	x		x	x	x

CS-055 Customer Service - IC 1

Function: Provides support/assistance to resolve routine customer questions/problems with reported BU products and/or services

<	=	>	N/A	Job Component Statements
	100%			1 Coordinates resolution of routine customer problems/issues
	100%			2 Understanding of reported BU's products/services
	83%	17%		3 Follows up on trouble tickets with other departments to ensure problem resolution
	33%	67%		4 * Call handling (dispatch function) activities ONLY; limited, if any, responsibility for question/problem resolution
	67%	33%		5 * Full range of customer service activities
	42%	58%		6 Remote diagnostics
	100%			7 # Supports multiple products/services (voice and/or data and/or video and/or cable)
		100%		8 # Supports a single product/service
		100%		9 % Supports Data products/services ONLY
	83%	17%		10 % Products/services supported include Data
	17%	83%		11 % Products/services supported exclude Data
	92%	8%		12 Customer support provided via telephone
	17%	83%		13 Customer support provided in person (face-to-face customer contact)
	50%	50%		14 Provides support via internet (live chat, email, etc.)
	25%	75%		15 \$ Consumer/Residential customer support ONLY
	25%	75%		16 \$ Business customer support ONLY
	50%	50%		17 \$ BOTH Consumer/Residential and Business customer support
	8%	92%		18 Job is located in a retail store
	75%	8%	17%	Reports To Customer Service - 1st Level Management (CS-040)
	100%			Education High School or equivalent plus in-house training on reported BU products/services
	100%			Experience 0 - 1 year customer service for comparable products/services
	100%			Overall Job Match

All Data Reported for Job

	Company Count	EE Count	10th Percentile	25th Percentile	Median (50th Pctile)	Average	75th Percentile	90th Percentile
2009 Target Total Annual Cash								
All Incumbents	11	8642	\$23.9	\$27.0	\$29.2	\$29.3	\$31.3	\$34.1
Only those with Incentive Target	10	7621	\$23.5	\$26.5	\$29.5	\$29.2	\$31.3	\$34.5
Ineligible for incentive OR none reported	1	1021						
2009 Incentive								
Target as % of Base Pay	10	7621	5.0%	5.0%	6.0%	6.4%	8.0%	8.0%
2009 Base Pay								
All Incumbents	11	8642	\$22.8	\$25.7	\$27.8	\$27.7	\$29.6	\$32.1
Only those with Incentive Target	10	7621	\$22.4	\$25.0	\$27.8	\$27.5	\$29.4	\$31.9
Ineligible for incentive OR none reported	1	1021						
2008 Performance								
Target Incentive as % Base Pay	10	3278	5.0%	5.0%	8.0%	6.7%	8.0%	8.0%
Incentive Paid as % Base Pay	10	3278	0.0%	0.0%	2.5%	4.2%	8.4%	11.6%
Actual Total Annual Cash	11	3832	\$24.5	\$27.0	\$29.5	\$29.8	\$32.1	\$35.7
Target Total Annual Cash	11	3832	\$25.3	\$28.4	\$30.0	\$30.4	\$32.3	\$35.3

2008 STI	Jobs Eligible 83%	EES Eligible 43%	EES Receiving 54%
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2009 STI	EES Eligible 88%
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2008 LTI	Jobs Eligible 8%	Equity Only 100%	Cash Only 0%	Employee Choice - Cash/Equity 0%	Company Choice - Cash/Equity 0%
2009 LTI	Jobs Eligible 0%	Equity Only	Cash Only	Employee Choice - Cash/Equity	Company Choice - Cash/Equity

Salary Grade	# Companies 6	Avg Ref Rate \$32.0
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Other Pay Data Displays

	Avg Rev (\$MM)	Co Cnt	EE Cnt	2008 Actual Total Annual Cash				Incen Elig in '08	Avg '08 Incen	2009 Base Pay				'09 Tgt Incent	2009 Target Total Annual Cash			
				25th	50th	Avg	75th			25th	50th	Avg	75th		25th	50th	Avg	75th

Industry Group

Alternative Services	\$23,301	7	4200	\$23.0	\$25.8	\$26.5	\$28.4	76%	4%	\$23.0	\$25.8	\$26.4	\$28.4	5%	\$24.1	\$27.0	\$27.3	\$29.1
Local Exchange Carrier		1	2															
Wireless	\$36,991	3	4440	\$27.8	\$29.0	\$29.8	\$31.8	100%	9%	\$27.1	\$28.0	\$28.9	\$30.6	7%	\$29.2	\$30.2	\$31.1	\$32.5

Metro Area

Atlanta, GA		2	443															
Boston, MA		1	228															
Chicago, IL	\$15,344	3	486	\$30.8	\$31.3	\$32.2	\$33.7	100%	9%	\$30.8	\$31.2	\$31.4	\$32.1	6%	\$32.6	\$33.3	\$33.4	\$34.3
Denver, CO	\$9,188	3	4		\$32.9	\$32.6		100%			\$32.9	\$32.6		5%		\$34.4	\$34.2	
Los Angeles, CA		1	177															
Minneapolis/St. Paul, MN		1	121															
New York, NY		2	1107															
Phoenix, AZ		2	207															
San Francisco, CA		1	3															
Seattle, WA		2	4															
St. Louis, MO		1	10															
Washington, DC	\$39,836	3	371	\$24.4	\$25.8	\$28.6	\$32.1	100%	10%	\$24.4	\$25.8	\$28.0	\$31.9	6%	\$25.7	\$27.0	\$29.7	\$34.5

Regional

Metro - All	\$30,224	11	8562	\$25.8	\$27.9	\$28.2	\$30.8	88%	8%	\$25.7	\$27.8	\$27.7	\$29.7	6%	\$27.0	\$29.2	\$29.3	\$31.3
Rural - All	\$41,518	4	80	\$23.2	\$25.0	\$25.9	\$27.8	100%	3%	\$23.0	\$25.0	\$25.8	\$27.8	7%	\$24.8	\$27.0	\$27.6	\$30.0
North Central - All	\$22,345	8	1593	\$27.7	\$29.9	\$29.8	\$31.6	100%	8%	\$27.6	\$29.2	\$29.2	\$31.0	6%	\$29.2	\$31.3	\$31.1	\$33.1
Northeast - All	\$24,523	5	2318	\$27.0	\$28.2	\$29.0	\$31.0	56%	8%	\$27.0	\$28.2	\$28.7	\$30.8	6%	\$27.0	\$29.2	\$29.7	\$31.8
South Central - All	\$34,787	7	1423	\$26.2	\$27.9	\$28.3	\$30.0	100%	9%	\$26.2	\$27.8	\$27.6	\$28.9	7%	\$27.6	\$30.0	\$29.6	\$31.1
Southeast - All	\$37,246	4	2930	\$23.0	\$27.0	\$26.4	\$27.9	100%	8%	\$22.9	\$27.0	\$25.9	\$27.9	6%	\$24.1	\$28.4	\$27.5	\$30.0
Western - All	\$29,185	4	378	\$25.8	\$31.0	\$30.0	\$32.1	100%	6%	\$25.8	\$30.8	\$29.4	\$32.1	6%	\$27.1	\$32.6	\$31.4	\$34.7

Other Pay Data Displays

	Avg Rev (\$MM)	Co Cnt	EE Cnt	2008 Actual Total Annual Cash				Incen Elig in '08	Avg '08 Incen	2009 Base Pay				'09 Tgt Incent	2009 Target Total Annual Cash			
				25th	50th	Avg	75th			25th	50th	Avg	75th		25th	50th	Avg	75th

North Central - Metro	\$22,198	7	1579	\$27.8	\$29.9	\$29.8	\$31.6	100%	8%	\$27.7	\$29.2	\$29.2	\$31.0	6%	\$29.3	\$31.3	\$31.1	\$33.1
North Central - Rural		2	14															
Northeast - Metro	\$24,160	5	2281	\$27.0	\$28.2	\$29.0	\$31.0	55%	8%	\$27.0	\$28.2	\$28.7	\$30.9	6%	\$27.1	\$29.2	\$29.7	\$31.8
Northeast - Rural		2	37															
South Central - Metro	\$34,862	7	1416	\$26.3	\$27.9	\$28.3	\$30.0	100%	9%	\$26.2	\$27.8	\$27.6	\$28.9	7%	\$27.7	\$30.0	\$29.6	\$31.1
South Central - Rural		2	7															
Southeast - Metro	\$37,254	4	2917	\$23.0	\$27.0	\$26.4	\$27.9	100%	8%	\$22.9	\$27.0	\$25.9	\$27.9	6%	\$24.1	\$28.5	\$27.5	\$30.0
Southeast - Rural		2	13															
Western - Metro	\$28,694	4	369	\$25.8	\$31.0	\$30.1	\$32.1	100%	6%	\$25.8	\$31.0	\$29.5	\$32.1	6%	\$27.1	\$33.5	\$31.4	\$34.7
Western - Rural		1	9															

Services Supported

Includes Data	\$33,727	10	7621	\$25.2	\$27.8	\$28.0	\$30.8	100%	8%	\$25.0	\$27.8	\$27.5	\$29.4	6%	\$26.5	\$29.5	\$29.2	\$31.3
Excludes Data		1	1021															

Type of Customer

Business customers ONLY	\$884	3	33	\$26.5	\$29.6	\$30.3	\$32.8	100%	4%	\$26.5	\$29.6	\$29.9	\$32.4	5%	\$27.8	\$31.1	\$31.4	\$34.0
Residential customers ONLY	\$8,458	3	567	\$22.7	\$24.7	\$24.8	\$25.8	100%	2%	\$22.7	\$24.5	\$24.7	\$25.8	5%	\$23.8	\$25.7	\$26.0	\$27.1
Both business & residential	\$31,992	5	8042	\$26.0	\$27.9	\$28.4	\$30.9	87%	8%	\$26.0	\$27.9	\$27.9	\$29.9	7%	\$27.0	\$29.7	\$29.5	\$31.4