**SERVICE BENEFITS:**
- **Staff up as Needed** – Project-by-project, contingent workforce.
- **Experience and Expertise** – Quickly launch new services, with confidence and minimal complications.
- **Reduced Overhead** – Minimize the number of fulltime employees required and associated benefits, space and other overhead.

**SERVICE OVERVIEW:**

- **Wiring Technician**
  - Basic inside plant wiring & infrastructure work

- **Headend/Hub Technician**
  - Basic maintenance, monitoring & auditing

- **DC Powering Technician**
  - DC power work (8 AWG+) to DC distribution panel

- **CER/CMTS Technician**
  - Execute CMTS MOPS & basic CMTS troubleshooting

- **CER/CMTS Engineer**
  - Configuration, MOP creation, advanced CMTS network support & troubleshooting

- **Wi-Fi Engineer**
  - Wi-Fi audit, survey, QC, network troubleshooting

- **Ad Insertion Consultant**
  - National, local & targeted engagements

- **CCAP Architect Consultant**
  - Next generation network planning & design

- **ARRIS HE Optronics Engineer**
  - ARRIS specific solution specialist

- **ARRIS RF HW Engineer**
  - ARRIS specific solution specialist

- **ARRIS Edge QAM Engineer**
  - ARRIS specific solution specialist

- **ARRIS SDV VOD Platform Engineer**
  - ARRIS specific solution specialist

- **ARRIS DAC/STB Platform Engineer**
  - ARRIS specific solution specialist

- **ARRIS Video Processing Engineer**
  - ARRIS specific solution specialist

- **ARRIS Video Compression Engineer**
  - ARRIS specific solution specialist

- **ARRIS Ad Insertion Platform Engineer**
  - ARRIS specific solution specialist
Service Features

• Rely on ARRIS to develop customized staffing solutions that increase productivity and improve efficiency for your organization.
With decades of experience in HFC infrastructure and data and video applications and networks, ARRIS has the skill sets and work discipline to complement your organization for specific project delivery.

• Sometimes it just makes more business sense to outsource. Why pay for more staff, benefits, and facilities when you can outsource to ARRIS – for short-term or long-term engagements?

• Our Project Management Office discipline provides a single point of contact for management and administration of the deployed resources.

• Our workforce can deliver quality services on or ahead of schedule and at competitive rates.

Service Deliverables

ARRIS will provide a specialist that best matches the request. The resource title (shown on the prior page and below) sets the skill sets required for this agreement. This list of activities is not inclusive. The supplied resource may perform other work requested by the designated Customer contact within the resources’ skills and abilities.

Prerequisites and Assumptions

• Minimum three continuous days. Additional time may be added in whole day increments.

• Daily rates do not include T&E. T&E Billed as incurred + 10% overhead.

• PO must have minimum of $1,700 per week / per resource for T&E.

• Customer must provide a written summary of work to be executed, in advance.

Staff Augmentation Services

To order these services, contact your sales representative.

<table>
<thead>
<tr>
<th>ORDERING INFORMATION</th>
<th>Description</th>
<th>ORDERING INFORMATION</th>
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<tr>
<td>Part Number</td>
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<tr>
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<td>Wiring Tech - Daily Rate (T/E not included)</td>
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<td>Headend/ Hub Technician - Daily Rate (T/E not included)</td>
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<td>DC Powering Technician - Daily Rate (T/E not included)</td>
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<td>782228</td>
<td>CER CMTS Technician - Daily Rate (T/E not included)</td>
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<td>782229</td>
<td>CER CMTS Engineer - Daily Rate (T/E not included)</td>
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<tr>
<td>782231</td>
<td>Ad Insertion Consultant - Daily Rate (T/E not included)</td>
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