

**APPENDIX IA - Customer Services (Contact Centre and Billing Services)  
Hourly Rates**

Effective Date	Pay Grade	A*	B*	C	D	E	F	G	H	I	J	K
		522 hrs	522 hrs	1044 hrs	1044 hrs	1044 hrs	1044 hrs	1044 hrs	1044 hrs	1044 hrs	1044 hrs	1044 hrs
2006 rates	<b>SCA3</b>	\$12.15	\$15.18	\$16.98	\$17.54	\$18.13	\$18.69	\$19.26	\$19.84	\$20.41	\$20.96	\$21.83
2007 (2006DEC24)		\$12.73	\$15.90	\$17.79	\$18.37	\$18.99	\$19.58	\$20.17	\$20.78	\$21.38	\$21.96	\$22.87
2007 (2007JUL22)		\$18.21	\$19.21	\$20.27	\$21.38	\$22.55	\$23.79					
2008 (2007DEC23)		\$19.12	\$20.17	\$21.28	\$22.45	\$23.68	\$24.98					
2009 (2008DEC21)		\$20.12	\$21.23	\$22.40	\$23.63	\$24.92	\$26.29					
2010 (2009DEC27)		\$21.18	\$22.34	\$23.58	\$24.87	\$26.23	\$27.67					

Effective Date	Pay Grade	A*	B*	C	D	E	F	G
		6 mths	9 mths	1 year	1 year	1 year	1 year	1 year
2006 rates	<b>SAA4</b>	\$18.76	\$19.58	\$20.64	\$21.51	\$22.53	\$23.54	\$25.21
2007 (2006DEC24)		\$19.65	\$20.51	\$21.62	\$22.53	\$23.60	\$24.66	\$26.41
2007 (2007JUL22)		\$21.96	\$22.94	\$23.98	\$25.06	\$26.19	\$27.37	
2008 (2007DEC23)		\$23.06	\$24.09	\$25.18	\$26.31	\$27.50	\$28.74	
2009 (2008DEC21)		\$24.27	\$25.35	\$26.50	\$27.69	\$28.94	\$30.25	
2010 (2009DEC27)		\$25.54	\$26.68	\$27.89	\$29.14	\$30.46	\$31.84	

SCA3 Training Schedule (new hires)	Classroom	On-The-Job
	Up to 3 mths	Up to 522hrs
2006 rates	<b>SCA3</b> \$12.15	\$15.18
2007 (2006DEC24)	\$12.73	\$15.90
2007 (2007JUL22)	\$16.51	\$17.34
2008 (2007DEC23)	\$17.34	\$18.21
2009 (2008DEC21)	\$18.25	\$19.16
2010 (2009DEC27)	\$19.21	\$20.17

\* Note: Effective the date of ratification, Steps A through F in the SCA3 and SAA4 wage grid will have 12-month increment progressions.