



CABLE AND SATELLITE MSO COMPENSATION SURVEY

SURVEY OVERVIEW

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CTHRA Cable and Satellite MSO Compensation Survey

The *Cable and Satellite MSO Compensation Survey* is a highly industry-specific survey conducted annually to provide multiple systems operators (MSOs) with up-to-date, market competitive compensation data. In 2009, approximately 20 of the top 25 MSOs, representing nearly 125,000 employees, will use CTHRA survey data to establish rational market compensation levels in their organizations.

Key Features of the Survey

- Wholly confidential, participant-only survey - results only available to participating companies
- Relied on by the major players in the industry - large and small - to attract and retain key employees
- Covers a full range of industry-specific jobs at all levels, from CEO to Trainee Installer
- Reports regional data cuts when applicable
- Provides regression analyses to assist companies of different sizes better use the survey data.
- Reports comprehensive data for residential and commercial sales
- Annual report on survey highlights and trends

Positions and Compensation Data Covered

The 2009 survey will include 175 positions. Job family grids of the survey positions are included. A sample of the survey report output for the position of Installer / Service Technician 2 (Proficient) is included to illustrate the data cuts and report layout for a typical position.

Compensation Elements Surveyed for Each Position

- Base salary
- Total cash compensation (i.e., base salary plus bonus)
- Total direct compensation (i.e., total cash compensation plus annualized net present value of equity grants)

Compensation Practices

- Presents the full picture of compensation practices in the industry - merit budgets, bonuses, equity and more
- The 2009 survey will cover severance practices; benefits and selected perquisites; and cell phone policies

2009 Survey Schedule

February	2009 survey questionnaires mailed to participants for completion Data effective March 1, 2009
March	Questionnaire completion webinar Completed questionnaires due at The Croner Company March 31, 2009
September	2009 report distributed, first in soft copy followed by hard copy
December	Planning meeting for the 2010 survey Quarterly web-based merit budget surveys will be conducted during 2009

CTHRA Cable and Satellite MSO Compensation Survey

2009 Participants

Atlantic Broadband	DIRECTV, Inc.
Bend Broadband	DISH Network
Bresnan	General Communications
Bright House Networks	Harron Communications, LP
Cable One, Inc.	Insight Communications Company, Inc.
Cablevision Systems Corporation	Mediacom Communications
Charter Communications, Inc.	RCN Corporation
Click! Network	Time Warner Cable, Inc.
Comcast Cable Communications, Inc.	Wow! Internet-Cable-Phone
Cox Communications, Inc.	

Participation Fees

The participation fee for the 2009 survey is \$5,300.

Participation entitles your company to receive one copy of the survey report and one soft copy of the survey data, and to participate in quarterly merit budget surveys.

Additional copies of the report **for internal use only** may be purchased for \$250.

By signing a Participation Agreement for the 2009 survey, a company may purchase the 2008 report for \$10,600.

CTHRA members benefit from exceptional educational, networking and industry resources. Companies who are not members of CTHRA are encouraged to join. To learn more, please visit the CTHRA website at www.cthra.com.

Confidentiality

Survey policies underscore the importance of strictly maintaining the confidentiality of each participant's source data. Only The Croner Company has access to the source information provided by participants. The Croner Company uses these data only to compile the results of the survey, and does not share or access the information for any other purpose. Statistical analyses are conducted on the source data and results are reported to the survey participants only in summarized form. The survey also uses reporting rules to ensure the full confidentiality of each participant's data. No attribution to pay levels or practices of individual participants is made.

CTHRA Cable And Satellite Compensation Survey Positions by Job Family and Management Level

— Grid I —

Level \ Family		GENERAL MANAGEMENT	NEW PRODUCTS / LINES OF BUSINESS	GENERAL AND ADMINISTRATIVE		INFORMATION TECHNOLOGY	PROJECT MANAGEMENT
			New Products / Services (Blue Sky)	Finance	Human Resources		
Corporate	Officer	1017 Head of Cable Org 1017.5 Co-Pres / Co-COO		1207 Chief Financial Officer		1307 Chief Information Officer	
	Top		1026 Top New Products / Services Exec	1206 Top Finance / Accounting Exec	1226 Top Human Resources Exec	1306 Top Information Technology Exec	
	VP		1025 VP, New Products / Services	1205 VP, Finance / Accounting	1225 VP, Human Resources	1305 VP, Information Technology	
	Director		1024 Dir, New Products / Services	1204 Dir, Finance / Accounting	1224 Dir, Human Resources	1304 Dir, Information Technology	
Field Management	Top	2006 Top Field Business Segment Exec					
	VP	2005 VP, Field Business Segment		2205 VP, Finance / Accounting	2225 VP, Human Resources	2305 VP, Information Technology	
	Director	2004 Dir, Field Business Operations		2204 Dir, Finance / Accounting	2224 Dir, Human Resources	2304 Dir, Information Technology	
	Manager	2003 Mgr, Field Business Operations			2223 Mgr, Human Resources	2303 Mgr, Information Technology	
	Supervisor						
Salaried (Corp or Field)	Principal						
	Senior						3333 Sr Project Manager
	Journey						3332 Project Manager
	Associate						
Hourly	Lead						
	Senior						
	Journey						
	Entry						

CTHRA Cable And Satellite Compensation Survey Positions by Job Family and Management Level

— Grid 2 —

Level \ Family		TECHNICAL OPERATIONS AND ENGINEERING									
		Technical Operations	Network Operations Center	Product Engineering	Plant Maintenance - Headend	Installation / Service	Installation Only	Service Auditing	Dispatch	Provisioning	Construction
Corporate	Officer	1347 Corporate Head of Operations									
	Top	1346 Top Technical Operations and Engineering Executive									
	VP		1355 VP, NOC	1385 VP, Prdt Engrg							
	Director		1354 Dir, NOC								
Field Management	Top										
	VP	2345 VP, Tech Ops		2385 VP, Prdt Engrg							
	Director	2344 Dir, Tech Ops	2354 Dir, NOC	2384 Dir, Prdt Engrg		2444 Dir, Install / Svc			2484 Dir, Dispatch		
	Manager	2343 Mgr, Tech Ops	2353 Mgr, NOC	2383 Mgr, Prdt Engrg	2403 Mgr, Plant Maint	2443 Mgr, Install / Svc			2483 Mgr, Dispatch	2493 Mgr, Provisioning	
	Supervisor	2342 Supv, Tech Ops	2352 Supv, NOC		2402 Supv, Plant Maint 2422 Supv, Headend	2442 Supv, Install / Svc			2482 Supv, Dispatch	2492 Supv, Provisioning	2542 Supv, Construction
Salaried (Corp or Field)	Principal			3385 Princ Prdt Engr							
	Senior			3383 Sr Prdt Engr							
	Journey			3382 Prdt Engr							
	Associate			3381 Assoc Prdt Engr							
Hourly	Lead				4404 Lead Maint Tech	4444 Lead Install/Svc Tech					
	Senior		4353 NOC Tech 3		4403 Maint Tech 3 4423 Headend Tech 3	4443 Install/Svc Tech 3		4463 Service Auditor	4483 Dispatcher 3	4493 Provisioner 3	
	Journey	4342 Converter Tech	4352 NOC Tech 2		4402 Maint Tech 2 4422 Headend Tech 2	4442 Install/Svc Tech 2	4452 Installer 2		4482 Dispatcher 2	4492 Provisioner 2	4542 Constr Tech
	Entry					4441 Install/Svc Tech 1	4451 Installer 1 4450 Installer (Trainee)		4481 Dispatcher 1		

CTHRA Cable And Satellite Compensation Survey Positions by Job Family and Management Level

— Grid 3 —

Level \ Family		MARKETING		COMMUNICATIONS		PROGRAMMING		PRODUCTION		
		Marketing	Market Research	Public Relations	Regulatory Affairs / Government Relations	National Programming	Local Origination Programming	Local Origination Production	Video Production - Master Control	Advertising Inventory - Advertising Traffic
Corporate	Officer									
	Top	1586 Top Mktg Exec			1646 Top Regulatory Affairs / Government Relations Exec	1706 Top Nat'l Prgmng Exec				
	VP	1585 VP, Mktg		1625 VP, PR	1645 VP, Regulatory Affairs / Government Relations	1705 VP, Nat'l Prgmng				
	Director	1584 Dir, Mktg	1604 Dir, Market Research	1624 Dir, PR	1644 Dir, Regulatory Affairs / Government Relations	1704 Dir, Nat'l Prgmng				
Field Management	Top									
	VP	2585 VP, Mktg		2625 VP, PR	2645 VP, Regulatory Affairs / Government Relations					
	Director	2584 Dir, Mktg		2624 Dir, PR	2644 Dir, Regulatory Affairs / Government Relations		2724 Dir, Local Origination Prgmng			
	Manager	2583 Mgr, Mktg		2623 Mgr, PR	2643 Mgr, Regulatory Affairs / Government Relations		2723 Mgr, Local Origination Prgmng	2743 Mgr Local Origination Prodn		2793 Mgr Traffic
	Supervisor							2742 Supv, Local Origination Prodn		2792 Supv, Traffic
Salaried (Corp or Field)	Principal									
	Senior									
	Journey		3602 Market Research Analyst							
	Associate									
Hourly	Lead									
	Senior							4743 Prdcr / Dir 3		4793 Traffic Coord 3
	Journey	4582 Mktg Coord						4742 Prdcr / Dir 2	4752 Video Engr / Tech 4762 Master Control Operator	4782 Inventory Coord 2 4792 Traffic Coord 2
	Entry							4741 Prodn Asst		

CTHRA Cable And Satellite Compensation Survey Positions by Job Family and Management Level

— Grid 4 —

Level \ Family		CUSTOMER CARE					
		Customer Care	Customer Care Retention	Customer Care Quality	Customer Care Traffic & Scheduling	Customer Care Technical Support	Inbound Sales
Corporate	Officer						
	Top	1916 Top CC Exec					
	VP	1915 VP, Customer Care					
	Director						
Field Management	Top						
	VP	2915 VP, Customer Care					
	Director	2914 Dir, Customer Care					
	Manager	2913 Mgr, Customer Care	2923 Mgr, CC Retention	2933 Mgr, CC Quality	2943 Mgr, CC Traffic & Scheduling	2953 Mgr, CC Tech Support	2963 Mgr, Inbound Sales
	Supervisor	2912 Supv, Customer Care	2922 Supv, CC Retention	2932 Supv, CC Quality	2942 Supv, CC Traffic & Scheduling	2952 Supv, CC Tech Support	2962 Supv, Inbound Sales
Salaried (Corp or Field)	Principal						
	Senior						
	Journey						
	Associate						
Hourly	Lead	4914 Lead CC Rep				4954 Lead CC Tech Support Rep	
	Senior	4913 CC Rep 3				4953 CC Tech Support Rep 3	
	Journey	4912 CC Rep 2	4922 CC Retention Rep 2	4932 CC Quality Rep 2	4942 CC Traffic & Scheduling Rep 2	4952 CC Tech Support Rep 2	4962 Inbound Sales Rep
	Entry	4911 CC Rep 1				4951 CC Tech Support Rep 1	

CTHRA Cable And Satellite Compensation Survey Positions by Job Family and Management Level

— Grid 5 —

		Family										
				Field Residential Sales	Field MDU Sales	Field Commercial Sales	Carrier Commercial Sales	Commercial Sales Engineering	Inside Commercial Sales	Commercial Sales Account Management	Outbound Sales	Retail Sales
Corporate	Officer											
	Top	6006 Top Residential Sales Executive			6206 Top Commercial Sales Executive							
	VP											
	Director											
Sales Management	Top											
	VP	6025 VP, Residential Sales		6225 VP, Commercial Sales								
	Director	6024 Dir, Residential Sales		6224 Dir, Commercial Sales								
	Manager	6023 Mgr, Residential Sales		6223 Mgr, Commercial Sales						6683 Mgr, Outbound Sales	6823 Mgr, Retails Sales	
	Supervisor	6022 Supv, Residential Sales							6682 Supv, Outbound Sales			
Sales Individual Contributor	Principal			6245 Major Commercial Acct Exec	6285 Major Carrier Commercial Acct Exec							
	Senior	6043 Sr Residential Sales Rep		6243 Sr Commercial Sales Acct Exec		6343 Sr Commercial Sales Engr						
	Journey	6042 Residential Sales Rep	6122 MDU Sales Rep	6242 Commercial Sales Acct Exec		6342 Commercial Sales Engr	6482 Inside Commercial Sales Rep	6542 Commercial Acct Mgr		6842 Retail Sales Rep		
	Associate			6241 Assoc Commercial Sales Acct Exec								
Hourly	Lead											
	Senior											
	Journey			6262 Sales Coordinator						6762 Outbound Sales Rep		6982 Field Collector / Retriever
	Entry											

POSITION 4442

INSTALLATION / SERVICE TECHNICIAN 2 (PROFICIENT)

Responsible for installing, servicing and troubleshooting telecommunications equipment at the customer's home or office. Equipment installed may include analog or digital systems for video, high-speed data and voice. Serves as a single point of contact to the customer. Is directly responsible for installation and service from the node (distribution box), through the tap, to the customer's equipment. Is accountable for referring problems between the node and headend to plant technicians and coordinating their resolution for the customer. Installs equipment and network interface units and strings lead-in wires into customer location. Disconnects, reconnects and relocates service as instructed. Tests equipment to adjust signal strength and ensure optimum reception. Repairs or replaces worn components and faulty connections. Performs preventative maintenance, such as headend output level checks. Communicates with customers on-site, encouraging them to upgrade equipment or service packages. Represents the company and its service philosophy to the customer. Demonstrates proficiency in and working knowledge of several areas of the installation and service function. Typically is proficient in installation and service of two to three products. Handles semi-routine installations and problems. Recognizes deviation from accepted practices and confirms with senior staff appropriate next steps. Receives general instructions on routine work and detailed instructions on new assignments. Work is regularly supervised and reviewed for timeliness, accuracy and correct procedures. Typically has 18 months to 4 years of progressively skilled and complex related experience.

POSITION INFORMATION

# of Incumbents Reported	10,729	Match: Greater: 0% Equal: 100% Less: 0%
# of Companies with Match	11	FLSA: Exempt: 0%
Typical Titles Matched	Comm Tech II, (Lead) (Adv / Brdbnd / Bus Class / CC / Crtfd / Cmmrcl / Cust Stsfcn / Dgtl Phone / Fld / Home / HSD / Instl / MDU / Mntnce / Ntwk / Plnt / Repair / Scrty / Sgnl Leakg / Sppt / Tech Ops) (Coord / Instllr / Rep / Spec / Tech / Trainer) (Dev / Exprt / Prof) (I / II / III / IV)	
Geographic Composition	East: 23% South: 25% Midwest: 21% Mountain: 3% Southwest: 8% West: 20%	

SHORT-TERM INCENTIVE ("STI") PLANS

Companies Offering ¹		Incumbent Eligibility ¹			
% of Companies Offering	70%	% of Incumbents Eligible	87%		
Variable Pay Only	0%	Variable Pay Only	50%		
Variable Pay + Co STI	25%	Variable Pay + Co STI	42%		
Company STI Only	25%	Company STI Only	7%		
Varying Plan Type by Incumbent	50%	Eligible Incumbents Who Received in Last 12 Months	89%		
Reported Awards at Target (as % of Base) ²					
Incentive Plan Type	Co n	25th	50th	Mean	75th
All Plan Types	4		4%	4%	

TOTAL CASH COMPENSATION (in Hourly Rates)

TOTAL CASH COMPENSATION	INCUMBENT					COMPANY				
	n	25th	50th	Mean	75th	n	25th	50th	Mean	75th
All Incumbents										
Base Salary										
Target Total Cash Compensation										
Actual Total Cash Compensation										
Actual Cash Awards as % of Base Salary										

* Most prevalent title matched (> 50%). 1) 10 participants reported on STI eligibility for 9,583 incumbents. 2) Participants reported on STI awards received for 5,640 incumbents.

TOTAL CASH COMPENSATION DIFFERENTIALS (in Hourly Rates)

TOTAL CASH COMPENSATION	BASE SALARY				ACTUAL TCC			
	Inc n	Inc 50th	Co n	Co 50th	Inc n	Inc 50th	Co n	Co 50th
U.S. Region								
East								
South								
Midwest								
Mountain								
Southwest								
West								
U.S. Subregion								
New England (CT, MA, ME, NH, RI, VT)								
Mid Atlantic (DC, DE, MD, NJ, NY, PA, VA)								
Southern Atlantic (FL, GA, NC, SC)								
Southern Central (AL, AR, KY, LA, MS, TN, WV)								
Eastern Midwest (IL, IN, MI, MN, MO, OH, WI)								
Central Plains (IA, KS, ND, NE, SD)								
Mountain (CO, ID, MT, UT, WY)								
Eastern Southwest (OK, TX)								
Western Southwest (AZ, NM)								
Pacific Southwest (CA, HI, NV)								
Pacific Northwest (AK, OR, WA)								
Metropolitan Area								
Boston-Cambridge-Quincy								
Providence-New Bedford-Fall River								
Portland-South Portland-Biddeford								
Springfield								
Bridgeport-Stamford-Norwalk								
Hartford-West Hartford-East Hartford								
Norwich-New London								
New York-No. New Jersey-Long Island								
Philadelphia-Camden-Wilmington								
Washington-Arlington-Alexandria								
Augusta-Richmond County								
Virginia Beach-Norfolk-Newport News								
Charleston-North Charleston								
Atlanta-Sandy Springs-Marietta								
New Orleans-Metairie-Kenner								
Knoxville								
Nashville-Davidson-Murfreesboro-Franklin								
Chicago-Naperville-Joliet								
Kansas City								

TOTAL CASH COMPENSATION DIFFERENTIALS (in Hourly Rates)

TOTAL CASH COMPENSATION	BASE SALARY				ACTUAL TCC			
	Incn	Inc50th	Con	Co50th	Incn	Inc50th	Con	Co50th
Metropolitan Area								
Minneapolis-St. Paul-Bloomington								
South Bend-Mishawaka								
Indianapolis-Carmel								
Ann Arbor								
Milwaukee-Waukesha-West Allis								
Tulsa								
Corpus Christi								
Dallas-Fort Worth-Arlington								
Houston-Sugar Land-Baytown								
Tucson								
Los Angeles-Long Beach-Santa Ana								
Riverside-San Bernardino-Ontario								
Sacramento-Arden-Arcade-Roseville								
San Jose-Sunnyvale-Santa Clara								
Urban / Rural								
Urban								
Rural								