

## COMPENSATION PRACTICES for the following 72 jobs are covered in the survey.

<b>Executive</b>	<b>Marketing &amp; Customer Service</b>	<b>Operations</b>
President/ General Manager (COO) Chairman of the Board/ CEO VP/ Director of Operations VP of Finance/ Chief Financial Officer VP/ Director of Admin Services Dir. of Engineering Dir. of Govt. Relations & Reg. Affairs VP/ Director of Marketing & Sales	Marketing Manager Marketing Representative Directory Coordinator Community PR & Economic Dev Mgr. Customer Service Representative Senior/ Lead Customer Service Rep. Customer Service Supervisor Customer Service Manager Business System Equip Sales Rep. Cellular/ Wireless/ Internet Sales Rep. Sales Engineer	CLEC/ Internet/ Subsidiary Manager Local Exchange Manager Outside Plant Sup./ Plant Manager Engineering Manager Safety Manager Outside Plant Engineer Central Office Engineer CAD Operation/ Drafting Technician Engineering Technician Construction Supervisor Construction Technician Installation/ Repair Supervisor Installation/ Repair Technician Combination Technician PBX/ Key/ Business Systems Technician Special Services Supervisor Cable Splicer Cable TV Technician Building & Grounds Main. Coordinator Fleet Mechanic
<b>Information Systems, Network , &amp; Technology</b>	<b>Administrative &amp; Accounting</b>	
Computer Programmer/ Analyst PC Support Specialist LAN/ WAN Administrator Information Systems Mgr. Internet Help Desk Technician Internet Web Page Designer/ Developer Network Operations Manager Internet Technical Administrator Network Engineer CO/ Network Technician CO/ Network Supervisor Network Operations Center Tech/Rep Network Operations Center Supervisor Video Manager Video Technician Roaming Coordinator Cell Site Technician Wireless Switch Technician	Human Resources Manager Human Resources Representative Human Resources/ Benefits Assistant Accounting Technician Accountant Revenue Requirement Analyst CABS Coordinator Billing Representative Billing Supervisor Accounting Supervisor Accounting Manager Adm. Assistant/ Ex. Secretary Secretary Purchasing Agent	

### BENEFITS AREAS covered include the following:

- Benefit costs as a percent of wages
- Benefits eligibility practices
- Health insurance
- Life insurance
- Short and long term disability
- Retirement plans
- 401(k) and 403(b) plans
- Sick leave and paid time off
- Vacation and holiday practices
- Education/ tuition reimbursement
- Incentive plans

Order forms also available at [www.fred.org/publications.html](http://www.fred.org/publications.html)

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