

Payment Schedule

Invoice #	Deliverable(s)	Estimated Due Date	Total Amount
1	<ul style="list-style-type: none"> •Initial meeting with COMM leadership •Preliminary customer segments, with high priority customers flagged for interviews •Preliminary list of high level end-to-end customer experiences important for further analysis •At least one top team alignment session, resulting in agreement on aspiration and clear approach for surveys and benchmarking, customer service framework, training programs, metrics, and continuous improvement •Approach for COMM to identify 20-30 employees who will become “train-the-trainer” first cohort, and resultant team created 	March 2017	
2	<ul style="list-style-type: none"> •BETA team launched and first training on customer service basics delivered 	June 2017	
3	<ul style="list-style-type: none"> •Current state assessment •Presentation to COMM leadership (“leadership workshop”) of customer service benchmarking and assessment •Discussion of recommendations for customer service framework with COMM leadership, with alignment on content to be used in “train-the-trainer” sessions •Redesigned end-to-end customer experiences for highest priority areas coming out of assessment •Skills “matrix” with highest need skill development identified based on current state vs. new customer service framework •Clear metrics to judge customer experience framework, both top line and at the level of most important end-to-end customer experiences •Defined collection process and measurement system, including tracking tools •New customer service framework developed, including metrics, with communications approach to COMM leaders •Report on metrics, measurements, assessments, and analysis produced and process defined so that production happens regularly •Ethnography or other qualitative report on customer experience •Regular workforce reporting mechanism, including first workforce communication •Training program plan 	Q3 2017 (July - September)	
4	<ul style="list-style-type: none"> •Final BETA training delivered •Discussion of BETA training results with COMM leadership 	September 2017	
5	<ul style="list-style-type: none"> •Full implementation of training program •“Train-the-trainer” sessions 	Q4 2017 (October - December)	
6	<ul style="list-style-type: none"> •All training delivered 	February 2018	
TOTAL			

(b)(3)
(b)(4)