



DIRECTV Technician Protection Plan Pay for Performance Model – 2015

Effective Jan 3, 2015

The purpose of the 2015 Technician Protection Plan Pay for Performance Model is to reward our top performers with a plan that aligns your efforts with the Company's business objectives, and that recognizes superior performance through strong pay opportunities.

Effective Date: This plan is effective from Jan. 3, 2015 through Dec. 31, 2015

Measure 1	DPP Take Rate	2015 Monthly Payout per Sale	2014 Payout per Sale	Performance Period	Measurement Period
DPP Take Rate	0 - 39.99%	\$3	\$4	Monthly	Monthly
DPP Take Rate	40 - 49.99%	\$4	\$4	Monthly	Monthly
DPP Take Rate	50 - 59.99%	\$6	\$4	Monthly	Monthly
DPP Take Rate	60% +	\$7	\$4	Monthly	Monthly

Measure 2	# of Upsells	2015 Monthly Payout per Sale	2014 Monthly Payout per Sale	Performance Period	Measurement Period
PPP	0 - 39.99%	\$3	\$3	Monthly	Monthly
PPP	40 - 49.99%	\$4	\$4	Monthly	Monthly
PPP	50 - 59.99%	\$6	\$6	Monthly	Monthly
PPP	60% +	\$7	\$7	Monthly	Monthly

Measure 3	# of Upsells	2015 Monthly Payout per Sale	2014 Monthly Payout per Sale	Performance Period	Measurement Period
Upsells	0 - 3	\$8	\$7	Monthly	Monthly
Upsells	4 - 6	\$11	\$7	Monthly	Monthly
Upsells	7+	\$14	\$7	Monthly	Monthly

Measure 1: DPP Take Rate

DPP Take Rate Metric	Measure Description
<p>Definition: DPP is defined as signing up a DPP eligible customer to the basic Protection Plan (DPP)</p> <p>Calculation: DPP Take Rate = Total DPP Eligible Work Orders / Total Valid DPP, PPP & PPPADH Sold</p>	<p>Valid Sale: A valid DPP sale is any closed work order with a successfully added DPP line item that was not canceled same day as closed.</p> <p>DPP Eligible: is defined as customers that do not have DPP.</p> <p>Source data for DPP includes total closed install (new & former), upgrade, and service work orders pulled out of EDW during the performance period – excluding cancelled work orders and no-charge rollbacks.</p>



Measure 2: Upsells

PPP Metric	Measure Description
<p>Definition: PPP is defined signing up a customer to Protection Plan Premier that is currently not on any DIRECTV Protection Plan .</p> <p>Calculation: 1 PPP sold = 1 PPP</p>	<p>Valid Sale: A valid DPP sale is any closed work order with a successfully added DPP line item that was not canceled same day as closed.</p> <p>DPP Eligible: is defined as customers that do not have DPP.</p> <p>Source data for DPP includes total closed install (new & former), upgrade, and service work orders pulled out of EDW during the performance period – excluding cancelled work orders and no-charge rollbacks.</p>

Measure 3: Upsells

Upsell Metric	Measure Description
<p>Definition: Upsell is defined as signing up customers that currently subscribes to DPP, to the PPP or PPPADH plan. Customers currently on the PPP plan and sign up for ADH IS NOT considered an Upsell.</p> <p>Calculation: Upsell Take Rate = Total Upsell Eligible Work Orders / Total Valid Upsell sales.</p>	<p>Valid Upsell: A valid Upsell is any Upsell eligible work order closed with a successfully added PPP or PPPADH line item and not canceled on the same day as closed.</p> <p>Upsell Eligible: is defined as customers that do not have Premier Protection Plan (PPP) and customer account types are eligible.</p> <p>Source data for Upsells includes total closed install (new & former), upgrade, and service work orders pulled out of EDW during the performance period – excluding cancelled work orders and no-charge rollbacks.</p>

Terms & Conditions

Employment Status

Eligibility	<p>Job Title: Eligible DIRECTV job titles include: Installer 1, Installer 1P, Installer 2, Installer 2P, Installer 3, Installer 3P, Installation Tech, Master Tech, Service Tech</p> <p>Excludes DIRECTV employees not listed in an eligible job title.</p>
Transfers or New Hires	New hires and transfers from a non-participating to a participating position during the performance period are eligible based on eligible participation and performance.



Resignation or Termination for Cause	A voluntary resignation will not affect payout for valid sales. A termination for cause at any time before payment of the incentive may result in the forfeiture of pay.
Retirement, Death or Disability	Employees who terminate for these reasons are eligible to receive an incentive payout based on participation and performance during the performance period, paid out during the usual payout cycle.
Leave of Absence	Employees who are on a paid or unpaid Company-approved leave of absence during the quarter are eligible to receive an incentive based on participation and performance during the performance period, paid out during the usual payout cycle.

*The Technician Protection Plan Pay for Performance Model is subject to modification or termination at any time, for any reason, and entirely within the discretion of DIRECTV.
Participation in this program does not give any right to continued employment with DIRECTV. DIRECTV or the employee can terminate the employment relationship at any time.
The compensation program, payouts per sale and target, are subject to change. My manager will inform me of any changes.*