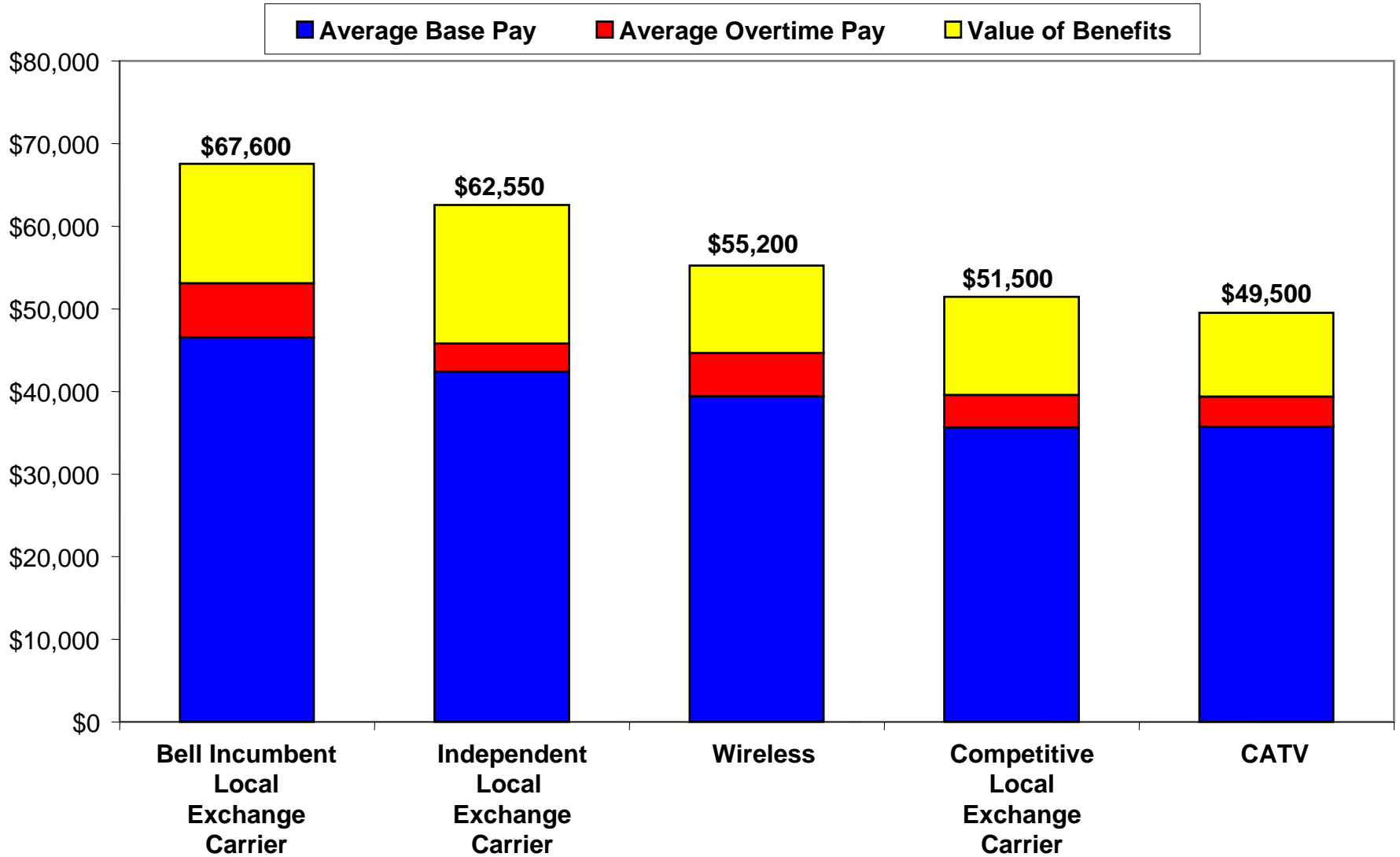
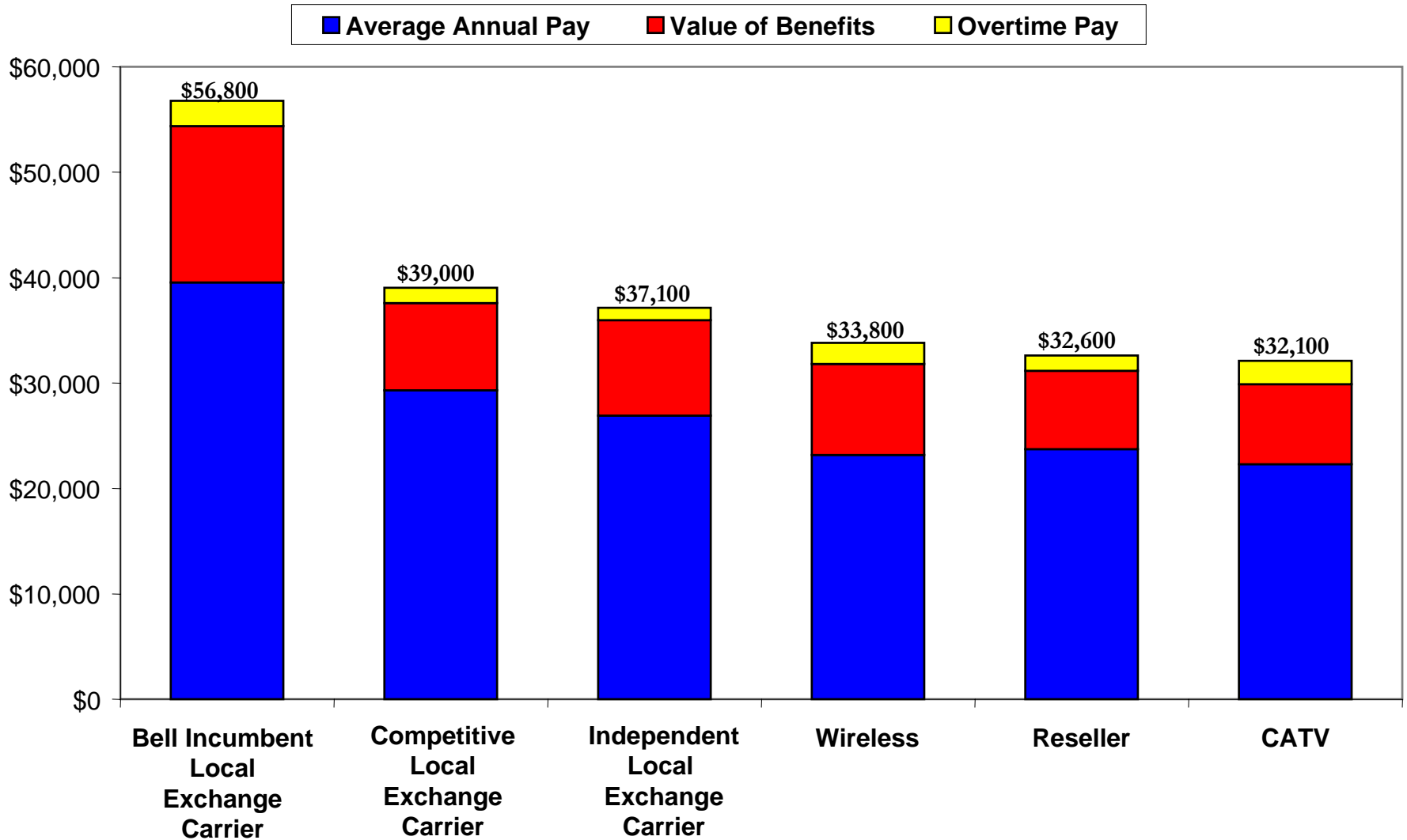


Figure 4a: Technicians' annual total compensation by access provider, 2003



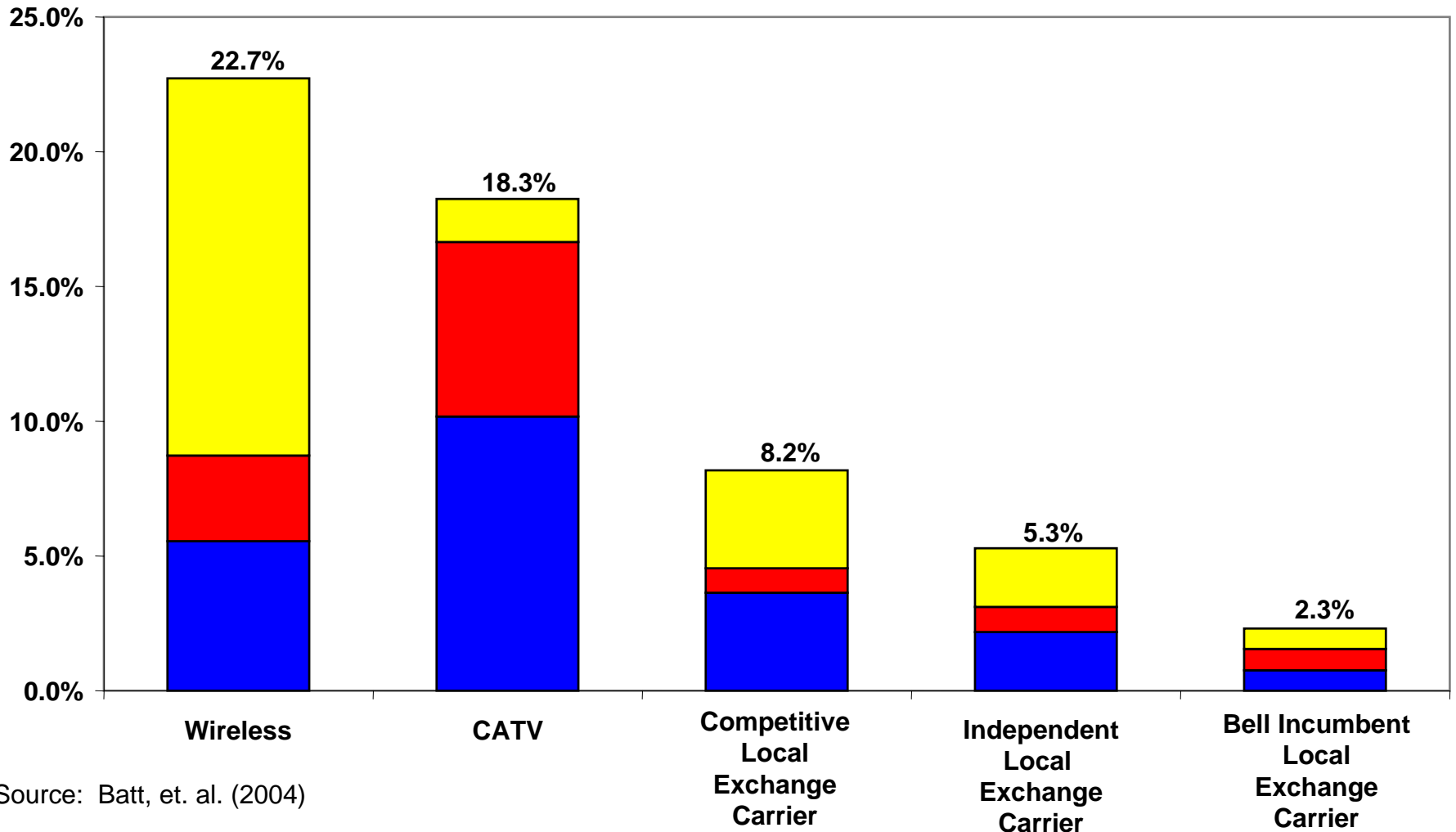
Source: Batt, et. al. (2004)

Figure 4b: Service Reps' annual total compensation by access provider, 2003



Source: Batt, et. al. (2004)

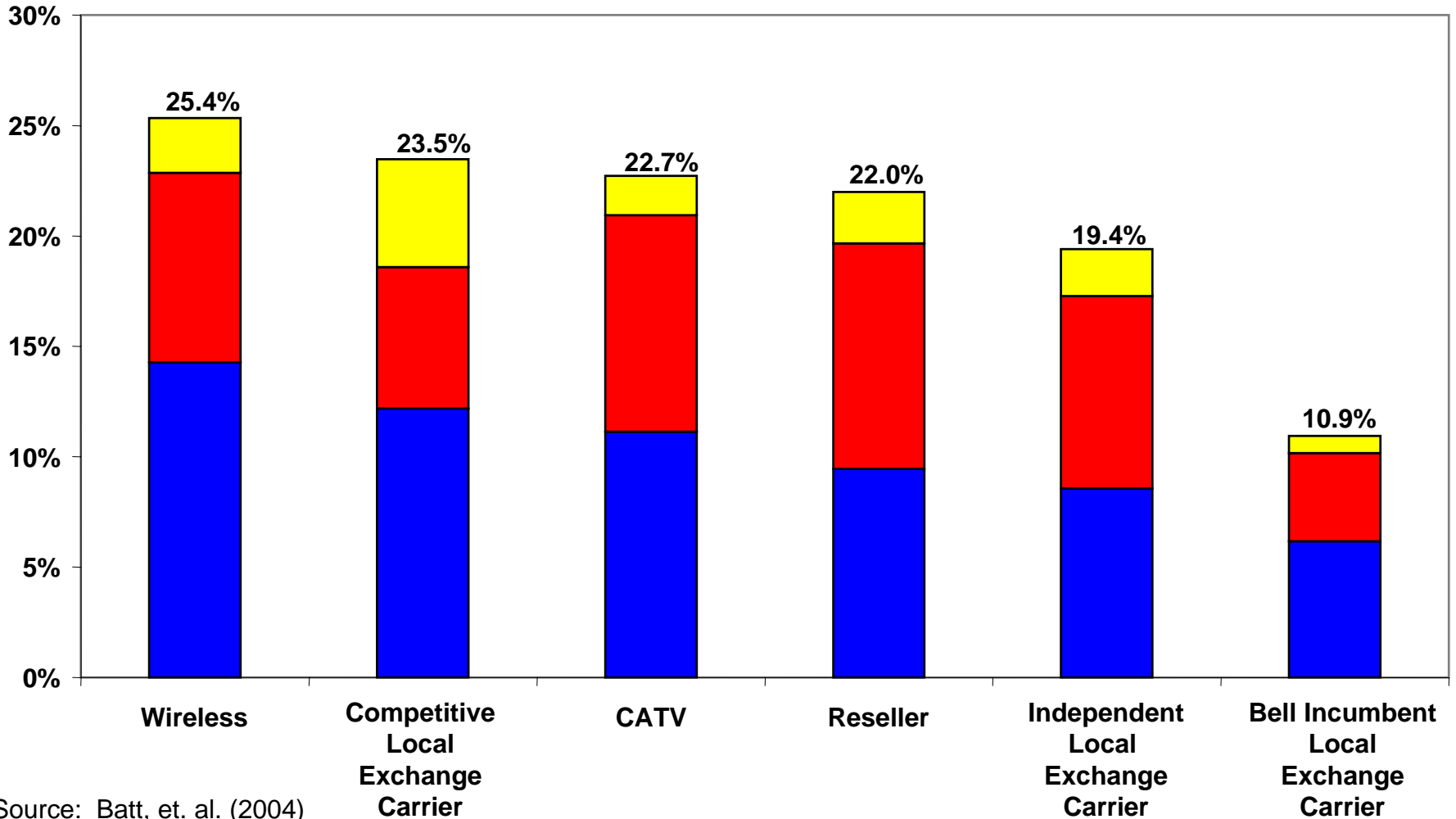
Figure 5: Annual technician turnover by local access provider, 2003



Source: Batt, et. al. (2004)

Figure 6: Annual service representative turnover by local access provider, 2003

■ Quits ■ Dismissals ■ Layoff



Source: Batt, et. al. (2004)