

The Agent Relationship Model

Each status level receives the same high quality, experienced staff and our commitment to excellence on any work we perform. We are dedicated to all Agents and all customers equally, regardless of Agent Status.

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| **Agent Status** | **CRA Commitment** | **Agent Commitment** | **Revenue Structure** |
| Preferred | Always available to serve | 100% of all orders, repairs, MACS and billing issues are processed through CRA | Lowest rate structure guaranteed |
| Standard | Always available to serve | 100% of all orders in one or more of the following categories: customer, technology or Carrier | Rates are 15% higher than the Preferred Status. |
| Casual | When available | No commitment | Rates are 25% higher than the Preferred Status |

When applying for Status, each Agent must present Carrier documentation from the past year, detailing the number and types of orders submitted. This historical data, plus future projections will be used to measure anticipated work volume and commitment for the next twelve months. Without this information, CRA cannot meet the level of service we guarantee our customers.

The key factors in determining status are the importance of support being available when needed and the depth of the Agent’s existing internal resources. If reliability is essential, then Preferred or Standard status should be requested.

Every four months, the Preferred and Standard Agents will meet with CRA to determine if their projections are on track and the proper CRA resources are in place to serve their customers. If it is determined that the Agent’s commitments were not upheld, CRA reserves the right to move that Agent into a lower status with the higher revenue structure or terminate the agreement. By the same token, if an Agent exceeds their projections or their environment changes, the Agent may be moved to a higher status with a lower rate structure.

CRA will reach out to any Agent that has not submitted work within a 90 day period. At that time we will discuss potential work to be submitted within the next 30 days. If, however, no work is submitted in the in the next 30 days, communication links, email and phone will be dismantled. If the Agent elects to engage CRA in the future, new onboarding fees will be required.