

Arise™

No Boundaries, Better Results.



USA

Independent Business Owner Reference Guide

Your complete business reference guide includes the information your business needs to partner with Arise.



WELCOME to the
Independent Business
Owner Guide!

This guide provides a significant portion of the information that you, as the Independent Business Owner, need to start the partnering process with Arise so that your company can start taking advantage of all the benefits of being an Independent Business in the Arise Network.

WHY ARISE?

Arise is one of the leading providers of virtual business services. Our network of Independent Businesses provides world-class customer sales, support, and service to many of the largest Fortune 500 companies.

WHY BE AN INDEPENDENT BUSINESS OWNER?

- **Being your own boss:** you can start your own Independent Business with low start-up costs and structure it any way you want!
- **Working from home:** no commute, no suit!
- **Flexible schedule:** you set your own hours and build your own schedule!
- **Unlimited earnings potential:** work as many hours as you want and hire as many employees as you want!
 - There are also many incentives for top performing companies and incentive revenue being offered on a regular basis.
- **Selecting the brands you want your company to service:** including premier online retailers, popular cruise lines and many other Fortune 500 companies!
 - We offer a variety of certification course times so that you can select the ones that best fit your schedule.
- **Performance incentive programs:** including year-round referral programs!

We encourage you to continue exploring this guide to learn more about how you can get started on this exciting opportunity.



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DISCLAIMER:

Although the information contained in this guide is presented in good faith and believed to be correct, it is general in nature. It is not offered as legal or tax advice on any specific issue or matter and should not be taken as such. Furthermore, the information contained herein may not be applicable to or suitable for your specific circumstances or needs and may require consideration of other matters. Laws and regulations, including tax laws, change frequently and the application of such laws and regulations can vary widely based upon the specific facts and circumstances involved.

You are encouraged to consult with your own professional legal and tax advisors concerning your specific circumstances.

Arise assumes no obligation to inform any person of any changes in any applicable law or regulation or other factors that could affect the information contained herein.

Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.



INTRODUCTION **An outreach program that became so much more...**

Since its formation in 1994, Arise has evolved from a company providing disabled people an opportunity to work from home to a leading provider of virtual business services!

Through a network of Independent Businesses, Arise provides contact center support services to many Fortune 500 companies. Our Independent Businesses within the Arise Network provide support and service from their home offices or wherever they please, via customer calls, chats, or emails.

Recognized as an industry leader...

- Featured on **Good Morning America, Fox News, CNN** and the **TODAY Show**.
- Recognized by the **White House** for leading virtual job creation in the U.S.
- Finalist in the **Outsourcing Excellence Awards** in 2011
- Recipient of **Flex Friendly Certification** for meeting the needs of a changing workforce

In addition to the above recognitions, since 2005, Arise is a Better Business Bureau (BBB) accredited business with an A+ rating. The BBB holds businesses accountable to the highest standards.



I. Why Be Your Own Boss and Partner with Arise?

Many people dream of being their own boss and having their own business but often believe that the dream is out of their reach. When you partner with Arise, that dream can be realized very quickly!

Just think of the benefits...

<i>Factor</i>	<i>Independent Business</i>	<i>Employee</i>	<i>Arise Advantage</i>
Flexibility	✓	✗	You are your own boss. You can work when you want. You can take a vacation when you want.
Creative Control	✓	✗	You get to make all of your decisions, no one else is telling you what to do. Many people run into boredom issues at their jobs. If you can choose the business you want, you can also pick and choose the types of jobs you accept. You do what you want, when you want.
Earning Potential	✓	✗	The huge advantage is the fact that you keep every dime that you make and your salary is not capped by an employer.
Deductible Expenses	✓	✗	You can deduct expenses on your taxes for a home office, internet, telephone, certification fees, etc.
Location	✓	✗	You get to work from home or wherever you please! No commute!
Success	✓	✗	If you're self-employed, you can truly make a difference when you start your own business. This is because the success of the business lies on your shoulders. When you work for a large corporation, it's easy to mix in with the rest of the employees and feel like it doesn't even matter whether or not you show up to work. While you'll still have to work hard when you're self-employed, you really matter because you are your business.
Opportunity Flexibility	✓	✗	You choose the projects to service Arise clients which you want your company to pursue.



II. How does it work?

If you want to be your own boss, you need to start your own business. As an Independent Business Owner, you are offered the advantages of growing your business, choosing your opportunities and building your own schedule, all from the comforts of your home.

As an Independent Business Owner, you can also recruit other certified Client Support Professionals to join your company. And the legal requirements between your Independent Business and Arise couldn't be easier. All Independent Businesses contract with Arise under a Master Services Agreement (MSA). More details about this agreement can be found on page 12.

At your option, you may also join an existing business within the Arise Network of Independent Businesses which can give you a feel for the industry before starting your own company..

III. What is the Arise Network?

The Arise Network is made up of Independent Businesses that provide services to Arise. The Independent Businesses employ or contract with Client Support Professionals who are certified to handle customer support and service for Arise on various client programs – Arise clients own some of the most recognized brands in the world.

IV. What characteristics make up the ideal Independent Business Owner?

The ideal Independent Business Owner:

- Enjoys the freedom that comes with running his or her own business
- Possesses entrepreneurial drive and wants to be his or her own boss
- Doesn't want to be an employee of somebody else's company
- Enjoys managing people

...And most importantly, wants to control his or her future!

- In addition, in order for your business to excel in the Arise Network, you should also possess the characteristics of a Client Support Professional (see below).

V. What characteristics make up the ideal Client Support Professional?

The keys to the success of a Client Support Professional are as follows:

- Self-motivated
- Professional and capable of providing a high level of service
- Positive and optimistic
- Punctual and dependable



VI. Independent Business Owners and their Client Support Professionals are NOT Employees of Arise

As an Independent Business Owner, neither you nor your Client Support Professionals who work for you are employees, agents, or legal representatives of Arise. You, as the Independent Business Owner, are the owner of a third party company, that provides services to Arise. As an Independent Business Owner, you may hire or contract with Client Support Professionals to provide services to Arise on behalf of your company. Arise has no control over the amount of time you devote to your Independent Business, how you operate your business, the amount of revenue you derive from it or your relationship with your employees.

You should NOT, at any time, represent to anyone that you are an employee of Arise or any of Arise's clients. This includes listing Arise as your "employer" on loan applications and government forms. Please do not ask lenders or other parties to call Arise to verify your income or financial status because Arise will not be able to provide this information.

Arise does not provide you or your employees with employee-type benefits such as healthcare, 401K plans, etc. It is your responsibility to secure the benefits that you see fit for your company.

VII. Client Support Professionals: Starting your own business

Many Client Support Professionals elect to first join an Independent Business within the Arise Network to get more information about the customer contact industry. Once you get comfortable with the opportunities offered by Arise and the way the business works, you may decide to start your own company. If you are a CSP working for an Independent Business and decide that you want to start your own company, we have helpful information available for you in this guide and on the Arise Portal.

VIII. Independent Businesses partnering with Arise vs. Franchise

Partnering with Arise is an extremely economical business opportunity with start-up costs averaging as little as \$314, as illustrated in the table below.

Expense	Cost
Background Check	\$12.95 or \$25.95 (depending on State)
Incorporation of company	\$100 (varies by State)*
High-Speed Internet	\$50*
Phone Equipment – Keypad & VOIP/Gaming Headset	\$35 -\$100*
Dedicated Phone Line	\$18*
CSP 101	\$99*
TOTAL COSTS	\$314
RECURRING MONTHLY EXPENSES	
Arise Service Fee (payable twice a month, for each CSP hired or engaged by your company)	\$19.75

*These are approximate amounts and may vary depending on several factors, including your location.

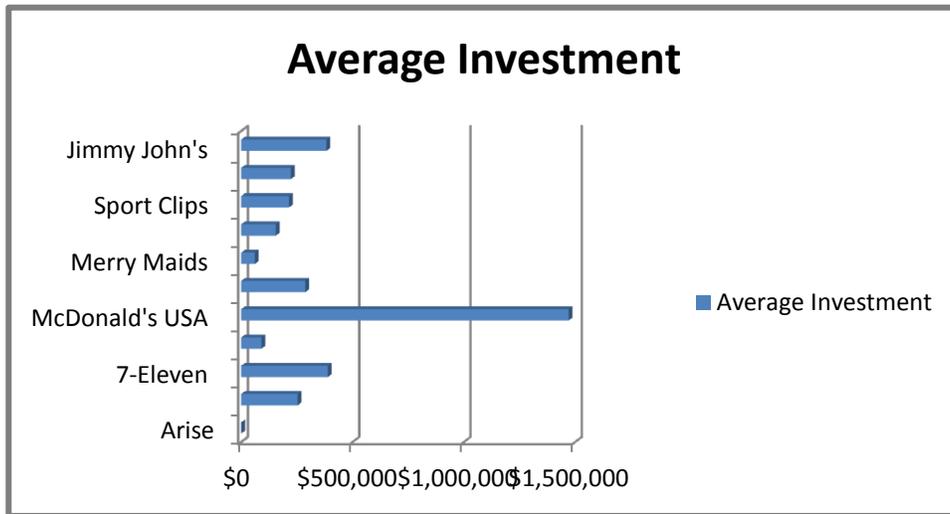


Partnering with Arise is also a great alternative to other business opportunities, such as franchising, which can involve start-up costs that run into the millions of dollars.

When your company partners with Arise, your necessary business investments may not be as significant. They include, among other things, your equipment, CSP 101 costs, certification course costs, which can vary from \$59 to \$299*, and the Arise service fee of \$19.75 per each of your Client Support Professionals - payable twice a month.

**Some of the certification courses offer deferred payment options which allow you to pay for the course over a prolonged period of time – so your upfront costs are minimal.*

The chart below illustrates the average cost of investment made by a company in the customer contact industry partnering with Arise versus the average cost of investing in one of the top 10 franchises¹. The chart clearly demonstrates that partnering with Arise is a very economical decision.



¹Data was collected from Forbes.com "The Top 20 Franchises to Start"



IX. Incorporation Tips

As previously mentioned, Arise has chosen to only do business with independently incorporated entities. If you choose to partner with Arise, you will need to start your own company. If you choose to start your own company, please see the links below that provide tips on which type of corporate entity may work for you. You also have the option to join an existing business within the Arise network, in which case you will not need to start your own business, but you will be working for somebody else. Whatever path you choose, Arise recommends that you obtain the advice of a qualified professional to address any specific legal or tax questions you may have with regard to establishing home-based business.

<http://www.sba.gov/content/limited-liability-company-llc>

<http://www.sba.gov/content/s-corporation>



VS

Independent Business Owner vs **Employee**

Which is Better?

Choose where to work	Work for someone else	Choose when to work	
Limited personal and vacation time		Support your favorite brand	Enjoy your freedom
Control how much you make	Fixed compensation	Deduct business expenses (internet, phone)	Possible downsizing

\$43,460*
Total average annual salary of an employee

Routine: do the same thing every day

Unlimited Revenue Potential: Generate revenue in as little as 30 Days

Independent Business Owner: no boss to tell you what to do

Think Outside the Office: work from the comfort of your own home

Supplemental Income for those who need extra money

Arise Stands Out

- Of time-tested virtual sourcing tools and strategies → **14 years**
- Workforce Flexibility →
- Technology Tools and Security →

Interesting results from a survey Arise conducted:

- 88%** of respondents prefer talking to US based customer service representatives.
- 83%** of respondents expect the same or more Americans to work from home in the next 3 years.
- 79%** of respondents prefer to work at home or least part of the time.



How Do I Get Started?



I. The Partner Admissions Process

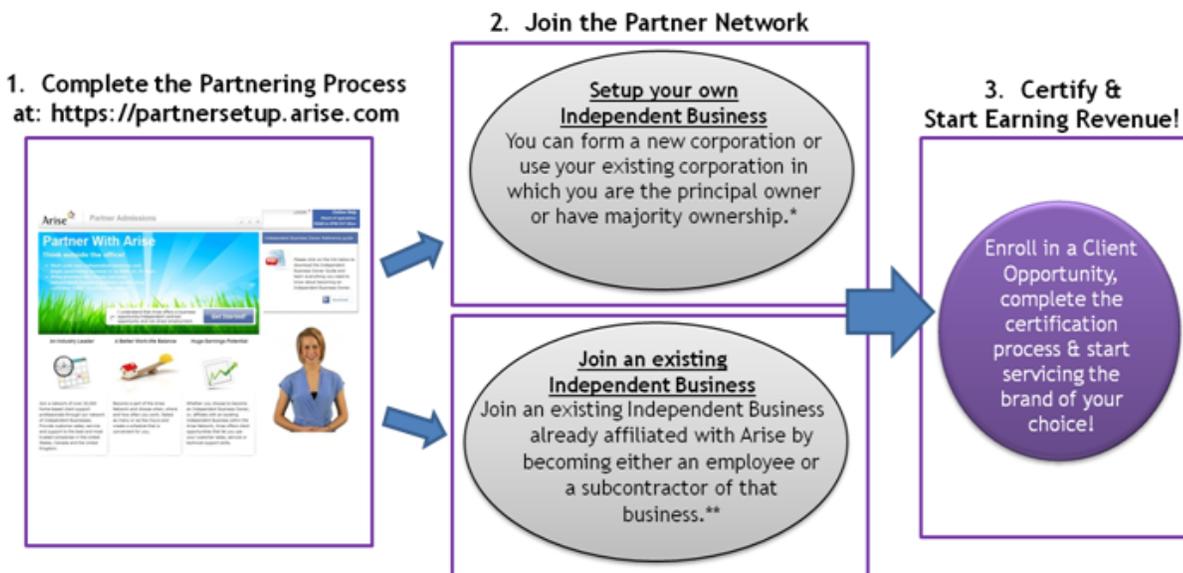
Whether you decide to start your own Independent Business or work for an existing Independent Business, there are certain steps that you must take.

It all starts with the Partner Admissions Process, a two to five day process initiated through the Partner Admissions website where you:

1. Setup a profile
2. Take a brief Voice Assessment*
3. Complete a background check*
4. Certify as a Client Support Professional (CSP 101)*
5. Setup your own Independent Business or join an existing Independent Business

*Please refer to the FAQs at the end of this guide for more details about these steps.

Certification courses that a Client Support Professional working for your company will need in order to service a particular brand can take anywhere from one week up to two months to complete. Once you have established an Independent Business and your CSPs have the required certifications, your company is then eligible to begin earning income by providing customer service, sales or technical support to Arise for brands owned by Arise clients.



*To form your own corporation, use a vendor of your choice or visit our website for a list of recommended vendors. You can also use the state website of your choice to incorporate (also available on our website). After you have completed CSP 101, all you need to complete the admissions process is to fill out the online W-9, (with EIN and Corp Name), and sign the Master Services Agreement (MSA).

**A list of vetted, established Independent Businesses can be emailed to you at your request. Simply email us at: premierpartner_us@arise.com. The list of Independent Businesses does not constitute an endorsement or recommendation by Arise, but is provided for informational use and your convenience. It is your responsibility to decide whether your association with a particular Independent Business is right for you. These companies are in no way affiliated with or controlled by Arise and Arise does not assume any legal liability or responsibility for the acts or omissions of such companies. Arise encourages you to do your due diligence and background research before you join any Independent Business. You can also inquire about becoming part of an Independent Business's corporation on our official Facebook fan page: www.facebook.com/ThinkOutsidetheOffice.

Please note: Partnering with Arise as an Independent Business Owner requires you to follow the steps outlined on the Arise Partner Admissions site only. Please be wary of any notice or instructions from anyone asking you to forward money to obtain Arise software or any other services or costs. At no point should you have to pay anyone for Arise software. All applications associated with Arise are hosted online. This includes education, opportunity announcements, and collaboration software.



II. After completing the Partner Admissions process...

After completing the Partner Admissions process, you are well on the way to running your own business!

Now comes the really fun part...

When you have completed the Partner Admissions process, you will be able to view all of the Client Opportunities available from Arise. In other words, you are able to see all of the various brands owned by Arise clients that your business can service that are currently available. You will then:

- Select the brand your business wants to service and the certification course that best fits your schedule
- Express interest in the specific opportunity
- Pay for the course – once you are accepted into it
- Attend the certification course in order to learn the specifics of the opportunity and more information on the brand and its customers
- Pass the certification course
- Begin servicing so that your company can start earning service revenue!





III. Agreements

There are several contracts that you, as an Independent Business Owner, and Arise will execute, which will define the business-to-business relationship between Arise and your company. These contracts include the Master Services Agreement and the Statements of Work for various client programs. In addition, you and any of your Client Support Professionals who provide services to Arise on behalf of your company will be required to sign a Non-Disclosure Agreement and an Acknowledgement and Waiver Agreement. A summary of each of these legally binding contracts is provided below. The summary is general in nature and is not intended to be a comprehensive review of all of the terms of each such contract. You and your CSPs, as applicable, should thoroughly review and understand each contract prior to its execution.

AS WITH ANY LEGAL AGREEMENT, ARISE RECOMMENDS THAT YOU OBTAIN THE ADVICE OF A QUALIFIED PROFESSIONAL TO ADDRESS ANY SPECIFIC LEGAL QUESTIONS YOU MAY HAVE.

Master Services Agreement:

The Master Services Agreement is the primary legal contract between Arise and your Independent Business which contains the general terms and conditions that govern the business relationship between Arise and your company. Having the general legal terms and conditions in this master agreement allows your company to quickly pursue business opportunities with Arise by entering into Statements of Work for different client programs without the need to repeat the governing terms and conditions. The provisions in the Master Services Agreement outline, among other things, the independent contractor relationship between Arise and your company, the protection and ownership of Arise's intellectual property and requirements for protecting information belonging to Arise's clients and their customers.

The Master Services Agreement also provides the terms that will govern in the event of any legal conflicts between Arise, its clients and your Independent Business. These terms state that legal conflicts will be resolved through arbitration instead of through a court of law. In addition, the Master Services Agreement contains provisions pursuant to which you and your company waive the right to participate in a class action law suit against Arise or any of Arise's clients.

The Master Services Agreement does not expire unless it is terminated by either Arise or your company. The Master Services Agreement can be terminated by either you or Arise if either party (1) breaches of the terms of the Master Services Agreement; (2) engages in unprofessional business practices; or (3) becomes subject to bankruptcy, insolvency, reorganization or a liquidation proceeding; makes an assignment for the benefit of creditors; or admits in writing its inability to pay its debts when due. The Master Services Agreement may also be terminated by either party if there are no active Statements of Work.

As stated above, the Master Services Agreement also contains a provision regarding "Arbitration of Claims" as well as a "Class Action Waiver." By signing the Master Services Agreement you are agreeing that your Independent Business, as well as you and your other Client Service Professionals, will bring any claims against Arise or any Arise client in arbitration as opposed to in court. Your Independent Business, as well as you and your other Client Service Professionals, are also agreeing to bring any such claims on an individual basis only (as opposed to bringing a class action, collective action, or any other type of aggregated action). Arbitrations under the Master Services Agreement will be held pursuant to the rules of the American Arbitration Association ("AAA"), a not-for-profit organization with offices throughout the U.S. The AAA defines arbitration as "the submission of a dispute to one or more impartial persons for a final and binding decision, known as an 'award.'" If you want to learn more about what arbitration is, one place to go is the AAA's website. Go to www.adr.org, click on the link to "Services" and then click on the link to "Arbitration."

**Statement of Work:**

The Statement of Work is also a legally binding contract between Arise and your Independent Business. This contract details the specifics of the project that your Independent Business has agreed to undertake and names the Client Support Professional that you have designated to provide services for such project on behalf of your company. The terms of this contract include the certification requirements for your Client Support Professionals, the revenue to be received by your company and the requirements that your company must meet while providing the services, including service level requirements and performance metrics. A separate Statement of Work must be signed for each project that your Independent Business agrees to service for Arise.

Each Statement of Work is typically effective for three or four months and will automatically terminate when it reaches its expiration date. The Statement of Work can be terminated before the expiration date by either you or Arise if either party: (1) breaches the terms of the Statement of Work or the Master Services Agreement (including the failure to meet applicable service level or performance requirements); or (2) engages in unprofessional business practices. The Statement of Work can also be terminated by Arise if the underlying agreement between Arise and the applicable client is terminated. Although the termination of an agreement between Arise and its client is rare, if the agreement with the client terminates then services to the particular client will no longer be necessary.

Please note that the Statement of Work also contains a provision regarding “Arbitration of Claims” as well as a “Class Action Waiver.” By signing the Statement of Work you are agreeing that your Independent Business, as well as you and your Client Service Professionals, will bring any claims against Arise or any Arise Client in arbitration as opposed to in court. Your Independent Business, as well as you and your Client Service Professionals, are also agreeing to bring any such claims on an individual basis only (as opposed to bringing a class action, collective action, or any other type of aggregated action). Arbitrations under the Statement of Work will be held pursuant to the rules of the American Arbitration Association. If you want to learn more about what arbitration is, one place to go is the AAA’s website. Go to www.adr.org, click on the link to “Services” and then click on the link to “Arbitration.”

Non-Disclosure Agreement:

The Non-Disclosure Agreements are contracts through which the parties agree not to disclose information relating to Arise or its clients (including the client’s customers) to third parties. Any information that is provided to you, as an Independent Business Owner, to your company, or to your Client Support Professional(s) by Arise or its clients or otherwise in connection with your provision of services to Arise must be kept confidential and not shared with anyone. The confidentiality obligation included in the Non-Disclosure Agreements does not end even if the Master Services Agreement or Statement of Work is terminated, regardless of who terminates it or the reason for the termination. The confidentiality of information related to Arise and its clients must be maintained forever.

It is important to remember that in providing the services to Arise, you and your Client Support Professionals may have access to and/or use personally identifiable information relating to Arise clients, such client’s customers and others (“PII”). Any and all PII is Arise’s proprietary and confidential Information and the use of such information is governed by the Non-Disclosure Agreements. PII includes, but is not limited to, individual names, addresses, telephone numbers and e-mail addresses.

**Acknowledgement and Waiver Agreement:**

The Acknowledgement and Waiver Agreement (the “Waiver”) is a contract between your Independent Business and each of your Client Support Professionals who is providing services to Arise on behalf of your company.

The Waiver contains a provision regarding “Arbitration of Claims” as well as a “Class Action Waiver.” By signing the Waiver your Client Support Professional is agreeing that he or she will bring any claims against your Independent Business, as well as Arise or any Arise client, in arbitration as opposed to in court. Your Client Service Professionals are also agreeing to bring any such claims on an individual basis only (as opposed to bringing a class action, collective action, or any other type of aggregated action). These provisions supplement and complement the arbitration and class waiver provisions in the Master Services Agreement and Statement of Work, discussed above. Arbitrations will be held pursuant to the rules of the American Arbitration Association at one of its many offices throughout the U.S. If you or your Client Support Professionals want to learn more about what arbitration is, one place to go is the AAA’s website. Go to www.adr.org click on the link to “Services” and then click on the link to “Arbitration.”

AS WITH ANY LEGAL AGREEMENT, ARISE RECOMMENDS THAT YOU OBTAIN THE ADVICE OF A QUALIFIED PROFESSIONAL TO ADDRESS ANY SPECIFIC LEGAL QUESTIONS YOU MAY HAVE.

PCI Compliance:

Arise and certain of its clients are “PCI” compliant. PCI stands for Payment Card Industry. The Payment Card Industry Security Standard Council has compiled a list of regulations designed to keep private information of consumers protected. Companies are not PCI compliant unless they adhere to this list of regulations. Penalties can be imposed on companies when they fail to keep this private information secured. The regulations set forth by the Payment Card Industry Security Standard Council take into account not only the physical security that must be practiced to protect consumer information (locking of file cabinets, etc.) but also the proper protection of consumer information with the technology Arise and its subcontractors use (firewalls, passwords, access controls into systems, etc.).

Your company plays a huge part in helping Arise and its clients maintain their PCI compliance certification. As the owner of your company, you should:

- Consistently do your part to make sure that you, as well as your Client Support Professionals, are always compliant with confidentiality requirements.
- Keep a lookout for potential possible infractions by your Client Support Professionals and report these issues to your Arise business contact immediately.
- Ensure that you and your Client Support Professionals do not manually record (write down) customer financial information (such as credit card numbers or bank account numbers) or personally identifiable information (such as social security numbers and birth dates).
- Ensure that cell phones and other recording devices are off desks while you or your Client Support Professionals are speaking with customers on the phone.



Earning Service Revenue for your Company



Earning Service Revenue for your Company

I. How your Independent Business Receives Payment

Arise disburses service revenue twice a month via electronic payment to your company's bank account. In addition to the bi-monthly payment, you will receive a report that details the hours serviced and revenue your company earned as the result of the servicing of your Client Support Professionals. It is your responsibility to compensate your Client Support Professionals in accordance with the agreements you made with them.

II. Grow your Business

As an Independent Business Owner, you have the option to increase your company's revenue by hiring or contracting with additional Client Support Professionals to service for your business. The Client Support Professionals can be either direct employees or independent contractors of your Independent Business. Through this arrangement, Independent Business Owners are able to coach and support Client Support Professionals while taking advantage of their earning potential. The more you, as an Independent Business Owner, recruit and grow your company, the more revenue you are able to generate.

III. Client Support Professionals

Because the relationship between Arise and Independent Businesses in the Arise Network is a business-to-business relationship, Arise does not dictate how an Independent Business Owner should supervise or compensate or otherwise manage their Client Support Professionals. It is up to the Independent Business Owner and individual Client Support Professionals to develop a management and compensation plan that is agreeable to both parties.



Advantages



Advantages

Being an Independent Business partnered with Arise has its advantages and some of them are listed below.

I. Servicing Principal Owner

If you are the principal owner of your business, you are **NOT** required to be actively servicing a client program in order for your company to do business with Arise. However, you do have to be listed as Active in the Arise system, which means you must have serviced a client program at some point in the past.

II. Independent Business Referral Program

Periodically, Arise offers Independent Businesses the opportunity to be paid for each referral of a new Client Support Professional. The Independent Business will be awarded anywhere from \$50 - \$200* for each newly certified Client Support Professional after the Client Support Professional services a client program **for 30 consecutive days**.

In order to receive the referral fee, the Client Support Professional you refer must enter your CSP ID at the time of creating his or her profile.

If a Client Support Professional you referred elects to join your Independent Business subsequent to the Admissions Process, or after the profile creation step, your business will not be eligible for the referral payment.

Important Note:

The referral fee applies to all new referrals that were brought in from outside Arise's systems and contacts. For example, you cannot use Arise's Facebook page or Twitter site to generate referrals.

In order for your business to receive the referral fee, the person you refer must select "Yes" from the drop-down menu, in the Additional Information section of the Admissions Process, when asked "Were You Referred to Arise by an Independent Business Owner or current Client Support Professional?" and enter **your** CSPID. This option to add your CSPID will **NOT** show in the next screens. If the person does not enter the information in this section, your company will **NOT** be able to claim the referral fee.

**Amount of referral fee offered varies. The terms of this Referral Program may change at any time at the sole discretion of Arise with or without notice. Please refer to the monthly emails sent by Arise for the current referral program specifics.*

The screenshot shows a web form with the following fields:

- Secondary Phone:
- Service Phone:
- Additional Information** (with an information icon)
- Where you referred to Arise by an Independent Business Owner or current Client Support Professional? (A red arrow points to this dropdown menu.)
- Enter referring Client Support Professional ID (CSP ID):



Vendor Code of Conduct



VENDOR CODE OF CONDUCT

I. Arise Vendor Code of Conduct

Arise places a high value on honesty, fair dealing and ethical business practices and expects the Independent Businesses with whom it contracts, as well as the Independent Business Owners and their Client Support Professionals, to do the same.

Arise does not conduct business with companies that engage in unprofessional business practices, fraud, or any other conduct that unlawfully interferes with the contractual or business relationships of Arise or other companies.

Accordingly, Independent Businesses in the Arise network are required to comply with the terms of Arise's Vendor Code of Conduct. This Vendor Code of Conduct applies to all vendors ("Vendors") who provide services and goods to Arise or any of its affiliates. Independent Businesses, as vendors of Arise, must be committed to the highest standards of ethical conduct. This Code of Conduct sets forth the basic requirements that all Vendors must comply with in order to do business with Arise. If Arise believes that any Independent Business has violated this Code of Conduct, Arise has the right to terminate its business relationship with the Independent Business and to proceed to secure any and all other rights and remedies available to it. Arise reserves the right to reasonably change the requirements of the Code of Conduct and, in such event, with notice to the Vendor, expects the Vendor to accept such reasonable changes.

1. **Compliance with Laws and Arise Policies:** Vendors must fully comply with all applicable national and/or local laws and regulations and Arise policies. To the extent that Arise policies impose a higher standard than what is required by applicable national and/or local laws and regulations on its Vendors, such higher standard will prevail.
2. **Forced Labor:** Vendors shall not use any form of forced, bonded, indentured, trafficked, slave or prison labor, with the exception of government approved programs that utilize convicts or prisoners on parole, supervised release or on probation or in any penal or reformatory institution. All work must be voluntary and workers shall be free to leave work or terminate their employment with reasonable notice. All workers must not be required to surrender any government-issued identification, passports or work permits as a condition of employment.
3. **Child Labor:** Child labor is strictly prohibited. The minimum age for employment shall be the higher of 18 years of age, the minimum age for employment in the applicable country or the minimum age completing compulsory education in the applicable country.
4. **Compensation:** Vendors shall pay all workers at least the minimum wage and benefits required by applicable laws and regulations. Workers shall be compensated for overtime hours and the premium rate required by applicable laws and regulations.
5. **Freedom of Association:** Vendors must respect the rights of all employees to lawfully associate or not to associate with groups of their choosing, as long as such groups are permitted by law. Vendors should not unlawfully interfere with, obstruct or prevent legitimate, lawful employee associations and related activities.
6. **Employment Practices:** Vendors must have hiring practices that verify accurately age and ability to work legally.
7. **Acceptance of Gifts and Benefits:** Arise prohibits giving or accepting gifts or entertainment exceeding nominal value to or from any of its Vendors unless applicable law prohibits the giving or accepting of gifts or entertainment of nominal value. This applies to Arise employees, agents, contractors, and each of their immediate family members.



8. **Sourcing:** Arise requires all Vendors supplying goods and services to Arise to share Arise's commitment of utilizing small business in subcontracting opportunities relating to their Arise contracts. If any subcontracting occurs, the performance of such subcontractors, consultants, agents or representatives ("Subcontractors") must be consistent with Vendor's performance of their contracts with Arise.
8. **Health and Safety:** If applicable, Vendors shall provide all workers with a safe work environment and shall provide all workers with appropriate personal protective equipment and workplace health and safety information and training.
9. **Environment:** If applicable, Vendors must comply with all national and local environmental laws applicable to air emissions, waste handling and disposal, water use, wastewater discharges, and hazardous and toxic substances. If applicable, Vendors shall also validate and maintain records demonstrating that source materials were harvested in accordance with all international treaties in addition to national and local laws.
10. **Conflicts of Interest:** Vendors shall not engage in any activity with an employee of Arise which could create a real or perceived conflict of interest.
11. **Subcontractors:** If permitted by the terms of its agreement with Arise, Vendors shall not retain any Subcontractors without a thorough documented examination of the Subcontractor's person, reputation and integrity. In addition, Vendors shall not retain any Subcontractors in connection with their provision of services or goods to Arise unless the Subcontractors comply with this Code of Conduct. Vendors must remain responsible for ensuring that their Subcontractors comply with the Code of Conduct.
12. **Anti-Corruption:** Vendors must not tolerate, permit, or engage in bribery, corruption or unethical practices whether in dealings with public officials or individuals in the private sectors. Vendors must conduct business in compliance with all applicable laws and shall avoid engaging in any activity in which could be deemed a corrupt and/or unethical practice. Vendors must maintain integrity, transparency and accuracy in all records of matters relating to their business with Arise. For the purpose of obtaining or retaining business for the benefit of Arise, Vendors must not make or receive, offer to make or receive, or cause another to make or receive, payments or anything of value, to or from any public or private officials.
13. **Confidentiality and Intellectual Property:** All Vendors and their representatives are expected to maintain the confidentiality or information entrusted to them by Arise, including information regarding Arise clients and their customers. Vendors must respect and protect the intellectual property rights of Arise and its clients and maintain the confidentiality of trade secrets and/or Arise proprietary or confidential information, which includes any information that is nonpublic or not easily obtained or determined. Vendor shall not use stolen or misappropriated technology.
14. **Monitoring and Enforcement:** Arise, by itself or with the assistance of a third party, may take affirmative measures, such as announced and unannounced inspections of Vendor facilities, to ensure compliance with this Code of Conduct. Vendors must maintain all documents to demonstrate compliance with this Code of Conduct and shall make such documents available to Arise upon request.
15. **Whistleblower Protection:** Vendors shall create programs to ensure protection of worker whistleblower confidentiality and prohibit retaliation against workers who participate in such programs in good faith or refuse an order that is in violation of the Code of Conduct



Arise has invested and continues to invest in sophisticated systems and techniques for detecting identify theft and fraud. Please note that if an Independent Business, including any of its Client Support Professionals, provides services under false identification, the Master Services Agreement and any Statements of Work with Arise will be terminated.

In addition, while interacting with Arise or in any Arise-sponsored forum, or while providing services on behalf of your Independent Business to any Arise client:

Do:

1. Conduct yourself in a professional manner.
2. Comply with all applicable laws, including, without limitation, privacy laws, intellectual property laws, and regulatory requirements;
3. Use and provide accurate information;

Do not:

1. Act dishonestly or unprofessionally by engaging in unprofessional behavior by posting inappropriate, inaccurate, or objectionable content in any Arise sponsored forum or communication portal;
2. Harass, abuse or harm another person, including sending unwelcomed communications to others;
3. Upload, post, email, transmit or otherwise make available or initiate any content that:
 - a. Falsely states, impersonates or otherwise misrepresents your identity;
 - b. Is unlawful, libelous, abusive, obscene, discriminatory or otherwise objectionable;
 - c. Includes information that you do not have the right to disclose or make available under any law or under contractual or fiduciary relationships;
 - d. Includes any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation; and/or
4. Imply or state, directly or indirectly, that you are affiliated with or endorsed by Arise or any of Arise's clients.



Business-Building Best Practices



Business-Building Best Practices

I. Arise Social Media Policy



Within the Arise Network of Independent Businesses, social media is an effective way to share interests, ideas, feedback and ask questions. We encourage Independent Business Owners and their Client Support Professionals to join the official Arise Social Media Network.

Active participation is what makes each social portal a unique resource and while we encourage you to interact with other network users through the official Arise Social Media Network, there is some content that is not appropriate on the Arise sponsored sites. Inappropriate content will be deleted by the site administrators.

This includes:

- Posts intended to solicit business-site traffic, or SPAM users (fans, friends, connections, followers, etc).
- Posts containing profanity or unprofessional content.
- Posts that refer to Arise clients by name or disclose other confidential or proprietary information of Arise or its clients, and
- Posts that contain personally identifiable information (including but not limited to contact information, CSPID, bank detail, addresses, phone number and email address).

Terms of use policies for the Arise Social Media Network include the following:

- Independent Business Owners currently accepting Client Support Professionals to work for their companies are able to post a *SINGLE* post per week. This is a single post per week- not a single post per thread, or a single post per day. Additional solicitation material/information (more than once a week) is unnecessary, creates clutter and may be removed by Arise.
- Please note that this policy also includes deleting older posts and adding a new post every day (within the same week) with the purpose of displaying the new post at the top of the Arise Wall.
- Independent Business Owners may reply to posts from prospective Client Support Professionals or Client Support Professionals that request information about their Independent Business by providing the Independent Business name and website address only, within the message.
- The "signature" or sign-off of an Independent Business may contain an Independent Business Owner name, the name of the Independent Business, and the Independent Business website (URL) only. If the signature contains additional information, it will be considered a solicitation post and will be deleted.

By becoming a member of the official Arise Social Media Network, you are agreeing to the above Social Media Policy. Posts that violate this policy will be removed without notice. Continued posts that violate the terms of the Arise Social Media Policy may result in the user being banned.



Business-Building Best Practices

II. Tips on how to Market your Independent Business

To grow your Independent Business, you may decide to actively market your company to recruit Client Support Professionals. Some of the best ways to market your corporation are:

1. Word of Mouth
 - Start with family and friends
2. Contact Local Groups
 - Churches
 - Temples
 - Universities
 - Etc.
3. Seek Partners
 - Your state government (Unemployment Agency)
 - Your local government (City Hall)
4. Contact Affinity Groups
 - Associations for the handicapped or disabled
 - Chambers of Commerce
5. Use Print Materials – Some examples:
 - Local coupon books
 - Flyers at intersections
 - School Newsletters
 - School Banners
 - Bulletin Boards
6. Social Media
 - Your own Facebook Page
 - Network online with LinkedIn
 - Craigslist
 - Web Site Positioning Software
 - Blogs
 - Free classified job ads on the web



Adding a Client Support Professional under your Independent Business



Adding Client Support Professionals under your Independent Business

There are two ways to proceed if you would like to add a Client Support Professional to your company.

I. For New Client Support Professionals

Once the new Client Support Professional completes CSP 101, the following steps need to be taken to add a Client Support Professional to your Independent Business:

1. The Independent Business Owner must provide the Client Support Professional with the company's EIN number or the IB ID.
2. The Client Support Professional then must log into the Arise portal and click on "**Join an Arise Affiliated Corporation**".
3. Next, the Client Support Professional will need to enter either the **EIN** or the **IB ID** and click on the "magnifying glass" icon. The name of the Independent Business that he or she is joining will populate in the **Name of Corporation** field. The Client Support Professional then needs to confirm that this is the name of the Independent Business they wish to join.
4. In the "Agreements" section, next to the **View and Sign** arrow(s), click on "View".
5. The Client Support Professional must read the waiver and, if acceptable, click on "**I Accept**". (The waiver will need to be printed before clicking the "I Accept" button.)
6. Then, the Client Support Professional should click "**Next**" – and should see an "**In Process**" next to the "Join an Independent Business in the Arise Network". This "In Process" notice will appear until the Independent Business Owner acknowledges the request.
7. Next, the Independent Business Owner must log into the Arise portal and acknowledge the request, then go to My Info > IB Management > Client Support Professional Admin and select the (+) sign in the "Pending Requests" table.
8. Finally, the Independent Business Owner should click on "Accept" to finalize the process.

II. For Client Support Professionals who join a new Independent Business

In order to join a different Independent Business, a Client Support Professional will have to obtain the IBO ID of the new company they want to join. The Independent Business Owner can obtain the IBO ID by going into their portal under My Info > IB Management > Existing Corporation. Once the IBO ID is obtained and given to the Client Support Professional, the Client Support Professional must complete the following steps:

1. Log into the Arise portal.
2. Under the **My Info** tab, select "**Drop/Change IB**"
3. Click on "**Request to move to the following IB**"
4. Enter the IBO ID and click on "**Search**". Confirm that this is the name of the corporation you wish to join. If yes, click on "**Proceed**".
5. You should get the message "**Request submitted successfully!**" Click on "**Close**".

https://portal.arise.com/portal/content/ACPMoveDrop.asp...

Please Select an Option Below

Drop from my current IB

Or

Request to move to the following IB

Search (n/a)

Proceed Close



IMPORTANT: Please note that if the “**Drop/Change IB**” option is selected it will:

- Drop the Client Support Professional from the current Independent Business he or she is working for.
- Drop any certification course in which the Client Support Professional is interested, has been client qualified or enrolled
- Drop the Client Support Professional’s existing certification(s) to service client program(s) and all posted hours, resulting in inactivation of the SOW(s) for which the Client Support Professional is servicing as the Designated Client Support Professional.

The following describes the steps the Independent Business Owner must take once the Client Support Professional has sent his or her request to join the company:

1. Log into the portal
2. At the popup, acknowledge the request the Client Support Professional sent
3. Go to My Info > IB Management > Client Support Professional Admin
4. Go to the section titled “Pending Request” and click the (+) sign in front of the Client Support Professional ID
5. Click the “Accept” button



The Relationship between Arise and your Independent Business and its Client Support Professionals



The Relationship between Arise and your Independent Business and its Client Support Professionals

I. Client Support Professionals' Status Under Your Company

How you operate your company is your business. You can bring Client Support Professionals into your company, either as employees or independent contractors. To find out what option works best for you, please seek the advice of a tax professional and/or attorney. Arise cannot and will not advise you on this business decision.

II. Independent Business Owner Service Revenue

Arise has made the choice to only do business with incorporated entities and as such will only disburse service revenue to your company in its corporate account. Your company is responsible for compensating its Client Support Professionals at the rate that you have agreed upon with them.

III. How does an Independent Business earn income as part of the Arise Network?

Independent Businesses are paid service revenue twice a month by Arise for the services rendered by the company through its Client Support Professionals during the applicable period. The service revenue may include:

- A fixed rate — by call rate — by variable rate — by minute rate or any combination thereof.
- Some overnight client programs offer a “by hour” rate. These service revenue structures vary by client for calls answered, transactions processed or minutes serviced each hour.

Service revenue is paid on a per-call, per-minute or per-hour basis and some sales and service applications provide performance incentives and bonuses. As an Independent Business Owner, you also have the ability to grow your Independent Business by hiring or contracting with additional Client Support Professionals.

IV. Fees Disclosure

Arise staff and contractors are instructed not to disclose or discuss service revenues with your Client Support Professionals. However, Client Support Professionals may find out these fees by other means, for example through other Independent Business Owners or Client Support Professionals.

Arise advises Independent Business Owners to be upfront with their Client Support Professionals about their compensation.

V. Independent Business – The Independent Contractor Relationship

The relationship between Arise and your company is business-to-business and your company is an independent contractor of Arise. This means that:

- Your company has exclusive control of the manner, means and details of accomplishing the services that it contracts to perform for Arise.



- Your company is responsible for the work and activities of its employees, agents and subcontractors, including your Client Support Professionals.
- Your company is solely responsible for the hiring, firing and discipline of all of its employees, agents and contractors, including any Client Support Professionals
- Your company is solely responsible for the withholding, filing and payment of any and all federal, state and local taxes (including but not limited to income and payroll taxes) that may be due with respect to the compensation received by any individual whom your company hires or otherwise engages to perform services for Arise.
- Your company must pay all expenses whatsoever of its offices and activities and be responsible for the acts and expenses of its employees and agents.
- Your company must bear all costs, risk and liabilities incurred by its performance of the services for Arise.
- Your company is expressly free to market and perform services for other entities while providing services to Arise, including any competitor of Arise.
- Your company is not an employee or agent of Arise, nor do you or your Client Support Professionals have the authority to bind Arise in any respect.



Managing your Business



Managing your Business

I. Managing Your Time

As an Independent Business Owner, you determine your work schedule and the work schedules of your Client Support Professionals. In other words, you schedule yourself and your CSPs on the days and on the hours that work best for you. Even better, you schedule yourself in 30 minute intervals.

Operating your own business and contracting with Arise allows you to develop a schedule that will permit time for yourself as well as meeting the needs of the Client programs that your company services. You independently prioritize how you spend your time by setting your schedule to achieve the optimum work-life balance.

It is important to stress that under a business-to-business relationship with Arise, you and your staff choose the days and intervals to provide service. Arise does not assign work schedules or manage you or your staff. You can take vacation when you want! We only ask that you have adequate coverage for the servicing schedules you and your Client Support Professionals have selected.

II. Managing Your Staff

Your company is solely responsible for managing its staff. Arise holds your Independent Business accountable for the results it contractually commits to achieve for each project. Arise DOES NOT MANAGE your company's staff. As the owner of your business, you are responsible for the results your Client Support Professionals achieve.

In addition, whether you have one staff member or hundreds, it is the responsibility of each Independent Business Owner to:

- Understand your company's obligations to your Client Support Professionals.
- Ensure your Client Support Professionals are adhering to the schedule and hours they have selected.
- Ensure your Client Support Professionals are performing in the top quartile. Arise is a pay-for-performance company, the better a company's performance, the more money it will make.
- Ensure accurate and timely compliance with payroll and vendor-payment obligations with respect to your Client Support Professionals.
- Manage your Client Support Professional's schedules, leave time, and paid time off.
- Establish and explain your company's benefit programs and eligibility requirements.
- Ensure that all benefits that may be required by law, such as worker's compensation and COBRA, are provided to your staff.

III. Bookkeeping Basics

As a small-business owner, it is important to conduct your affairs in a professional and businesslike manner, which includes keeping accurate books and records to track your productivity and make necessary adjustments in order to meet your business objectives. Accurately recording items of business income and expense, as well as keeping original source documents that substantiate your income and expenses, is essential for proper income tax reporting.

There are various affordable software packages on the market today that enable you to perform basic bookkeeping tasks on your personal computer. Moreover, you are encouraged to consult with a



qualified tax adviser, preferably a CPA, who has the training and experience to recommend an effective bookkeeping strategy for you. Implementing effective bookkeeping methods in the beginning will allow you to later devote more attention and energy toward building your business.

IV. Income Tax Tips

Like any small-business owner engaged in a for-profit enterprise, your income is subject to tax and must be reported on your personal income tax returns. Business income and expense items must be summarized separately on IRS Form 1040, for which you will most likely use Schedule C. Additionally, you may be required to issue Forms W-2 to the Client Support Professionals who work for your business, depending on the facts and circumstances surrounding your arrangements.

You are advised to seek personalized counsel from your qualified tax adviser, preferably a CPA, who should be your final authority on all tax matters.

V. Health Insurance Tips

As an Independent Business Owner you may want to obtain health insurance for yourself as well as any dependents you may have, and your Client Support Professionals if you choose to do so. Finding affordable health insurance can be a daunting task. Some professional organizations and other groups offer discounted health insurance to their members. Local chambers of commerce and health-insurance pools are a couple of such groups.

Below are five sites which can assist Independent Business Owners find health coverage¹:

1. eHealthInsurance.com - this site is great for all-around health insurance shopping and online quotes
2. DigitalInsurance.com - this brokerage site offers services for small businesses with quotes for individual plans
3. FreelancersUnion.org - this organization offers health-insurance plans to free-lancers in about 30 states
4. StateCoverage.net - the Robert Wood Johnson Foundation project lays out all health-insurance initiatives in all U.S. states
5. Your state's insurance department Web site – these sites often include lists of insurers that sell health insurance in that state along with other useful information

VI. Finances and Accounting

You are in control of how successful your business is.

- Profit and loss is totally within your control - the better the results, the better the opportunity for profit.
- The number of opportunities that your company can service is unlimited. The more hours and the more client programs your company services, the higher your company's profit can be.
- Servicing opportunities are not guaranteed. Servicing opportunities are offered on a competitive basis to Independent Businesses that achieve or exceed the results that they have contracted to provide.

¹ The above list, as well as more information on Individual health insurance can be found in the Wall Street Journal Entitled "A Business Owner's Guide to Shopping for Health Insurance" <http://blogs.wsj.com/independentstreet/2008/06/25/a-business-owners-guide-to-shopping-for-health-insurance/>



The better the results your company achieves, the higher the likelihood that Arise will offer additional opportunities to your Independent Business in the future.

- Service revenue and opportunities for Independent Businesses vary from client to client. Service revenue is commonly based on achieving contractual targets. Although specific income is not guaranteed, the results your company achieves generally will impact the amount your company can earn – better results could lead to higher earnings.

Accounting Tips:

- Keep personal and business accounts totally separate.
- Use the latest automation to track your finances.
- Manage your overhead.
- Manage your business credit, payroll and tax obligations.
- Consult an accounting professional for tax and financial guidance.

VII. Technology

Using current technology can be critical to staying competitive. It is vital to the success of any business that it makes effective use of advanced technologies. The following technology categories can help increase business efficiency and even expand operations:

- Accounting software allows you to see your profits and losses at a glance. It can also help you design and maintain a budget for your business.
- Planning software or tools such as a calendar system are strongly recommended to keep your business organized.
- Time tracking software will help you determine what tasks result in a profit and what tasks do not. This will help you determine what tasks can be eliminated, outsourced, or improved.
- Email management will help streamline, track and organize your business communications.
- Reliable internet connections will help your performance.

Once you decide which types of technology are right for you and your business, you'll be on your way to being more organized and efficient than ever.

Please note that it is imperative that all personal computers and respective software comply with Arise's technical requirements which are available in the FAQ section of this document.

VIII. Client Certification Courses

As an independently owned and operated business, you are responsible for ensuring that your staff has the requisite information and knowledge to service on a virtual basis, as well as to service the specific client's programs for Arise.

Certification should be viewed as a business investment rather than a business cost. The certification fees your company pays create a direct return in the form of new servicing opportunities to which your business gains access and the potential for increased income for your business. In most cases, the cost of the certification class can be recovered in less than 40 hours of servicing. In addition, the cost of the certification class is a ONE-TIME fee and, unlike other certifications such as an insurance or accounting certification, Arise's clients do not generally require Client Support Professionals to become re-certified on a yearly basis, absent poor performance or a lengthy period of non-servicing.



How to Set Up your Home Office



How to Set Up your Home Office

Not everyone has a chance in life to work from a home office. Saving time and money are two huge benefits of working from home. While working from home you and your Client Support Professionals will need a home office that is quiet and conducive to you conducting business. You should always keep in mind that you, and the Client Support Professionals who work with your business, are trusted to create a working environment in your homes that does not detrimentally affect the experience of the customer of the Clients with whom you are interacting. A good home office includes:

1. A computer (Windows Vista is not currently supported)
2. High-speed internet
3. A no-frills landline/POTS (Plain Old Telephone Service) with a corded phone
4. A telephone headset with keypad
5. A VOIP headset for certification courses
6. A desk with ample space
7. A comfortable desk chair
8. Proper lightning

We have built an interactive 3D Video that details what a typical work-from-home office setup should include when you or your Client Support Professionals are engaged with Arise.

Click the link below to view it!
<http://www.vpix.net/index.php?tour=8930>





Suggested Vendors



Suggested Vendors

I. Incorporation Resources

Note: The list of Suggested Vendors does not constitute an endorsement or recommendation by Arise, but is provided for informational use and your convenience. It is your responsibility to decide which resources are right for your business. These companies are in no way affiliated with or controlled by Arise and Arise does not assume any legal liability or responsibility for the acts or omissions of such companies.



Start your new business **FAST** with this website that is solely dedicated to Arise Virtual Solutions independent contractors. The process is quick and easy. Same day turn-around with no extra fees is offered. Their low cost, all-inclusive package has no hidden charges. Listen to a free tutorial. Monthly payment plans are available. **APPLY** online at www.lawgwj.com or call 1-800-451-0975 for friendly, immediate, and personal service.



BizFilings is committed to empowering you, as an owner of a small business, with the information and tools you need to make informed decisions, whether that be guiding you through the incorporation process or arming you with the resources you need to keep your business running.



LegalZoom has been offering legal services products to the public since March 12, 2001. LegalZoom provides legal document creation services in various common categories including copyrights, DBAs, divorce, immigration, business formation, trusts, wills, name changes, patents, power of attorney, pre-nuptial agreements, real estate leases, trademarks, estate and personal planning.



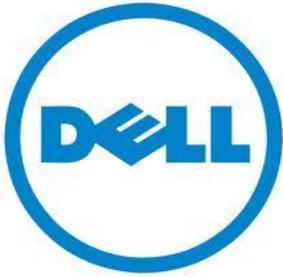
The Company Corporation has more than a century of experience. They have helped hundreds of thousands of small business owners incorporate or form an LLC.



With over 40 years of experience, NOLO can assist your Independent Business in forming your LLC or Corporation.



II. Dell Computers



Arise currently offers an Arise Certified Computer through Dell. This computer can be purchased online via this link www.dell.com/arisecontractors. Benefits of the Arise Certified Computer are below:

1. **Arise Technical Requirements:** All computers on www.dell.com/arisecontractors are discounted for Arise's Independent Business Owners.
2. **Financing:** These computers can be financed for approximately \$20 a month
3. **Support:** This program and respective page is supported by Dell. Dell will have resources to help answer any questions regarding pricing, options, etc.

III. Plantronics Headsets





Contacts



Admissions

For questions and issues related to the Admissions Process, CSP 101, Background Checks and the Voice Assessment: You may contact U.S. Partner Admissions by sending an e-mail to admissions@arise.com, which typically yields the fastest response time, or you can visit our [Live Chat](#) – Monday to Friday from 10:00 a.m. to 5:00 p.m. EST.

Central Operations

For questions and issues related to releasing hours and Starmatic™: Please call 866-771-0041, Option 2 – available 24/7

Contracting

For questions and issues related to Statements of Work (SOWs) and Corporation Changes: Please visit Partner Chat via the Arise Portal available Monday to Friday from 8:00 a.m. to midnight EST.

Enrollment

For questions and issues related to Opportunities, Courses & Vouchers: Please visit Enrollment Chat via the Arise Portal available Monday to Friday from 9:00 a.m. to 12:00 noon and 3:00 p.m. to 5:00 p.m. EST

Partner Chat

For questions and issues related to Schedules, Performance and other items: Please visit Partner Chat via the Arise Portal available Monday to Friday from 8:00 a.m. to midnight EST

Technical Support

For technical questions and issues including Connectivity, Avaya, Password Resets and urgent technical situations impacting your ability to service: Please visit Live Support 24/7 via the Arise Portal

To contact Enrollment Chat, Partner Chat or Live Technical Support please log in to the Arise Portal → Support → Partner Support and click on the corresponding Tab.



Frequently Asked Questions (FAQs)



I. Admissions Process

1. What is the Voice Assessment and why do I need to pass it?

The Voice Assessment is a free and fast 10 minute evaluation that is conducted over the telephone. It measures your vocal quality and your ability to interact with customers over the phone.

2. What is the Background Check and why do I need to pass it?

Arise does not do business with any companies whose Independent Business Owners have been convicted, pled guilty or pled no contest to any felony, or certain misdemeanor charges, including but not limited to theft, fraud, drug, violence or other similar violations. In addition, certain Arise clients require background checks in order to access their systems and interact with their customers. Therefore, a background check is required.

3. What is CSP 101 and why do I need to pass it?

CSP 101 – the Arise Basic Certification course - covers all the skills and information you need to know about Arise and its systems before providing services for an Independent Business within the Arise Network. There are two ways to complete CSP 101:

- SELF-PACED: Choose your own speed, up to 7 days. (See Admissions Portal for latest Pricing))
- INSTRUCTOR-LED: complete CSP 101 in 1 business day! (See Admissions Portal for latest Pricing)

4. How do I start my own Independent Business or join an existing Independent Business?

During the Partner Admissions process, we walk you through the steps to either join an existing Independent Business or start your own Independent Business. Both options are simple and quick. Please refer to pages 3-7 for more information on this.



II. Establish an Independent Business or join an existing one as a Client Support Professional?

Arise cannot advise individuals on which option is best for you but here are some of the most frequently asked questions that may assist you in making your decision.

1. Why would someone want to join an existing Independent Business?

An individual might want to join an existing Independent Business to save on incorporation costs or to avoid spending time on managing their business. They may also be looking for guidance, support and best practices in order to be a successful Client Support Professional or Independent Business Owner in the Arise Network.

Please note at any point, as a Client Support Professional, you have the option to start your own company.

2. As an Independent Business Owner am I required to service?

As an Independent Business Owner, in addition to taking CSP 101, you as an individual, must have serviced at least one Client Program for a minimum of one Statement of Work (SOW) period and achieve a minimum 2 STAR rating/status. Please refer to the glossary for a definition on the STAR program.



III. Independent Business Requirements & Sourcing

- 1. Is there a maximum number of Client Support Professionals allowed into an Independent Business?**
No, there is not. You, as an Independent Business Owner, can hire as many Client Support Professionals as you would like, and believe you can effectively manage.
- 2. Do potential Client Support Professionals, who plan on joining my Independent Business, have to go through the entire admissions process?**
Yes – if they want to provide services to Arise on behalf of your company. If you want your potential Client Support Professionals service on Arise projects on behalf of your company, they will have to follow the entire admissions process but will not need to form a corporation.
- 3. Does Arise charge the Independent Business to add a Client Support Professional to their Independent Business in the portal?**
No, there is no charge.
- 4. Can I have my own application process for my Client Support Professionals?**
Your business is your business. As an Independent Business Owner, you can have any processes and policies in place of your choosing.
- 5. Do I have to recruit my Client Support Professionals in my state of residence only?**
No, you can recruit Client Support Professionals from anywhere in the continental United States except for the states from which we are currently not accepting any new profiles. We are currently not accepting new profiles from residents in the states of California, Connecticut, Massachusetts, Maryland, New York and Oregon.
- 6. Do I need to disclose my relationship with Arise when marketing to a potential CSP?**
Independent Business Owners endorsing Arise **must disclose their contractual relationship with Arise** and must ensure that endorsements do not contain representations that are deceptive or cannot be substantiated. If you are speaking about Arise, you must either clearly identify yourself as a contracted business partner of Arise or speak in the first person and use a disclaimer to make it clear that the views expressed belong solely to you.
- 7. Can I use the Arise logo in my marketing efforts?**
No, you may not use Arise’s logo without Arise’s written permission. In addition, you may not use logos of any of Arise’s clients, regardless of whether or not you are providing service on a particular client program.
- 8. Should I have a web site to recruit?**
It is not a requirement to have a website as you may run your business as you deem proper. However, a web site might be helpful to promote your business. Creating a web site is solely within your discretion as an Independent Business Owner.
- 9. Does Arise have marketing materials I can use?**
Arise currently does not have marketing materials to provide to Independent Business Owners.



IV. Technology Requirements

In order to help ensure your success as an Independent Business Owner and the success of your Client Support Professionals, you must have a strong working knowledge of computers. There are also some system requirements that all Independent Businesses and their Client Support Professionals servicing Client Programs for Arise must have.

In addition to the technology requirements listed on the next few pages, there may be some other technology requirements that are necessary in order to service a particular client program. Please be sure to consult the applicable Opportunity Announcement for those requirements.

Please note: It is the responsibility of the Independent Business to ensure that their Client Support Professionals have all the computer skills and technology requirements necessary to service a client program. If these requirements are not met, the applicable Statement of Work may be terminated.

Overview

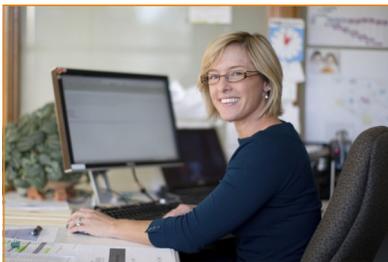
Welcome to the Independent Business Owner Technology Guide!

In order to help ensure your success as an Independent Business Owner or Client Support Professional, you must have a strong working knowledge of computers including - but not limited to:

- Being able to use a mouse and computer keyboard
- Being able to shut down and turn on the computer properly
- Understanding how to navigate the computer's files and desktop environment
- Knowing how to Create, Name, Save and Delete a folder
- Functional knowledge of programs including how to launch and close a computer program
- Understanding how to use e-mail including sending and opening email
- Knowing how to use the Internet including navigating to a site and using search engines like Google
- Ability to navigate through multiple screens

Maintaining an optimal workstation setup is key to providing the maximum quality and service time to the client programs that your Independent Business supports.

As an Independent Business Owner, you must ensure that each of your CSP employees obtain, configure and maintain their own workstations. This guide is here to help you do just that!



Computer Hardware (minimum)

	RAM	Hard Disk	CPU Unit	Other Devices
Minimum	2 Gigabytes (GB)	80 GB IDE	Single Core 1.4 GHz	48 x CD ROM Drive 32 Bit Sound Card Speakers 17 inch or larger monitor VoIP Headset Wired Keyboard and Mouse
Recommended	4 Gigabytes	250 GB SATA II	Dual Core 1.6 GHZ	24 x CD/DVD Burner 32 Bit Sound Card Speakers 19 inch or larger monitor USB VoIP Headset Wired Keyboard and Mouse UPS Battery Backup



The use of wireless connections to access ANY Arise resource is prohibited at all times. We do not permit any type of wireless connection even if it is secured via encryption. Dual-boot machines are also prohibited by Arise policy.

Internet

Arise **only** permits the use of high-speed broadband internet service providers such as cable or DSL. Arise **does not** permit the servicing of clients on dial-up internet services. Servicing via wireless service providers and satellite are **NOT** permitted at ANY time.

	Internet Speed Download	Internet Speed Upload
Minimum	1.5 MBPS or Greater	250 kbps or Greater
Recommended	3.0 MBPS or Greater	1.0 MBPS or Greater



Computer Software (minimum)

	Operating System	Productivity Suite	Other Applications
Minimum	Windows XP Service Pack 3 Windows 7 ¹ Windows Vista	Microsoft Office 2000 viewer Microsoft Office 2003 viewer Microsoft Office 2007 viewer	Internet Explorer 7 or 8 Java 5.0 Update 10 Adobe Acrobat Reader
Recommended	Windows XP Service Pack 3 Windows 7 ¹	Microsoft Office 2003 Microsoft Office 2007	Internet Explorer 7 or 8 Java 5.0 Update 10 Adobe Acrobat Reader



1) The use of Windows 7 32 bit and 64 bit operating systems are permitted on 80% of Arise's opportunities; please refer to the Opportunity Announcements for specific requirements.

*Arise does not permit the use of Virtualized Operating Systems such as those installed of VMWare or Parallels

Computer Security

All workstations that are used to connect to the Arise Network must be secured at all times. Please see below for a list of acceptable security applications. If you have an application that is not on this list, it must be removed prior to installing any of these applications.

	Anti-Virus	Anti-Spyware	Firewall
Minimum	AVG Anti-Virus (8.x -9.0) Malwarebytes McAfee Internet Security (8.x-11.x) McAfee Virus Scan (8.x-11.x) Norton Anti-Virus (10.x-12.x) Norton Internet Security (7.x-8.x) Symantec Anti-Virus (9.x-10.x) Symantec Client Security(9.x-10.x)	Microsoft Anti-Spyware LavaSoft Ad-Aware Microsoft Security Essentials	Windows Firewall McAfee Internet Firewall Norton Firewall
Recommended	AVG Anti-Virus (8.x -9.0) Malwarebytes McAfee Internet Security (8.x-11.x) McAfee Virus Scan (8.x-11.x) Norton Anti-Virus (10.x-12.x) Norton Internet Security (7.x-8.x) Symantec Anti-Virus (9.x-10.x) Symantec Client Security (9.x-10.x)	Microsoft Anti-Spyware LavaSoft Ad-Aware Windows Defender Microsoft Security Essentials	Windows Firewall McAfee Internet Firewall Norton Firewall



Telephone

Your telephone is the backbone of your business and should be both comfortable and easy to use. Arise **does not permit** the use of Digital or VoIP (Voice over IP) Service Providers. Arise only permits the use of single analog telephone lines. No additional services should be on your servicing telephone line.

	Telephone	Telephone Service Provider
Recommended	Smith Corona DA-202 Smith Corona DA-202 Plantronics S11 Enterprize	Major Telephone Company BT Virgin



* Wireless telephones, VoIP (Voice over IP) or wireless services are not permitted at any time.

Email

All Independent Businesses and CSPs are required to maintain an updated email address on file with Arise at all times. This will be used to receive important communications from Arise. All email addresses should be business appropriate in nature and have the ability to mark all emails from Arise as trusted. You may use the email address provided by your Internet Service Provider.

	E-Mail Application	E-Mail Providers
Minimum	Microsoft Outlook Express	gMail VSCMail BT Broadband E-Mail
Recommended	Microsoft Outlook 2003 Microsoft Outlook 2007	gMail VSCMail BT Broadband E-Mail



Workstation Requirements

We **DO NOT** permit any of the following items to be used or installed on any computer that is used to connect to the Arise Network.

Hardware

Networking Hardware

Wireless Networking Equipment
2-Wire Branded Modems/Routers
Modem/Router Combination Devices (Unsupported)
Satellite or Microwave Internet Service Providers
USB Connected Modems
Routers (Routers are permitted but not supported)

Computer Hardware

Dual Booting of the computer's Operating System
PowerPC Based Processors

Telephone

Durabrand or Lennox Providers
2 Line Telephones
Any Telephones with Fax Capabilities
Any Voicemail or Answering Machine Services
Caller ID
Wireless Telephone Services



Software

Operating Systems

Windows 95
Windows 98
Windows ME
Windows 2000
MacOS Tiger

Security Applications

Parental Monitoring Applications
Any Internet Security Application that is not listed on the supported applications listed in our supported applications list

Telephone

Durabrand or Lennox Providers
2 Line Telephones
Any Telephones with Fax Capabilities
Any Voicemail or Answering Machine Services
Caller ID
Wireless Telephone Services

Other Software Applications

Skype
Norton System Works
Norton 360
Norton go Back
Netscape Browser
Limewire
Frostwire
Morpheus
Kazaa
Bonzai Buddy
Grokster
iMesh
ANY Pop-Up Blockers
3rd Party Toolbars
HotBars and Web Search Bars
ANY P2P Software
BigFix
Bonjour

Vendors / Providers

Telephone Service Providers

Comcast or other Cable Digital Telephone Service
Vonage Telephone Service
MagicJack or any VoIP Service Provider

Email Providers

AOL
Hotmail
Incredimail
Juno
LiveMail
Yahoo

Software Piracy

It is a crime to copy, install or resell software (including Operating Systems such as Windows 7 and Windows XP). Should a computer that has illegally installed software be brought into a service repair center, it is very likely that the service repair center will report it. This can inadvertently happen by using unauthorized service technicians or by purchasing software from an auction. To the extent that you are looking to upgrade your operating system, please be aware that if the deal you have been offered sounds "too good to be true", it probably is. Illegal, pirated software is common on auction sites. Software buyers need to be wary. You could end up spending hundreds of dollars for a copy that isn't worth the media it's burned on. When you purchase software you should be sure that you receive all the normal accompanying materials, including a license agreement, manuals, box and certificate of authenticity. You should have a sales receipt and registration card.



Arise trusts that no Independent Business would intentionally permit the use of copied software or resale of such software. As a result of this communication, should any Independent Business believe that it was possible that such software was installed on a computer without your knowledge that it was pirated, we suggest you:

1. Remove the software
2. Purchase a legal copy
3. Contact an authorized technician to reformat your system, if it is your Operating System software
4. Make you get a copy of your software with the activation key and license
5. Maintain your software copy in an easily accessible and safe place

Please understand that Arise will terminate the MSA of any Independent Business, and revoke the certification of any its CSP employees, that has installed pirated software.



Glossary



Abandoned Call

Call where caller disconnected, while waiting in queue, before being serviced.

ACW or After Call Work

Work that is necessitated by and immediately follows an inbound call transaction. Often includes entering data, filling in forms and making outbound calls as necessary to complete the caller's transaction. (also referred to as Wrap-Up).

Admissions Department

The department within Arise that assists potential Independent Business Owners and their CSPs through the Admissions Process.

Admissions Process

The process which potential Independent Business Owners and their CSPs go through - including CSP 101, background check, voice assessment, etc.

Anti-Virus Software

A program like AVG (Anti Virus Guard) that periodically tests and analyzes a workstation for viruses or malware.

Arise University

A Learning Management System where certain courses for Independent Business Owners and their CSPs regarding doing business with Arise are housed. These course materials are used along with the instructor-led classes in Adobe. Helpful tools and activities such as demos, scavenger hunts, aids, assessments and exams can also be found there.

ASD

An acronym for Arise Secure Desktop - an Arise program created to develop a secure environment on desktop computer

Available Time

The time waiting for calls to arrive for a given period of time.

Avaya

Communications system software used by many contact centers to manage calls.

B2B

An acronym for a "business to business" relationship

BA

An acronym for a Business Analyst

BPO

An acronym for Business Process Outsourcing, which is a form of outsourcing that involves the contracting of the operations and responsibilities of a specific business function(s) or process(s) to a third-party service provider.

Central Operations

This department is available 24/7 to assist Independent Business Owners and their CSPs with questions and issues related to doing business with Arise, including Starmatic and the releasing of hours.

Certification

The result of successfully completing the course requirements within a class. Often includes passing of a written examination and a call-taking practical examination at the end of a course. There are two certifications needed to provide services to an Arise client - the first certification is when an individual becomes a Client Support Professional after successful completion of the CSP 101 course, the next is after the Client Support Professional attends and successfully completes a client specific program certification course, learning how to do business for a particular client program.



Certification Department

This department sources, contracts and schedules Instructors for all of the Arise client certification courses.

Chat (Online Chat)

Online chat is a way of communicating by sending text messages to those in the same chat-room in real-time.

Chat Room

Chat Room is a term used to describe where real-time online chat over instant messaging is conducted. Client specific chat rooms are for questions & answers to that program only.

Client Results

The department within Arise that is responsible for managing the results of client programs and working with Arise's clients to ensure their ultimate satisfaction. The department partners closely with Performance Facilitators to provide support to Independent Business Owners and their CSP by offering resources that their businesses can utilize to drive performance via chat rooms and quality enhancement support.

Client Service Program Course

Course designed to share client program specific policy, product, procedures and systems knowledge.

Client Support Professional (CSP)

An individual who is employed by or under contract with an Independent Business and certified by Arise to provide services from remote locations on various Client programs.

Commitment Adherence (CA)

A measurement of "reliability". A calculation that uses the amount of time committed to service in the Starmatic schedule along with how much of that time was actually serviced. The formula Arise uses to define CA % is:

$$\text{[Serviced Minutes}/(\text{Posted Minutes} + \text{Released Lockdown Minutes})] \times 100 = \text{Commitment Adherence Percentage}$$

For purposes of the above formula:

- "Serviced Minutes" shall mean the total number of minutes of an each Accepted Interval that were actually serviced by the Company.
- "Posted Minutes" shall mean the number of minutes determined by adding (i) the number of Accepted Intervals multiplied by 30 minutes per interval and (ii) the number of additional minutes serviced as part of the Company's acceptance of any urgent service request.
- "Released Lockdown Minutes" shall mean the total number of minutes of each Accepted Interval that were released within 48 hours of the commencement of that particular Accepted Interval. Minutes of an Accepted Interval that have been "swapped" in Starmatic® and serviced by another CSP shall not be deemed Released Lockdown Minutes.

Contracting Department

The department within Arise that is responsible for posting SOWs for particular projects. This department also finalizes corporation changes, ensures that new Independent Businesses are contracted in a timely fashion, and processes terminations, suspensions and reinstatements.

Convenience Leave

Special allowance to allow an Independent Business to drop an accepted service interval based on a request with no negative consequences to the IB's performance metrics.



CSP 101

Basic course providing the fundamental of how to do business with Arise for IBOs and their CSPs. Successful completion of CSP 101 results in certification as a Client Support Professional.

CSP ID

Client Support Professional Identification number. A Client Support Professional is assigned this number during the Admissions Process.

E-learning

Instruction facilitated in electronic or 'on-line' format. (See web based training).

Enrollment Department

This department handles all current and open project opportunities, course schedules, vouchers and pricing.

Enunciation

Clear, distinct speech resulting from well formed vowels and consonants, and by placing a small break between words.

Error Rate

Either the number of defective transactions or the number of defective steps in a transaction.

FAQs

An acronym for Frequently Asked Questions.

FCR/FTR

First Contact Resolution/First Touch Resolution; software which measures and analyzes the repeated contact interactions by a customer and a client's contact center to determine why resolution is not occurring with the first "touch" or interaction.

Feedback

The act of reviewing a performance of service and then providing comments, criticism and suggestions for the purpose of service development.

Firewall

A set of related software programs that protect the resources of a private network from unauthorized users.

Hourly Commitment

The minimum number of hours to be serviced by an Independent Business, as stated in the applicable SOW that must be posted on a weekly basis. Some accounts have additional requirements on when the hours must be serviced (e.g. nights or weekends). Hourly Commitment varies by Statement of Work.

ILT

Instructor Led Training

IMA

Ideal Match Assessment; assessment taken by potential IBOs and their CSPs during the admissions process which measures their skills in the areas of customer service, sales proficiencies, and technical proficiencies.

Independent Business

A duly incorporated or registered business entity, which has been contracted by Arise to provide services for a fee, which entity is owned by an Independent Business Owner.

Independent Business Owner

The owner of an Independent Business who is certified as a Client Support Professional and is actively involved in the direction of his or her business and the performance of services contracted by Arise.



Inflection

Natural intonation and musical quality of the voice that helps project personality and maintain caller interest.

KPI

An acronym for Key Performance Indicators, which are metrics or items that are most critical to the success of an operation. The standard KPIs that are common across all Arise client programs include: Commitment Adherence Ratio (CA), After Call Work (AUX), Ring No Answer (RNA), and Hourly Commitment - see specific definitions of each items noted.

LAN

An acronym for Local Area Network; a computer network that connects computers and devices in a limited geographical area such as home, school, computer laboratory or office building.

LMI

An acronym for Log Me In; remote control desktop tool used by Arise Service Desk to assist Independent Businesses and their Client Support Professionals in resolving technical issues.

Logged On

Signing on to a system (making your presence known) – at this time you may or may not be ready to receive calls.

MSA

An acronym for Master Services Agreement or the binding legal document that outlines the general terms and conditions governing the business relationship between Arise and an Independent Business.

Network Status News

Messages displayed on the Arise Portal that advises an Independent Business of possible technical problems and suggested or required corrective action(s) to take.

Non-posted hours

Hours serviced by an Independent Business and its CSPs that were not posted in Starmatic™, also known as Pirated Hours.

Occupancy

Also referred to as Utilization. The percentage of time a call taker handles calls versus waiting for calls to arrive. For a half-hour, the calculation is: (call volume x average handling time in seconds) / (number of call takers x 1800 seconds). Also see Schedule Adherence.

On Line Support

Real time on-line technical support facilitated by the Arise Service Desk communicated via chat or e-mail. To access the Arise Service Desk go to the Arise Portal, select SUPPORT, then SUPPORT DESK, at this point you have the option to submit a Non-Urgent Ticket, or to enter Live Support.

Opportunity Announcement

A document that provides the specific details of a new project opportunity including certification course details and cost, service hours, SOW commitments and all other requirements and details.

Outsourcing

Contracting some or all services to an outside third party.

Overflow

Calls that exceed the number of calls able to be answered by the available call takers during that particular period.

Overstaffed

When there are too many call takers available to take the calls that are in queue.



Partner Support

This department handles questions and concerns via chat regarding a variety of items including, invoices, schedules, performance and ideas.

PASS (Performance in Application Specific Scenarios)

An assessment used to determine which IBOs and their CSPs best fit a client program based on the specific opportunity requirements. This will vary by opportunity.

PCI

Payment Card Industry

Performance Facilitator (PF)

An individual who is an employee of an Independent business that assists other Independent Businesses and their Client Support Professionals to work more effectively by providing guidance, direction and tips on an as requested basis.

Performance Metrics

Specific objectives contained in the MSA and/or SOW that are measured to determine the performance of an Independent Business for a particular client program. Meeting the Performance Metrics is a contractual obligation of the Independent Business. Performance Metrics include, but are not limited to, serviced minutes, commitment adherence, release ratio, schedule adherence and quality assurance scores.

Pirated Hours

Hours serviced that were not posted in Starmatic™, also known as Non-posted Hours.

Pirating

The action of an Independent Business Owner or Client Support Professional of logging in to the Arise system when the Independent Business is not scheduled to service or staying logged in after the scheduled interval has ended.

The Portal

The common web portal for the Independent Business Owners and their Client Support Professionals that provides access to StarMatic® tools, Opportunities, User Profile, HUB, News, etc.

POTS

An acronym for Plain Old Telephone Service

Pre-Select

Hours available for posting in advance of the general population release time. An Independent Business and its Client Support Professionals are given access to Pre-Select based on their key metrics service level score pursuant to the applicable SOW.

Priority Commitment

The number of hours required in the SOW. For example, if the SOW requires 15 hours of service during the week, with 4 of the 15 hours being serviced on Saturday and/or Sunday, that is referred to as the Priority Commitment.

Priority Metrics

A metric in the SOW that is weighted more heavily than the others.

Profile

The contact information for every Independent Business, as well as their Client Support Professionals, within the Arise database. The profile should be updated by the Independent Business Owner or Client Support Professional on the Arise Portal whenever contact information changes.



Quality

The level of service provided by the Independent Business.

Queue

Callers holding or waiting for the next available call taker.

RNA

An acronym for Ring No Answer, which occurs if a call is not answered by the third ring or if the phone is not hung up as soon as the caller hangs up and it generates a busy signal.

RTA

An acronym for Real-Time Adherence or the measurement of how closely an Independent Business and its Client Support Professionals adhere to their work schedule.

Schedule Adherence

A general term that refers to how well an Independent Business and its Client Support Professionals adhere to the posted schedule. It can include time available to take calls, time spent on taking calls and time spent waiting for calls to arrive.

Seasonal Fluctuation

Changes in call volume according to a yearly cycle.

Service Desk

The internal Arise group that provides technical and Arise specific assistance to the Independent Businesses and their Client Support Professionals 24/7 via Online or Live Support.

Service Opportunities

Written posted notification to the Independent Businesses of upcoming servicing projects and planned client program classes and. Service Opportunities are found on the Arise Portal.

Service Recovery

When a service representative handles an angry or difficult customer then turns the exchange around resulting in a happy and satisfied customer.

Skills Enhancements

Increase or improve knowledge and performance related to servicing a specific client program.

SLA

An acronym for Service Level Agreement or part of a service contract where the level of service is formally defined.

Standards

Measurable performance indicators, including overall quality rating, schedule adherence, conversion rate (sales), etc.

StarMatic®

Arise's proprietary software for client posting and hours scheduling. - see QuickPost

SOW

An acronym for Statement of Work. This is an agreement between Arise and the Independent Business that outlines the program specific contractual servicing obligations and includes but is not limited to performance expectations, hours of service, service level metrics and service fee rates.

Status or Call Status

The mode of the call. Status includes: engaged, after-call work, unavailable, etc.



STAR Program

The Star Program standardizes performance measurement processes by using an easy-to-understand rating system and scorecard, tied to key metrics on each Client program. Under this program, Independent Business Owners and their Client Support Professionals will be awarded Stars (0-3) based on their level of performance of these metrics.

Talk Time

The time spent with a caller during a transaction. Includes everything from "hello" to "goodbye." Refer to Average Talk Time (ATT).

Technical Support

This department assists Independent Business Owners and their CSPs with questions and issues related to doing business with Arise, including connectivity, Avaya, SDE, password resets and urgent technical situations impacting their ability to service.

Time Management

The art of arranging, organizing, scheduling and budgeting one's time for the purpose of generating more effective work and productivity.

Tone

Tone is the use of pitch in language to distinguish words. Intonation is used to express emphasis, contrast, emotion or other nuances.

Total No-Show Minutes

The total number of minutes an Independent Business and its Client Support Professionals committed to servicing by posting hours in Starmatic® but those hours were not serviced.

Total Release Ratio

The total number of released minutes divided by the total posted minutes.

Unavailable

Service status used to identify that an Independent Business and its Client Support Professional is not ready to handle an incoming telephone call. This metric is tightly managed to improve service.

Understaffed

When there are not enough call takers available to take the calls in queue and meet service levels.

Urgent Service

Urgent service is a request from an Arise client for additional assistance answering calls and a great opportunity for Independent Businesses to make additional money by posting for additional intervals.

Utilization

Utilization rate, also referred to as Occupancy, is handle time (talk time + after call work time) divided by time signed into a queue. (See Occupancy)

UTP

An acronym for Undisputed Top Performance®. This term describes the ability of Arise to facilitate the delivery of results that are above and beyond our competitor's or even a client's own internal team.

VCMS

An acronym for Virtual Contact Management System. This system is a browser-based Automatic Call Distributor (ACD) developed by Telephony@Work.

Virtual Call Center

A distributed call center that acts as a single site for facilitating call handling by remote independent call-taking businesses.



Voice Assessment

The Voice Assessment is a free and fast, three minute exam evaluation, conducted over the telephone that measures an IBO/CSP's vocal quality, and his or her ability to interact with customers over the phone.

VoIP

An acronym for Voice over Internet Protocol or a general term for a family of transmission technologies for delivery of voice communications over IP networks such as the Internet or other packet-switched networks.

VPN

An acronym for Virtual Private Network or a computer network in which some of the links between nodes are carried by open connections or virtual circuits in some larger networks (such as the Internet), as opposed to running across a single private network.

Workstation

The equipment provided by an Independent Business that is used by IBOs and CSPs to service client programs; includes computer, headset, telephone, back-up Universal Power Supply, etc.

Wrap-Up

This work is necessitated by and immediately follows an inbound call transaction. Often includes entering data, filling in forms and making outbound calls as necessary to complete the caller's transaction. This metric is tightly controlled to ensure proper service levels. (See ACW)