Your complete business reference guide includes the information you need to partner with Arise as an Independent Business Owner.
WELCOME to the Arise Independent Business Owner Guide!

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 - right from the comfort of home!

This guide provides a significant portion of the information 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.

As an Independent Business in the Arise Network, you have access to immediate revenue opportunities once your business is up and running.

Other benefits of being the owner of an Independent Business in the Arise network include:

- 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, NO BOSS!
- 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 bonuses 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 one that best fits your schedule.
- Performance bonus and 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.

What are you waiting for?
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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
Introduction

An outreach program that became so much more...

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

Through a network of Independent Businesses, Arise provides work-from-home contact center support services to many Fortune 500 companies. Our Independent Businesses within the Arise Network provide support and service 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.
- Awarded Excellence in Practice citation- American Society for Training & Development
- 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 has been a Better Business Bureau (BBB) accredited business with an A+ rating. The BBB holds businesses accountable to the highest standards of honesty in their advertising and selling.

Partnering with Arise is a great opportunity if....

You are:

An entrepreneur, a military family member, retired, a stay-at-home parent, a college student, or anyone looking to work from home - exclusively, partially or even if you’re just looking to earn extra income - by answering calls, chats or emails from our client’s customers.

You want:

- To select which brands you would like to work with
- To choose when to work

...or if you’re just tired of being told by your boss what to do and when to do it. By partnering with Arise through your own business, if you prefer not to work one day, it’s all up to you!
I. Why 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...

<table>
<thead>
<tr>
<th>Factor</th>
<th>Independent Business</th>
<th>Employee</th>
<th>Arise Advantage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexibility</td>
<td>✓</td>
<td>✗</td>
<td>You are your own boss. You can take a vacation when you want.</td>
</tr>
<tr>
<td>Earning Potential</td>
<td>✓</td>
<td>✗</td>
<td>You select which business opportunities your company wants to pursue and how many hours your company will service. Service Revenue is tied to results.</td>
</tr>
<tr>
<td>Deductible Expenses</td>
<td>✓</td>
<td>✗</td>
<td>You can deduct expenses on your taxes for a home office, internet, telephone, certification fees, etc.</td>
</tr>
<tr>
<td>Taxation</td>
<td>✓</td>
<td>✗</td>
<td>Federal or state taxes are not withheld from an Independent Business’s service revenue.</td>
</tr>
<tr>
<td>Location</td>
<td>✓</td>
<td>✗</td>
<td>You get to work from home! No commute!</td>
</tr>
<tr>
<td>Value Creation</td>
<td>✓</td>
<td>✗</td>
<td>It’s simple: You are responsible for your company’s success. Perform according to contract and your company can be eligible for monthly bonuses &amp; incentives.</td>
</tr>
<tr>
<td>Opportunity Flexibility</td>
<td>✓</td>
<td>✗</td>
<td>You choose the opportunities - to service Arise clients - which you want your company to pursue.</td>
</tr>
</tbody>
</table>

II. How does it work?

At your option, you may either start your own business or join an existing business within the Arise Network of Independent Businesses. 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). This agreement outlines the general terms and conditions governing the business relationship between your Independent Business and Arise.

Remember that if you are interested in the flexibility of working from home and setting your own schedule, but not interested in the responsibilities that come with running your own business, you can choose to become a Client Support Professional under an existing Independent Business in the Arise Network.
III. What is the Arise Network?

The Arise Network is made up of Independent Businesses that partner with Arise. The Independent Businesses employ Client Support Professionals who are certified to handle customer support and service for Arise clients - which 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 would want to possess the characteristics of a Client Support Professional (see below).

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

As an Independent Business Owner, you are required to be certified as a 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, dependable and honors all time commitments

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

As an Independent Business Owner, neither you nor the 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 business entity, either a corporation or LLC, that partners with Arise to service Arise’s clients. 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 or 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. 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 business’s employees with employee-type benefits such as healthcare, 401K plans, etc. It is the Independent Business Owner’s responsibility to secure the benefits that they see fit for his or her company.

VII. Client Support Professionals: Starting your own business

Many Client Support Professionals elect to first join an Independent Business within the Arise Network. Once you get comfortable with the business opportunities offered by Arise and the way the business works, you may decide to start your own company. If you are a CSP affiliated with an Independent
Business and decide that you want to start your own company, we have helpful information available for you 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.

<table>
<thead>
<tr>
<th>Expense</th>
<th>Cost</th>
</tr>
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<tbody>
<tr>
<td>Background Check</td>
<td>$12.95 or $25.95 (depending on State)</td>
</tr>
<tr>
<td>Incorporation</td>
<td>$100 (varies by State)*</td>
</tr>
<tr>
<td>High-Speed Internet</td>
<td>$50*</td>
</tr>
<tr>
<td>Phone Equipment - Keypad &amp; VOIP/Gaming Headset</td>
<td>$35 - $100*</td>
</tr>
<tr>
<td>Dedicated Phone Line</td>
<td>$18*</td>
</tr>
<tr>
<td>CSP 101</td>
<td>$99*</td>
</tr>
<tr>
<td><strong>TOTAL COSTS</strong></td>
<td><strong>$314</strong></td>
</tr>
</tbody>
</table>

*These are approximate amounts and may vary depending on 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 you partner with Arise, your necessary business investments are not as significant. They include 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.

*Many 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.

When your business partners with Arise, you have an opportunity to earn a great living.

The chart below illustrates the average cost of investment made by a company 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.

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1 Data 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 either start your own business or join an existing business within the Arise Network. If you choose to start your own business, please see the links below that provide tips on which type of corporate entity may work for you. 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
X. Independent Business Owner vs. Traditional Employee - Which is better?
Arise Stands Out

- Of time-based 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 5 years.

- 79% of respondents prefer to work at home at 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 affiliate with an existing Independent Business, there are certain steps that you must take. Certification courses that a Client Support Professional 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 obtained the required certifications, your business is then eligible to begin earning income by providing customer service, sales or technical support for brands owned by Arise clients.

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

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

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, collaboration software, and providing service to a client application.
II. Which Path is Right for You?

Whether you choose to become an Independent Business Owner or affiliate with an existing Independent Business within the Arise Network, Arise offers opportunities with its clients that let you use your customer sales, service or technical support skills.

You have the choice to:

1. Start an Independent Business or use your existing Independent Business to partner with Arise.
2. Join an existing Independent Business within the Arise Network as a Client Support Professional.

After some time servicing as a Client Support Professional, many Client Support Professionals decide that they are ready to start their own Independent Business.
III. 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/course
- 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!
Earning Service Revenue for your Company
I. How the Independent Business Receives Payment

Arise disburses service revenue on the 7th and 22nd of every month via electronic payment your corporate checking account. In addition to the bi-monthly payment, you will receive a report that details the hours worked and income earned by your Client Support Professionals. It is your responsibility to disburse monies in accordance with the agreements you made with your Client Support Professionals.

II. Grow your Business

The Arise U.S. Independent Business Program enables an Independent Business Owner to increase his or her business's revenue by hiring or contracting with additional Client Support Professionals to service brands for his or her corporation. The Client Support Professionals are either direct employees or independent contractors of the 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 an Independent Business Owner recruits and grows his or her company, the more revenue he or she is able to generate. For additional information pertaining to growing your business, see the Premier Partner Alliance guide.

III. Compensation of 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 compensate or otherwise manage their Client Support Professionals. It is up to the Independent Business Owner and individual Client Support Professionals to develop a 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 an application. However, you do have to be listed as Active in the Arise system, which means you must have serviced a Client application at some point.

II. Independent Business Referral Program

Arise offers Independent Businesses the opportunity to be paid for each referral of a new Client Support Professional regardless of whether there is an official Arise referral program being offered. The Independent Business will be awarded anywhere from $15 - $100* for each newly certified Client Support Professional after the Client Support Professional services a client application for 30 consecutive days.

In order to receive the referral bonus, 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 bonus.

Important Note:
The referral bonus 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 bonus, 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 bonus offered varies. The terms of this Referral Program may change at any time at the sole discretion of Arise with or without notice.
Business-Building
Best Practices
I. Professional and Ethical Business Practices

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

Arise does not conduct business with companies that engage in unprofessional business conduct, fraud, or any other conduct that unlawfully interferes with the contractual or business relationships of Arise or other companies. An example of this type of conduct is identity fraud or servicing under another’s identity or CSP ID number.

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 affiliated Client Support Professional, 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:

1. **Do undertake the following:**
   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;

2. **Do not undertake the following:**
   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.
II. 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. This 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.
- Posts that contain profile specific 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 Independent Business 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.
To grow your Independent Business, it is important that you 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**
   - a. Associations for the handicapped or disabled
   - b. Chambers of Commerce

5. **Use Print Materials - Some examples:**
   - a. Local coupon books
   - b. Flyers at intersections
   - c. School Newsletters
   - d. School Banners
   - e. Bulletin Boards

6. **Social Media**
   - a. Your own Facebook Page
   - b. Network online with LinkedIn
   - c. Craigslist
   - d. Web Site Positioning Software
   - e. Blogs
   - f. Free classified job ads on the web
Adding a Client Support Professional under an Independent Business
Adding Client Support Professionals under an 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 IBO 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 IBO ID and click on the “magnifying glass” icon. The name of the IBO they he or she is joining will populate in the Name of Corporation field. He or she 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 Arise Affiliated Corporation”. 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 IBO”
3. Click on “Request to move to the following IBO”
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://portallotneck.com/portal/content/AffiliateDrop.exp...
IMPORTANT: Please note that if the “Drop/Change IBO” 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 application(s) and all posted hours, resulting in inactivation of the SOW(s) for which the Client Support Professional is servicing.

The following describes the steps the Independent Business Owner must take once the Client Support Professional has sent their request to join his or her 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 Client Support Professionals
The Relationship between Arise and your Independent Business and 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 bank 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 third shift applications offer a “by hour” rate. These service revenue structures vary by client for calls answered, transactions processed or minutes serviced each hour.

Whether the service revenue is paid on a per-call, per-minute or per-hour basis, it generally totals between $9 and $16 per hour. However, 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 can (and will!) 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 and, if applicable, to let them know that you will retain a portion of the revenues they are generating for your business (whether a fixed dollar amount or a percentage).

V. Independent Business - The 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 must be a corporation duly organized, validly existing and in good standing under the laws of the State or jurisdiction of its incorporation.

• Your company is not the partner, employee or agent of Arise, nor do you have the authority to bind Arise in any respect.
Managing your Business

The information contained in this section 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. *You are encouraged to consult with your own professional legal and tax advisors concerning your specific circumstances.*
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. How great is that?

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 applications that you service. 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 ensure you commit to the schedule 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 their 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 1099-MISC or 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.

VI. 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 coverage:

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 freelancers 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

VII. 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 opportunities you service, the higher your company’s profit can be.

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2 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/
• 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. 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.

VIII. 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.

IX. Client Certification Courses

As an independently owned and operated business, you are responsible for ensuring that your staff has the requisite skill set to service on a virtual basis, as well as to service the specific applications of Arise’s clients.

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 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 require Client Support Professionals to become re-certified on a yearly basis.
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. As a partner in the Arise Network, 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
Preferred Vendors
Preferred Vendors

I. 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.

II. Incorporation Resources

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.

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.

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.

The Law offices of Garry Johnson offer assistance for Independent Businesses looking to join the Arise Network.

III. Plantronics Headsets
Code of Ethics
As an Independent Business Owner, you should conduct your business according to strict ethical guidelines. The following are suggested principles:

- I will establish, uphold and follow appropriate rules of conduct.
- I will present the business opportunity to my Client Support Professionals and candidates in a truthful and honest manner, and I will make only such claims relating to Arise’s business as are sanctioned in official Arise literature.
- I will be courteous and prompt in handling any and all complaints from my Client Support Professionals as well as from Arise and its clients.
- I will conduct myself in such a manner as to reflect only the highest standards of integrity, honesty, and responsibility.
- I will act in a professional manner when interacting with my Client Support Professionals, Arise’s staff, and the network of other Independent Businesses.

Some conduct guidelines that any Independent Business Owner should consider are:
- If a Client Support Professional requests to leave your company, honor that request.
- Maintain an updated list of active Client Support Professionals and counsel those Client Support Professionals who are not meeting the metrics set forth in your agreements with Arise.
- Monitor the performance of your Client Support Professionals.
- Work with other Independent Businesses in the Arise Network in a professional manner.
- Display professionalism and ethical conduct towards Client Support Professionals, Arise’s Clients, Arise Staff and its Corporate Contractors.
- Deal directly with Arise for any issues relating to your Service Revenue at all times.
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.
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 anyone who has 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. 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 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.
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 them 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?**
   A candidate 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 are able to start your own company.

2. **As an Independent Business Owner am I required to service?**
   No, you as an individual are not required to provide service as a Client Support Professional. However, if you have never serviced a brand then you will have to take CSP 101.
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 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 you want your potential Client Support Professionals to join your Independent Business, 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?
   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 in my state of residence only?
   No, you can recruit Client Support Professionals from anywhere in the continental United States except for the six 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 recruit?
   Independent Business Owners endorsing Arise’s products or services 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 application.

8. Should I have a web site to recruit?
   It is not a requirement to have a website but it is advisable, as a web site might be helpful to promote your business.

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

1. What are the technology requirements necessary to partner with Arise?

Operating System Requirements:
- Windows Vista is not a currently supported operating system
- Windows XP Professional or Windows XP Home with the latest service pack installed
- Windows 7 32-bit and 64 bit operating systems are permitted on over 90% and 60% of our opportunities respectively.
- Please refer to the Opportunity Announcement documents for specific requirements. Most new computer models that come with 64 bit will include the software to allow you to run it on 32 bit mode if needed.

Computer Hardware requirements:
- Processor - Minimum: 1.4 GHZ/Recommended: Dual Core 1.6 GHZ
- RAM - Minimum: 2 GB/Recommended: 4 GB RAM
- Hard Drive - Minimum: 80 GB/Recommended: 250 GB with at least 15GB of free space
- CD-ROM: 48X Speed CD-ROM R/W R/W DVD or a 3 1/2
- Sound Card & Speakers: 32-bit sound card and a pair of desktop speakers
- USB 2.0
- VOIP Headset
- Wired keyboard and mouse
- UPS battery backup
- Monitor: 19 inch or larger monitor recommended

- Other Requirements:
  - High-Speed Broadband internet providers such as Cable or DSL.
  - Dedicated landline telephone that is only to service your application. No one else should have this phone number. This line MUST be a standard POTS (Plain Old Telephone Service) phone line.
Glossary
Abandoned Call
Call where caller disconnected, while waiting in queue, before being serviced.

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

Admissions Process
The process through which potential Independent Business Owners and CSPs go through - including CSP 101, background check, Voice Assessment, etc.

Arise University
A Learning Management System where all courses for Independent Business Owners and CSPs 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.

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. This metric is tightly controlled to ensure proper service levels (also referred to as Wrap-Up).

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

Arise Announcements
Information provided to all Independent Business Owners via a variety of media - including but not limited to email, voice alert, the HUB or in Town Hall meetings.

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 CSPs with questions and issues related to 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 application certification course.
Certification Department
This department sources, contracts and schedules Contracted Instructors for all of our 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 application only.

Client Results
The department within Arise that is responsible for managing the results of client applications and working with Arise’s clients to ensure their ultimate satisfaction. They partner closely with Performance Facilitators to provide support to Independent Business Owners and CSP affiliates by offering resources that their business can utilize to drive application performance via chat rooms and quality enhancement support.

Client Service Application Course
Course designed to share client application specific policy, product, procedures and systems knowledge.

Client Support Professional (CSP)
An individual who becomes certified to service Arise clients upon successful completion of the basic CSP 101 course. A Client Support Professional can either work for his or her own company or may join an existing independent business within the Arise Network.

Contract
A legally binding agreement. The Master Service Agreement between Arise and an Independent Business is a contract. The Master Service Agreement contains the general terms and conditions that govern the business relationship between Arise and the Independent Business. An Independent Business will also be required to sign a Statement of Work (SOW) with Arise in order to service a particular client application. The SOW is also a contract and contains the details required to service a client specific application, including the hourly commitment, service level metric and hours of operation.

Contracting Department
The department within Arise that is responsible for posting SOWs for new learners and replacing expiring SOWs for existing Independent Business Owners. This department also finalizes corporation changes, ensures that new learners get contracted in a timely fashion, and processes terminations, suspensions and reinstatements.

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: CA= Serviced minutes / (posted mins + released minutes).

Convenience Leave
Special allowance to drop an accepted service shift based on a request with no consequences to metrics.

Credentials
Online document describing an individual’s education and experience.

CSP ID
Client Support Professional Identification number. A Client Support Professional is assigned this number during the Admissions Process.
CSP 101
Basic course providing the fundamental customer service skills required to provide services to an Arise client. Successful completion of CSP 101 results in certification as a Client Support Professional.

E-learning
Instruction facilitated in electronic or ‘on-line’ format. (See web based training)

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

Enrollment Department
This department handles all current and open Opportunities, course schedules, vouchers and pricing.

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

ETE
An acronym for Enhance the Enhancer, which is a process used by PCLs to enhance PF performance through invitational sessions that provide suggestions and best practices that a PF can adopt when conducting Enhancement Sessions.

FAQs
An acronym for Frequently Asked Questions.

Feedback
The act of reviewing a performance of service and then providing comments, criticism and suggestions for the purpose of service development. Feedback is given with the expectation of change or continued excellence.

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

FCR/FTR
First Contact Resolution/First Touch Resolution; proprietary business intelligence software developed by Arise, 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.

Hourly Commitment
The minimum number of hours, 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.

HUB
The on-line community for Independent Business Owners where they can share tips, news and kudos with each other.

Independent Business
An independent corporate entity that provides services for profit and uses its own facilities, equipment, employees and other assets.

Independent Business Owner
The principal owner of an independent corporate entity.

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

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 applications 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), but 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 that were not posted, also known as Pirated Hours.

Occupancy
Also referred to as Utilization. The percentage of time 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 email. 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 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 company.

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 CSPs best fit an application based on the specific opportunity requirements. This will vary by opportunity.

PCI
Payment Card Industry compliance; a complex and ever evolving subject affecting millions of businesses - acquiring banks, Independent Sales Organizations (ISOs), processors, hosts, shopping carts, e-commerce and retail merchants and other merchant services providers.

Performance Facilitator (PF)
An individual who assists 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 application. Meeting or exceeding 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, 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 shift 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 serviced as compared to what is required in the Client 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. This ratio combined with release creates Commitment Adherence.

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

**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 or Client Support Professionals 24/7 via Online or Live Support.

**Service Opportunities**
Written posted notification to the Independent Businesses of upcoming servicing needs, planned application classes and anticipated application compensation ranges. 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 skills related to servicing a specific client application or personal business objective.

**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 or an attachment to the MSA. This is an agreement between Arise and the Independent Business that outlines the application specific contractual servicing obligations and includes but is not limited to performance expectations, minimum hourly commitments, 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.

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 CSPs with questions and issues related to 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 a Client Support Professional committed to servicing by posting hours but those hours were not serviced due to the unavailability of the Independent Business’s affiliated Client Support Professional.

Total Release Ratio
The total number of released minutes divided by the total posted minutes.

Unavailable
Service status used to identify that a 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 our client for additional assistance answering calls and a great opportunity for Independent Businesses to make additional money by posting additional shifts.

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 your vocal quality, and your 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.

**WBT**
An acronym for Web-Based Training also referred to as e-learning. It is instruction facilitated in an electronic or 'on-line' format.

**Workstation**
The equipment used to service client applications; 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)