

Arise AT&T Mobility KCA

Opportunity at a Glance! Potential service bonus of up to \$300



Independent Business Owner Revenue:

\$9, \$11, \$14 per talk hour based
on performance.

Potential service bonus of up to
\$300*

Minimum Hours Required:

20 Hours Per Week

Only 4 hours required on the
weekend

Servicing Hours

Monday – Friday, 11AM – 10PM
EST

Saturday, 9AM – 8PM EST

Year Round Opportunity

Education Schedule:

Phase 1 - 3/19/2012 - 5/8/2012
Billing/Tech

Phase 2 - 5/9/2012 - 5/15/2012
Nesting

Phase 3 - 5/16/2012 - 5/23/2012
Activations

Phase 4 - 5/24/2012 - 5/31/2012
9AM & 7PM EST sessions
available

Client Education Requirements:

- 80% or better scored on all exams.
- Meet or exceed call handling requirements for billing and technical calls during nesting phases.
- Meet attendance requirements

Type of Service

Customer Service/Tech
Support/Activations

Equipment Needed:

VOIP Headset

Windows 7 (32 & 64 Bit), 2000,
XP, or Mac OS

Windows VISTA Not Supported

Cost Of Client Education

\$159 Total

\$89 Up front

\$70 after education complete



AT&T Mobility KCA

Click on any link to view that section

- I. [Opportunity Information](#)

- II. [Essential Functions & Key Responsibilities](#)

- III. [Independent Business Owners and/or Client Support Professional \(CSP\)](#)

- IV. [Application Details](#)

- V. [Education Details](#)



AT&T Mobility KCA

I. Opportunity Information

Important Please Read!!!

IBO employees are ineligible to participate in this client opportunity if they meet any of the following criteria:

- **IBOs currently/previously contracted on other AT&T Mobility applications (i.e., ATT IRU, ATT SBEU, ATT mobility IRU/SMB) are not eligible for Key Contacts**
- Have one or more SOW terminations on file due to performance within the last six months.
- Have a Commitment Adherence below 90%.
- Is an employee of AT&T at any capacity.
- Have dropped from enrolled status in a client opportunity less than 30 days before expressing interest in this client opportunity.
- Currently employed by or servicing any other cellular service provider such as Verizon, Sprint or T Mobile

II. Essential Functions and Responsibilities

The IBO's sponsored client support professional (CSP) will be required to:

- Handles customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism
- Strives to resolve customer issues with one call resolution
- Offers alternative solutions where appropriate with the objective of retaining customer's business
- Handles business transactions in connection with activation of new customer accounts
- Communicates with customers using web-based tools and demonstrates the associated proficiency in typing and grammar
- Makes financial decisions to protect/collect revenues and adjusts customer accounts
- May be required to achieve a sales quota
 - Billing
 - Payments /payment arrangements/misapplied payments
 - Review customer accounts and update information
 - Enterprise discount inquiries and changing rate plans/offers
 - Process cancellations and retain customers
 - Resolve billing disputes and issues
 - Technical
 - Device troubleshooting
 - Ordering/provisioning new devices
 - Provide troubleshooting steps for validating connectivity during installation
 - Sales
 - May sell and provision wireless services, products, features, equipment and accessories
- **Successfully complete monthly skill enhancements consisting of one to six hours of self study or instructor led courses.**

III. Independent Business Owners and/or CSP Requirements

The IBO's affiliated CSP must meet all of the following criteria in order to be considered:

- A. Excellent customer service and technical skills.
- B. Technical experience with cellular phones (current AT&T customers preferred).



AT&T Mobility KCA

- C. **Must not be an employee or be servicing for any other provider (i.e., Sprint, Nextel, Verizon, T-mobile, Virgin Mobile, Metro PCS).**
- D. Excellent interpersonal and written communication skills.
- E. Advanced problem solving competency, ability to adapt to constant change and utilize multiple internal IT systems within a fast-paced environment.
- F. Commitment adherence of 90% or greater if contracted on another SOW.
- G. IBO drug screen: IBOs/CSPs will be e-mailed a drug screening form during phase 3 just prior to completion and phase 4 Nesting. Please visit www.LabCorp.com to find a testing facility near you. Drug screenings will be conducted at no cost to the IBO's sponsored certified professional at LabCorp locations **only**. *IBO's/CSPs may choose to conduct their screening at a non-LabCorp affiliated facility; however the IBO's/CSPs will be responsible for any and all resulting fees.*
- H. Log on party information:
Logon party will be conducted on the first day of education and attendance is mandatory.
- I. Two non-disclosure agreement (NDA) forms must be signed electronically once the IBO's/CSPs are client qualified for the opportunity.
- J. The system utilized to service **MUST** have a minimum of **2GB of Ram** to support client applications.
- K. **Only Windows 7 (32 & 64 Bit, XP, 2000 or Mac OSX are permitted for IBO's/CSPs in certification and servicing. Windows Vista is not allowed for education or servicing.** The IBO's/CSPs PC must meet the Arise technical specifications to attend and certify for this opportunity, Click on the link below for Arise requirements:

https://portal.arise.com/Localization/en-US/Workstation_Requirements.pdf

IV. Application Details

Arise reserves the right, at its sole discretion, prior to contracting to revise the posting requirement, service fee and individual service level metric.

A. Scorecard Point System

Schedule A

AT&T Key Contacts Scorecard					
% of AHT Target	25 PTS	Rating	Call Quality	35 PTS	Rating
less than 715	25	5	97 - 100.00%	35	5
715 - 844	20	4	91 - 96.99%	28	4
845 - 999	15	3	86 - 90.99%	21	3
1000 - 1140	11	2	75 - 85.99%	16	2
greater than 1140	0	1	74.99% or less	0	1
Transfer/Conf. %	15 PTS	Rating	Commitment Adherence	25	Rating
3.49% or less	15		95% - 100%	25	3
3.50 - 4.99%	11		90% - 94.99%	16	2
5.00 - 7.99%	9		<90%	0	1



AT&T Mobility KCA

8.00 - 9.99%	6			
10% or greater	0			
Scorecard Cumulative		Total PTS		
AHT				25
Call Quality				35
Transfer/Conf. Percentage Rate				15
Commitment Adherence				25
Total:				100

Pay for performance Model	
Points Range	Per Hour Rate
≥80	\$14 p/hr
60 - 79	\$11 p/hr
< 60	\$9 p/hr

B. Independent Business Owner Revenue

IBOs do not receive service fees for certification. Only during nesting call taking

- i. \$9, 11 or \$14 per ACD serviced hour based on performance as noted in charts below. Your total hours serviced during the service fee period will be defined as follows: Total ACD time + hold time + Out Call Time + 4% of ACW time.
- ii. Potential IBO service fees: \$9-\$14 per hour.
- iii. Utilization is averaging about 75% (i.e., IBOs are on the phone 75% of the time they are scheduled to service)

C. Service Hours (hours of operation might vary slightly to adjust to Client/Market requirements)

- i. Year Round Opportunity – No Sunday Hours
- ii. Monday – Friday, 11AM – 10PM EST
- iii. Saturday, 9AM – 8PM EST

D. SOW Information

- i. The IBO's/CSPs will be required to select a **minimum of 20 hours per week** .
- ii. IBO's/CSPs will be issued a certification SOW. This SOW will allow the IBO's/CSPs to service the application and invoice service fees while focusing on achieving the phased performance metrics outlined. (Conditional certification).
- iii. Upon successful completion of certification, a new SOW will be offered to IBO's/CSPs. **Each IBO/CSP must be certified to handle SBKCA and Activations. Failure to do so for both will make the IBO/CSP ineligible to service the AT&T KCA application.**

E. Quick Post Schedule

- i. Hours for this application are posted on Tuesday at 3:30PM EST.

F. Service Level Requirements

IBO's/CSPs will be expected to adhere to the following Service level requirements:



AT&T Mobility KCA

Service Level Requirements*	
Key Performance Indicator	Target
Quality	86%
Average Handle Time	< 999
Transfer Rate	<8%
Short Calls	<1%

Application Specific Service Level Requirements*	
Key Performance Indicator	Target
Average Credit Per Call	Within Mean of Total Call Centers
Phoenix Utilization	90%
Completion of monthly upskills	100% (Up to 6 hours per month)
My CSP Utilization	1.5pgs/call
Closed Clarify Commitments	100%

*Failure to meet one or more of the Service Level Requirements shall be deemed to be a failure to perform and may subject this SOW to immediate termination by the Company and/or the revocation of such Assigned CSPs certifications by the Company. The Service Level Requirements may be modified by the Company from time to time **upon notice** to the Independent Business Owner.

V. Education Details:

A. **Cost of Course: \$159 - This is a Deferred Payment Opportunity.**

- i. **Pre-Enrollment: \$89** to be paid by credit card via the Arise portal shopping cart within 24 hours of IBO's sponsored certified professional being client qualified. *Participation in opportunity is not guaranteed until this initial credit card payment has been received.*
- ii. **Post Certification: \$70 - \$14** to be deducted from the IBO invoice on the 22nd of each month for 5 consecutive months until the remaining balance of the course price has been liquidated.

B. **(PLEASE READ)!!!** Instructor and certification details:

- i. Instructor will send the welcome letter prior to the start of certification – 3/15
- ii. IBOs that enroll after Wednesday will get welcome letters within 24 hours of becoming fully enrolled
- iii. Transferring to other time slots will be limited to the first three days of certification – No exceptions

C. Course Schedule:

i. **Phase 1- Key Contacts:**

- a. Daily Webcast Sessions: 3/19 - 5/8 – 4 hours per day for 37 days
- b. Self Paced Hours: 2 hours per day

ii. **Phase 2 – Nesting:**

- a. Schedule: Beginning - 5/9 – 5/15
- b. During phase 2 IBO's sponsored certified professionals who successfully complete **Phase 1** will handle live customer calls for the Key Contact type. The IBO's sponsored



AT&T Mobility KCA

certified professional will receive Service Fees during this period for any hours serviced.

iii. **Phase 3 – Activations**

- a. Schedule: 5/24 – 5/31
- b. IBOs will learn to activate devices during the last phase of certification before moving on to production live calls.

D. **Certification Bonus**

Upon successful completion of both phases of certification, IBOs are eligible for the following certification bonus breakdown. Only eligible to those IBOs that did not participate in any previous AT&T Key Contacts Certifications and or were previously contracted on AT&T Key Contacts.

Payout Schedule		Period	Amount
1	Completion of the course and Nesting phase + <90% CA for 30 days post graduation of the course	Nesting +25	\$150.00
3	Achieve 80 Arise/AT&T Points with average hours serviced of > 20 hours	+60 days of cert	\$150.00

E. **Client Education Requirements:**

To be eligible for final education in this application the IBO’s sponsored certified professional will need to:

- a. Successfully complete all education phases.
- b. Pass the exams for both sections of education:
 - i. Billing final exam passing score: 80% or better.
 - ii. Technical final exam passing score: 80% or better.
- c. Meet or exceed quality call handling requirements for both billing and technical calls during the nesting phases.
- d. The IBO’s sponsored certified professional will be required to start servicing the application immediately upon completion of education and fulfilling their minimum weekly commitment without interruption for the first 30 days.

IBO’s and their respective CSP who does not complete all phases of opportunity (Phase 1-4) are not eligible to express interest in a new opportunity for 30 days after the date of final drop.

IBO’s/CSPs must service AT&T Mobility a minimum of 30 days after completing Phase 4 education before selecting an additional client opportunity.

F. **Education Attendance Policy:**

- i. No education course absences will be permitted. If an IBO/CSP misses a day of the education course, then they will be required to re-take the entire course again in order to obtain education. No credit or refund shall be issued to any IBO/CSP whose must retake the course. The IBO will be responsible for payment of the second education course.
- ii. If the IBO’s/CSP is more than 15 minutes late to a scheduled course meeting they will be marked as tardy. Being tardy twice will equal one absence and the sponsored shall be removed from the course. The tardy sponsored certified professional may re-take the entire course again in order to obtain education. No credit or refund shall be issued to any IBO whose sponsored certified professional must retake the course. The IBO will be responsible for payment of the second education course.

G. **Refund Policy:**

The following schedule applies for all cancellations:



AT&T Mobility KCA

- i. No refund requests will be honored after the Independent Business Owners and/or Certified Professional has "ENROLLED" in a education course. Once enrolled, fees paid cannot be transferred between opportunities or to other Certified Professional of the same Independent Business Owners. All Independent Business Owners and/or Certified Professional should be aware and conscious of their obligations before deciding to ENROLL in an application Education.
- ii. Enrolling should not be taken lightly and Independent Business Owners and/or Certified Professional should plan accordingly before enrolling.
- iii. No refunds will be given if the Independent Business Owners and/or Certified Professional are not able to complete education or are not certified.

H. Cancellation Policy:

Arise reserves the right to cancel any education course for any reason at any time. For courses cancelled for insufficient enrollment, all education fees shall be refunded to the Independent Business Owners and/or Certified Professional. In the event of weather emergencies, or other corresponding emergencies, every effort will be made to re-schedule the course meeting.

H. Misrepresentation Policy:

There is an expectation that Independent Business Owners and/or CSP enrolled in a Client Education Course will attend as scheduled, perform their own work on all assignments and take exams with honor, integrity and professionalism. Arise has a "zero tolerance" for misrepresentation and unethical behavior.

Misrepresentation includes but is not limited to (1) someone other than the Independent Business Owners and/or CSP attending a Education Course on behalf of the Independent Business Owners and/or CSP, (2) publishing in any manner, whether written or oral, course work, assignments, projects, exam questions or results, and (3) the performance or submission of assignments or exams that is not the work of the Independent Business Owners and/or CSP. The decision as to whether an Independent Business Owners and/or CSP has engaged in misrepresentation is at the sole discretion of Arise. Upon a determination of misrepresentation, Arise shall immediately expel the Independent Business Owners and/or CSP from the Client Education Course and terminate any and all SOWs that the Independent Business Owners and/or CSP are assigned to provide services under for all Arise Clients. Any Independent Business Owners and/or CSP caught acting in misrepresentation will be permanently removed from the Arise network and not qualify for any future Arise Client Opportunities.