

Arise Workstation Requirements

These workstation requirements are subject to change.

This document was designed to ensure that Arise Certified Professionals (“ACP”) servicing an Arise Client on behalf of your Virtual Services Corporation (“VSC”) are able to fully perform their duties as listed in the client Statement of Work and Master Services Agreement by providing an optimal workstation setup. Maintaining a workstation that meets all of the requirements listed below will result in maximum service time. It is the responsibility of each VSC to insure that each ACP obtains, configures and maintains their own workstation.

Computer Hardware Requirements

Below are the minimum and recommended hardware requirements for servicing Arise’s clients.

	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 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 Keyboard and Mouse UPS Battery Backup

The Use of Wireless Connections to access ANY Arise resource is prohibited at all times. Arise does not permit any type of Wireless Connection even if it is secured via encryption.

Internet Requirements

Arise **only** permits the use of High Speed Broadband internet providers such as Cable or DSL internet services. Arise **does not** permit the servicing of clients on Dial-Up Internet Services. Wireless Services Providers and Satellite are **NOT** permitted at ANY time to service.

	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

Arise Workstation Requirements

Computer Software Requirements

Below are the minimum Software requirements that must be in place to provide service with Arise.

	Operating System	Productivity Suite	Other Applications
Minimum	Windows XP Service Pack 3 Windows 7 ¹	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 50% - 80% of Arise's opportunities; please refer to the Opportunity Announcement Document for specific requirements.

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

Computer Security Requirements

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	Microsoft Security Essentials 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	Microsoft Security Essentials 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

*Higher Versions of AVG are not supported aqt this time

Telephone Requirements

Your telephone is the backbone of your VSC's business and should be both comfortable and easy to use. Arise **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	Major Telephone Company
	Smith Corona DA-202 Plantronics S11 Enterprize	BT Virgin

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

Arise Workstation Requirements

E-Mail Requirements

All VSCs are required to maintain and update all ACP e-mail address on file with Arise at all times. This will be used to receive important communications from Arise. All E-Mail Addresses should be business appropriate in nature and have the ability to mark all e-mails from Arise as trusted. You may use the e-mail 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

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 VSC would intentionally permit the use of copied software or resale of such software. As a result of this communication, should any VSC believe that it was possible that such software was installed on a computer without your knowledge that it was pirated, then we suggest you:

- 1) Remove the software
- 2) Purchase a legal copy
- 3) If it is your Operating System software, contact an authorized technician to reformat your system.
- 4) You should receive a copy of your software with the activation key and license.
- 5) Maintain your software copy in an easily accessible and safe place.

Arise will terminate a Virtual Services Corporation's Master Service Agreement and every Statement of Work as well as revoke the certification of any employee Arise Certified Professionals who have installed pirated software.

Arise Workstation Requirements

Workstation Restrictions

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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Dual Booting of the computer's Operating System• PowerPC Based Processors Telephone <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Windows 95• Windows 98• Windows ME• Windows 2000• Windows Vista• MacOS Tiger Security Applications <ul style="list-style-type: none">• Parental Monitoring Applications• Any Internet Security Application that is not listed on the supported applications listed in our supported applications list Other Software Applications <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Comcast or other Cable Digital Telephone Service• Vonage Telephone Service• MagicJack or any VoIP Service Provider Email Providers <ul style="list-style-type: none">• Juno• LiveMail• HotMail• Incredimail• Yahoo• AOL