

## Opportunity at a Glance!

Potential service bonus of up to \$300



### Independent Business Owner Revenue:

\$.19 to \$.28 per talk minute based on performance.

Average Revenue Opportunity:

\$10 per hour!

Top Performers Revenue:

\$16 per hour!

### Minimum Hours Required:

20 Hours Per Week

(4 hours of the 20 hour weekly minimum must be on the weekend)

Year Round Opportunity

Type of Service:

Customer Service/Technical Support

### Education Schedule:

Phase 1 - Billing (4/30 - 6/6)

Phase 2 - Nesting (6/7 - 6/13)

Phase 3 - Tech (6/14 - 7-2)

Phase 4 - Nesting (7-3 - 7-10)

Phase 5 - Service Hours under final certification

EST sessions available

### Client Education Requirements:

- 82% or better scored on all exams
- Meet or exceed call handling requirements for billing and technical calls during nesting phases.
- Meet attendance requirements of no more than 1 excused absence
- Complete 100% of all ePath and LSO coursework

*CSPs that do not meet the client education requirements will fail to certify*

### Equipment Needed:

VOIP Headset

### Cost Of Client Education Course

\$219 Total

\$149 Up front

\$70 after education is complete

### Pre-requisites

**Voice assessment required prior to becoming client qualified - Check e-mails for instructions on how to complete the assessment.**

**Assessment instructions will be e-mailed to all interested IBO/CSP the same day**

**Please contact Enrollment chat for additional questions.**



# AT&T Mobility

Click on any link to view that section

- I. [Opportunity Information](#)
  
- II. [Essential Functions & Key Responsibilities](#)
  
- III. [Independent Business Owners and/or Client Support Professionals \(CSP\)](#)
  
- IV. [Application Details](#)
  
- V. [Education Schedule Details](#)

## I. Opportunity Information

### **Important Please Read!!!**

*IBO/Client Support Professionals (CSPs) are ineligible to participate in this client opportunity if they meet any of the following criteria:*

- **IBO or CSP that have previously voluntarily terminated or did not renew any AT&T Mobility SOW.**
- **IBO or CSP that been previously terminated from any AT&T Mobility SOW.**
- Have one or more SOW terminations on file due to performance within the past six months.
- Have a Commitment Adherence below 90%.
- Is an employee of AT&T in 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, T Mobile , Metro PCS, etc...

## II. Essential Functions and Responsibilities

The IBO/CSP will be required to:

- Provide exceptional “white glove” customer service.
- Identify and resolve root cause of customer issues.
- Make it easy for customers to voice concerns and empathize with callers.
- Ensure customer satisfaction by providing one call resolution and avoiding callbacks or escalated calls. This will be accomplished by listening attentively, asking probing questions and taking appropriate steps to correct issue.
- Document customer accounts with actions taken and items discussed.
- Specific functions and responsibilities (not limited to)
  - 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
    - Handle returns/exchanges
    - Resolve inbound/outbound, voicemail, data technical issues
- **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/CSP must meet all of the following criteria in order to be considered:

- A. Complete the voice assessment prior to being client qualified
- B. Excellent customer service and technical skills.
- C. Technical experience with cellular phones (current AT&T customers preferred).



# AT&T Mobility

- D. **Must not be an employee or be servicing for any other provider (i.e., Sprint, Nextel, Verizon, T-mobile, Virgin Mobile, Metro PCS).**
- E. Excellent interpersonal and written communication skills.
- F. Advanced problem solving competency, ability to adapt to constant change and utilize multiple internal IT systems within a fast-paced environment.
- G. Commitment adherence of 90% or greater if contracted on another SOW.
- H. Two non-disclosure agreement (NDA) forms must be signed electronically once the IBO/CSP is client qualified for the opportunity.
- I. The system utilized to service **MUST** have a minimum of 2GB of Ram to support client applications.
- J. **Only Windows 7 (32 & 64 Bit, XP, 2000 or Mac OSX is permitted for IBO/CSPs enrolled and servicing. Windows Vista is not allowed for client education schedule or servicing.** The IBO/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](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

Metric – Per Scorecard	Base Per Minute Rate
> 100 pts	\$0.28
= > 70 and < 100 pts	\$0.24
< 70 pts	\$0.19

Quality (Resolution)	PTS	Rating
100%	30	5
83.10% to 99.99%	24	4
66.1% to 83.09%	18	3
50.01% to 66.09%	6	2
50% or less	0	1

Quality (Take Ownership and Show We Care)	PTS	Rating
95.01% and higher	15	5
90.1% to 95%	12	4
87.1% to 90.09%	9	3
80.10% to 87.09%	6	2
80.09% or less	0	1

Transfer/Conf. %	PTS	Rating
9.5% or less	15	5
9.51% to 12.69%	12	4
12.7% to 15.09%	9	3
15.1% to 18.19%	6	2
18.2% or higher	0	1

Quality (Do It Right and Meet Our Commitments)	PTS	Rating
85.1% and higher	15	5
80.1% to 85.09%	12	4
77.10% to 80.09%	9	3
70.01% to 77.09%	6	2
70% or less	0	1

AHT (Average Handle Time)	PTS
513 - 605	25
444 - 512	15
605 - 714	10
> = 715 or < = 443	0
Commitment Adherence (CA%)	
95% - 100%	25 pts
90% - 94.99%	20 pts
< 90 %	0 pts

Scorecard Cumulative	Total PTS
AHT	25
Transfer/Conference Percentage Rate	15
Quality (Resolution)	30
Quality (Take Ownership and Show We Care)	15
Quality (Do it Right and Meet Our Commitments)	15
Commitment Adherence	25
<b>Total:</b>	<b>125</b>

**B. Independent Business Owner Revenue**

**\*IBOs do not receive service revenue during client education schedule. Only during nesting call taking\* (Phase 2)**

- i. \$.19 or \$.28 per ACD talk minute based on performance as noted charts. (e.g., Serviced minutes is defined as ACD Talk Minute + hold time + 4% of ACW time + Out Call Time)
- ii. Potential IBO service fees: \$10-\$16 per hour.  
Utilization is averaging about 81% (i.e., IBOs are on the phone 81% of the time they are scheduled to service)

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

- i. Mon – Sun 8 AM – 1 AM EST – 365 days per

**D. SOW Information**

- i. The IBO/CSP will be required to select a minimum of 20 hours per week (4 hours on the weekend of the 20 hour minimum).
- ii. The IBO/CSP will be issued a Certification SOW. This SOW will allow the IBO/CSP to service the application and invoice service fees while focusing on achieving the phased performance metrics outlined. (Conditional Certification).
- iii. Upon successful completion of all phases of the client education schedule, a new SOW will be offered to IBO/CSP. Each IBO/CSP must be certified to handle billing and technical calls. Failure to do so for both will make the IBO/CSP ineligible to service the AT&T Mobility application.

**E. Quick Post Schedule**

- i. Hours for this application are posted on Tuesday at 2:00PM, 5:00PM or 7:30PM EST.

**F. Service Level Requirements**

i. IBO/CSP will be expected to adhere to the following Service level requirements:

Service Level Requirements	
Commitment Adherence (Schedule Release Ratio)	> = 90%
Priority Commitment	100%
Total Not Resolved Surveys	< = 1
Total Resolved – CSAT “Customer Satisfaction”	> = 90%
Quality	> = 83%
Repeat Call Rate	< = 26%
Short Calls	< 1%
Transfer %	< = 15%
AHT	< = 600 seconds
Clarify Call Back Commitments	> = 100%
Average Credit Per Call	\$4.00
IPC Transfer %	> = 90%
Cold/Blind Transfers to TSD	< 1

- ii. \*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 CSPs certification status by the Company. The Service Level Requirements may be modified by the Company from time to time **upon notice** to the IBO.

## V. Education Schedule Details:

### A. Total Cost of Course: \$219 – **This is a deferred payment opportunity.**

- i. **Pre-Enrollment:** \$149 to be paid by credit card via the Arise portal within 24 hours of Independent Business Owners and/or Client Support Professionals 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 Independent Business Owners and/or Client Support Professionals invoice on the 22nd of each month for 5 consecutive months until the remaining balance of the course price has been liquidated. Please note: Vouchers cannot be applied towards the deferred payment portion of an opportunity.

### B. Education Schedule: (No sessions schedule on 5/28 Memorial day)

- i. **Phase 1- Billing (must complete 100% of coursework to certify Billing):**
  - a. Daily Webcast Sessions: 4/30 thru 6/6
  - b. Self Paced Hours: 46 hours of self paced work.
  - c. **Day 8 & Day 24** of education will be 5 hours per day instead of the regular 4 hours per day session.
- ii. **Phase 2 – Billing Calls:**
  - a. Schedule: 6/7 – 6/13
  - b. During phase 2 the IBO/CSP who successfully completes **Phase 1** will handle live customer calls during the scheduled course hours. The IBO/CSP will receive service revenue during this period for any hours serviced.
  - c. The IBO/CSP will be able to select additional hours outside of the core course hours to obtain additional practice and service revenue.

### iii. **Phase 3- Technical (must complete 100% of coursework to certify in Technical):**



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- a. Daily Webcast Sessions: 6/14 – 7/2
- b. Total Length of Phase 2- Technical: 14 days
- iv. **Phase 4 – Technical Calls:**
  - a. Schedule: 7/3 – 7/10
  - b. During phase 4 the IBO/CSP who successfully completes **Phase 3** will handle live customer calls for both the technical call type and billing. The IBO/CSP will receive service revenue during this period for any hours serviced.
  - c. IBO/CSP will be able to select additional hours outside of the core course hours to obtain additional practice.
- v. **Phase 5 – Certification Calls** 30 Days Certification SOW Terms:
  - a. During Phase 5 of Certification, Company shall provide, per CSP Affiliate, at least Twenty (20) hours of Accepted Certification Shifts service per week during the remaining term this SOW; unless, however, the Arise is unable to provide Company with the opportunity to be scheduled for at least Twenty (20) hours of Accepted Certification Shifts services during any such week - - in which case the IBO shall schedule service for such lesser number of hours that are made available by the Arise. Four (4) hours of the Twenty (20) hours of Accepted Certification Shifts should be selected from the following shift opportunities: any posted service shifts on Sunday and/or Saturday.
- vi. **IBO drug screen:**
  - a. IBO/CSP will be e-mailed a drug screening form during phase 3 just prior to completion and phase 4 Nesting. Please visit [www.LabCorp.com](http://www.LabCorp.com) to find a testing facility near you. Drug screenings will be conducted at no cost to the IBO/CSP at LabCorp locations **only**. *IBO/CSPs may choose to conduct their screening at a non-LabCorp affiliated facility; however the IBO/CSP will be responsible for any and all resulting fees.*

**C. Log on party information:**

- i. Logon party will be conducted on the first day of the client education posted schedule and attendance is mandatory.

**D. Certification Bonus**

- i. 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 Mobility Certifications and or were previously contracted on AT&T Mobility.

Payout Schedule		Period	Amount
1	Certify the course with 25 or more hours of service for both Billing and Tech Nesting periods	Certification +30 days of cert	\$100.00
3	Achieve average hours serviced of > 20 hours	+60 days of cert	\$100.00
4	Achieve average hours serviced of > 20 hours	+120 days of cert	\$100.00

**E. Client Education Requirements:**

To be eligible for an SOW with this application the IBO/CSP's will need to:

- i. Successfully complete all education phases to include full participation in class.
- ii. Pass the exams for both sections of the self paced courses:
  - Billing final exam passing score: 82% or better.
  - Technical final exam passing score: 82% or better.
- iii. Meet or exceed quality call handling requirements for both billing and technical calls during the nesting phases.

- iv. The IBO/CSP 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.
- v. IBO 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.
- vi. IBOs/CSPs must service AT&T Mobility a minimum of 30 days after completing Phase 4 before selecting an additional client opportunity.

**F. Education Course Attendance Policy:**

- i. One excused absence during the certification course will be permitted. If the Client Support Professional misses a day of the certification course, then they will be required to re-take the entire course again in order to obtain certification. No credit or refund shall be issued to any Independent Business Owner whose Client Support Professional must retake the course. The Independent Business Owner will be responsible for payment of the second certification course.
- ii. If the Client Support Professional 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 Client Support Professional shall be removed from the course. The tardy Client Support Professional may re-take the entire course again in order to obtain certification. No credit or refund shall be issued to any Independent Business Owner whose Client Support Professional must retake the course. The Client Support Professional will be responsible for payment of the second certification course.

**G. Refund Policy:**

The following schedule applies for all cancellations:

- i. No refund requests will be honored after the Client Support Professional has "ENROLLED" in a certification course. Once enrolled, fees paid cannot be transferred between opportunities for sponsorship of another Client Support Professional affiliated with the same Independent Business. All Independent Business Owners should be aware and conscious of their obligations before one of their affiliated Client Support Professionals enrolls in an application Certification.
- ii. No refunds will be given if the Client Support Professional is not able to complete certification or fails to certify.

**H. Cancellation Policy:**

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

**I. Misrepresentation Policy:**

There is an expectation that Client Support Professional enrolled in a Client Certification 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 Client Support Professional attending a Certification Course on behalf of the Independent Business Owner, (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 Client Support Professional. The decision as to whether a Client Support Professional has engaged in misrepresentation is at the sole discretion of Arise. Upon determination of misrepresentation, Arise shall immediately expel the Client





# AT&T Mobility

Support Professional from the Client Certification Course and terminate any and all SOWs between Arise and the Independent Business Owner services under. Any acts of misrepresentation are deemed grounds for permanent removal from the Arise network.