OPPORTUNITY ANNOUNCEMENT

Comcast Xfinity
Sales & Tech Troubleshooting
Inbound Tech, Sales & Customer Service Calls

Service Revenue

Top Performing Service Partners Can Earn Up to
$14.50 per hour*
($7.25 per interval)

Base Rate**
$12.00 per hour*
($6.00 per interval)

Revenue Incentives!
Star Incentives
2 Star +15% Base Revenue
3 Star + 25% Base Revenue

RGU Incentives
$10 for every confirmed
Revenue Generating Unit (RGU)

Hourly rate shown assumes the servicing of two, 30-minute intervals.

**If rolling 30-day CA is <85%, revenue will decrease to $11.00 per hour/$5.50 per interval.*

Certification

Class Schedule

Phase I
05/03/2021 – 05/17/2021

Phase II – Start Earning Revenue
05/18/2021 – 05/25/2021

Phase III
05/26/2021 – 05/28/2021

Class Times Offered*
Phases II & III

Monday – Friday

8:00 a.m. – 12:00 p.m. ET

10:00 a.m. – 2:00 p.m. ET

6:00 p.m. – 10:00 p.m. ET

Servicing Times Available

Intervals Available*
7 Days a Week
8:00 a.m. -12:00 p.m. ET
5:00 p.m. – 10:00 p.m. ET

Most Intervals Available*
Monday – Friday
5:00 p.m. – 10:00 p.m. ET

Weekend Requirements*
12 intervals (6 hours) required on Friday, Saturday, or a combination of both.

Subject to change based on client needs

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About the Client | Comcast Xfinity

Comcast Cable is one of the nation's largest video, high-speed Internet and phone providers to residential customers under the XFINITY brand. With Xfinity, Comcast delivers the best in TV, Internet, voice, mobile, and home management, all working together to give customers instant access to the things that matter most – anywhere, anytime.

For more information about Comcast review the client's website https://comcast.com/

System and Equipment

Equipment Must Meet Platform Standards

Click Here for System & Equipment Policy

Additional Client Program Technology Standards

- This program requires an Arise Secured Desktop (ASD). Please see page (4) for additional information.
- Dual Monitors are required.17" -19" LCD monitors in non-widescreen or 19"-20" in widescreen format.
- USB VoIP Headset
- 80 GB 7200 RPM SATA or above for hard drive space

Arise Secure Desktop (ASD) The Arise Secure Desktop (ASD) flash drive is a device necessary to successfully access the Arise Platform in order to service a client program.
The ASD is an additional operating system on a computer which provides a secure and streamlined environment. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

- Agents will need to provide or purchase their own ASD flash drive, and instructions will be emailed to the enrolled agent on how to download the ASD software to that flash drive.
- Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to create the ASD.

Additional Requirements 80 GB & 7200 RPM SATA Hard Drive or above for hard drive space and dual monitors:17 – 19" LCD monitors in non-widescreen or 19 – 20" in widescreen format.

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What to Expect When Servicing

What to Expect

On a day-to-day basis, Service Partners can expect to participate in the following activities:

- Customers will be calling in because they have a problem with their services
- Help resolve the problem utilizing Comcast tools and troubleshooting guides on the first attempt
- Delivering the best in-home experience for customers
- Ensuring they understand the value of their products and services
- Assist Comcast customers with billing or video technical repair inquiries
- Review, analyze and respond to customers' billing inquiries
- Resolve customers' open issues or questions
- Troubleshoot technical issues
- Determine business offerings that the customer does not currently have and make the appropriate sales offer to upgrade and add on to their service

Capabilities of Top Performing Service Partners for this Program

- Strive to resolve technical issues on the first call
- Knowledge of Comcast processes and policies
- Build trust and rapport with the Comcast customer through clear, respectful interaction
- Understand "client call flow"
- Always strive to ensure First Call Resolution (FCR) and complete Customer Satisfaction (VOC).
- Correctly code the sale accurately and completely for the installer

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CERTIFICATION DETAILS

Instructor-Led eLearning & Self-Paced Work

This phase:

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation. 3 hours of instructor-led and approximately 3 hours of self-paced content daily.

8:00 a.m. – 11:00 a.m. ET (if enrolled from 8:00 a.m. – 12:00 p.m. ET)
10:00 a.m. – 1:00 p.m. ET (if enrolled from 10:00 a.m. – 2:00 p.m. ET)
6:00 p.m. – 9:00 p.m. ET (if enrolled from 6:00 p.m. – 10:00 p.m. ET)

Instructor-Led Learning & Live Call-Taking

Earning While You Learn!

This phase provides:

An overview of the tools, knowledge, and resources necessary to use client systems and provide quality service to client customers.

- A combination of live call-taking and instructor-led content
- 4 hours per day of instructor-led sessions
- 2 hours of self-paced modules and assessments daily
- During the Certification SOW, Service Partners are required to service a minimum of 30 intervals (15 hours) per week during times posted in Starmatic and as outlined in the SOW. For this program, 12 of these intervals must be serviced on Fridays, Saturdays, or a combination of both. Please review the Certification SOW for additional information, including the end date.

Certification Call-Taking
Earn While You Learn!

This phase is:

Apply what you've learned during phases I & II to live call-taking

- Live call-taking and instructor feedback
- Continue earning revenue!

See Page 1 For Class Dates and Times
100% attendance in instructor-led sessions is highly encouraged for success

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CERTIFICATION DETAILS

Certification Completion Criteria

- Complete pre-course work prior to day 1 of class

- Successfully pass all quizzes and exams scoring 85% or higher

- Participate in ALL live call-taking days outlined as Phase 2 and Phase 3 in the course duration section

- Achieve a 75%+ QA score on every scored live certification call

- 100% completion of daily self-paced work

- Attend Orientation Sessions once per week hosted by the Comcast Customer Success team

- Meet all service level and performance metric requirements as outlined in the Certification SOW

- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified

PLEASE NOTE – FOR SECURITY PURPOSES
LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM LOGIN CODES.

Codes will be deactivated for learners who do not attend the first three days, and they will

be removed from class. Please ensure your agents attend. Failure to take and/or

complete any assessment may result in a drop from the course without reimbursement.

Read complete course policies here

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THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK, INCLUDING DRUG SCREEN, AND AFFIDAVIT OF IDENTIFICATION

A background check which includes a drug screening, will be prompted once you pay for the course. Details on the type of background check and the requirements to pass it will be provided before payment is made.

- If a Service Partner does not pass the background check, the certification course fee will be refunded, minus a processing fee which will be displayed/visible before payment is made.
- If a course is paid for with a voucher, a voucher would be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

Upon submission of the background check, you will be sent an email (within 24 hours) containing information pertaining to the drug screening from the third-party vendor: First Advantage (FADVReports-NoReply@fadv.com).

- If you have not received the e-mail within 24 hours of submission of your background check, please notify the Customer Opportunity specialist: pharkins@arise.com
- Please be sure to check your SPAM and/or Junk mailboxes in case the email is there
- The background and drug screening must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems

IMPORTANT INFORMATION REGARDING BACKGROUND CHECK DURING COVID-19 PANDEMIC

Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified, and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note a credit freeze will delay the process. If you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to compete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.
- This step can be skipped If you have already submitted a valid Affidavit of ID on a previous opportunity
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right and select Affidavit Form.
- Make sure to follow all instructions and once completed, submit the form to AriseAffidavits@arise.com

Please note:
- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps, no refunds will be provided.

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STAR metrics requirements vary and are subject to change.

Star metrics and corresponding Incentives are included in the Production SOW.
Certification SOW does not include Star.

Service Level Requirements		Metrics Definition
Commitment Adherence	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as Serviced Minutes/(posted Minutes + Released Lockdown Minutes)] x 100
Representative Satisfaction (RepSat)	≥78%	
Transfer Sales Ratio	≥10%	
Interactive Troubleshooting Guide (ITG 2.0 Required)	≥80%	

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Metric		*	**	***
Metric Reward	Intervals Serviced	≥ 60	≥ 60	≥ 60
	RepSat			≥ 83%
	FCR (First Call Resolution)			≥ 80%
Reward	Pre – Select Bid Category	10%	15%	25%

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Log-in codes are confidential, user specific and will only be generated for confirmed course attendee

All business's must ensure that their agents have a professional work environment, when in class and when servicing.

- To confirm a Service Partners intent to attend, Arise may be contacting the Service Partner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.

- Failure to confirm your intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.

- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

A business DOES NOT QUALIFY to participate in this program if any of the following applies to the business or their agent enrolling in the opportunity

- Have one or more SOWs that were terminated for cause.

- Dropped from "enrolled" status in a program opportunity, less than 4 weeks before

- Is currently employed by Comcast or another telecom company.

- Dropped and/or failed any certification course within the past 60 days.

- Dropped from/or contracted in a previous Comcast Program certification course

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.

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