

OPPORTUNITY ANNOUNCEMENT



ADT

Inbound Customer Billing Support



Service
Revenue

Average Service Revenue

\$13.00 per hour*

(\$6.50 per interval)

Service Revenue

\$12.50 per hour**

(\$6.25 per interval)

***With Star Incentives!**

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



Certification

Class Schedule

Phase I

05/03/2021 – 05/13/2021

Phase II – Start Earning Revenue

05/14/2021 – 05/21/2021

Class Times Offered

Monday – Friday

9:00 a.m. – 1:00 p.m. ET

2:00 p.m. – 6:00 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. – 10:00 p.m. ET

Special Servicing Requirements*

10 intervals (5 hours) required on
Mondays or Tuesdays or a
combination of both

**Subject to change based on client needs*



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About the Client | ADT

The ADT Corporation is a leading provider of electronic security, interactive home and business automation and monitoring services for residences and small businesses in the United States. ADT's broad and pioneering set of products and services, including ADT Pulse interactive home and business solutions, and home health services, meet a range of customer needs for today's active and increasingly mobile lifestyles.



For more information about ADT, review the client's website: www.adt.com



ADT

Inbound Customer Billing Support

System and Equipment

Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)

Please see **Page 3** of this opportunity announcement for additional details

- This program uses **the AVG 1.6 (Arise Virtual Gateway)** to connect to the client systems
- **Arise Secure Desktop (ASD) Drive** - Instructions will be emailed upon enrollment
- USB VoIP Headset is required

Additional Client Program Technology Standards

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 flash drive to download the ASD onto, 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.

Arise Secure Desktop (ASD) Purchase Suggestions*

Amazon [SanDisk Ultra CZ48 32GB USB 3.0 Flash Drive](#) \$8.99

Best Buy [PNY - Elite Turbo Attache 4 32GB USB 3.0](#) \$12.99

Walgreens [Infinite USB Flash Drive 16GB](#) \$16.99



* This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer from which to purchase such equipment. 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.



ADT

Inbound Customer Billing Support What to Expect When Servicing

What to Expect

This program will eventually include a Troubleshooting call type. Some continuing certification will eventually be required for this call type. Service Revenue will be provided for this continuing certification. Details will be provided when available.

****Subject to change based on client needs***

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

- Assist customer with questions and issues
- Provides answers to customers by identifying problems; researching answers; guiding customer through corrective steps
- Effectively utilize customer service skills, technical abilities and ADT resources to satisfy our customer's equipment needs.
- Receives customer inbound phone calls for billing questions
- Provides quality service to increase customer satisfaction.
- Maintain individual performance relative to inbound phone answer rates, customer satisfaction and ADT quality standards.

Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills
- Display patience, empathy, an ability to manage stress, the ability to work under pressure
- Skilled and efficient in writing and verbal communication
- Providing knowledgeable, friendly and eloquent customer service



ADT

Inbound Customer Billing Support

CERTIFICATION DETAILS

Instructor-Led Learning & Self-Paced Work

In this phase:

Registrants will learn about the client, how to navigate systems, and how to address billing questions by customers.

Requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation

Two Weeks: 4 hours of instructor-led content per day and up to 2 hours of self-paced content

Certification Call-Taking Earn While You Learn

This Phase is:

- Time to earn revenue!
- Learners will apply all that was learned in Phase I and apply it to live calls
- 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.

See Page 1 For Class Dates and Times

100% attendance in instructor-led sessions is highly encouraged for success



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Inbound Customer Billing Support CERTIFICATION DETAILS



Certification Completion Criteria

- Due to the fact that this is a new client program, and some certification specifics are still being finalized, certification completion criteria will be provided at the start of class.
- 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 LOGIN CODES.
LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM**

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](#)

OPPORTUNITY ANNOUNCEMENT

SECURITY VERIFICATION ON THE ARISE PLATFORM

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Arise® Portal.

- 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 will be re-issued, minus a processing fee.
- Refunds will not be provided if the background check is not completed in a timely manner.

Please note:

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

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 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 complete 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

OPPORTUNITY ANNOUNCEMENT



Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

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: $\frac{[(\text{Serviced Minutes} + \text{Excused No Show Minutes}) / (\text{Selected Minutes} + \text{Released Lockdown Minutes})] \times 100$
First Call Resolution (FCR)	77.3%	% of customer inquiries that are resolved on first contact
Net Promoter survey Score (NPS)	52%	Average Net Promoter survey Score (promoters detractors) for a given period
Average Handle Time (AHT)	350	Talk Time + Hold Time Average Handle Time is the average time spent resolving a customer issue, including talk time, hold time, transfer time (if applicable) and after call work
Credit Per Hour	\$1.50	Amount of credits issued based on the amount of time serviced.

STAR metrics requirements vary and are subject to change.

Star metrics and corresponding incentives are included in the Production SOW. Certification SOWs do not include Star metrics.

Metric	*	**	***
Intervals Serviced	> 40		
First Call Resolution (FCR)		> 79.6%	
Net Promoter Score (NPS)			> 53%
Additional Per Interval * Minimum CA of 90%	\$0.00	\$0.25	\$0.50



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

All businesses must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

To confirm a business's intent to attend, Arise may be contacting the business owner 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 business's 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®.

See Sample Statement of Work

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

- Was servicing one or more SOWs that were terminated for cause
- Dropped from "enrolled" status in program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Has a Commitment Adherence below 90%

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.