

ACD DIRECT

2016 Earning Season

EQUIPMENT REQUIREMENTS

- Windows Based PC with Anti-Malware Security Software;
- Windows 7, Windows 8 (or 8.1), Windows 10
- Minimum 2 GB RAM;
- CPU (Intel or AMD) 2GHz processor (or equivalent);
- Resolution of 1,280 x 720 (720p) or greater; and
- Internet Explorer 10 or higher.

Note: Mac/Apple systems are not compatible with ACD Direct platforms and programs.

INTERNET REQUIREMENTS

Client scripts will be delivered over the internet to your computer; therefore, minimum connectivity requirements are critical to ensure that client scripts will function properly once our call routing system sends calls to your computer. By electronically executing the Independent Contractor Agreement, Contractor agrees that its internet connection meets the specifications outlined below. An audit of systems may be conducted to ensure compliance. Minimum bandwidth requirements are 512K Upload, 1.5Mbps Download.

Current internet connections must be via a private access point with ONE of the following:

*Cable*DSL*FiOS

Note: Satellite, Dial Up, Wi-Fi and wireless connections are not accepted. Your internet connection must be hardwired to your computer directly from the modem. Public access point examples are those in locations such as Libraries, Coffee Shops, Public Wi-Fi, etc. These are not acceptable or secure for compliance; your connection must be a private access point.

PHONE REQUIREMENTS

By electronically executing the Independent Contractor Agreement, Contractor agrees that its phone system meets the requirements outlined below: Traditional Telephone Service free of all features (caller ID, call waiting, privacy plus, voicemail, etc.) OR Digital telephone service provided through your Internet service provider – both intended for business use;

- A phone base with a (numeric) dial pad;
- A work line without a fax machine connected to it;
- A work line without an answering machine connected to it;
- A corded telephone;
- A corded telephone noise-canceling headset with mute feature.

Note: Magic Jack, Skype, X-Lite or any other softphone is not permitted. Cell phones and smart phones are not permitted. Cordless phones and cordless headsets are not permitted.

FEE FOR SERVICE EVERY PAY Period: KahlCenter will withhold \$0.01 per working minute and Cornerstone will hold withhold \$25 as a service/Administrative fee for operations expenses such as mentorship, on boarding, performance reviews and accounting. Those already servicing a client with Arise will be charged an additional \$10 to their admin fee.

ONBOARDING FEE: \$50.00 startup fee which covers certification and background check.

Tenured Agents returning within the same year.....Background checks are annual and if you are already onboarded you are good for one year with no additional onboarding fee required at this time.

Note: This fee is not refundable

PAYROLL: You will be paid on the 15th and 1st of the month

WEEKEND REQUIREMENT: At this time there are no specific weekend required hours for servicing however the Client needs must be met and failure to voluntarily support those needs may result in reduction of future project invites. This Client has strong weekend servicing requirements and taking on this project you understand that the client is expecting your understanding of this. There is no minimum weekly hour requiremnts.