

# FAQS IMMEDIATE SOLUTIONS

## Who can Apply?

accepting applications from the following states California, Connecticut, Maryland, Massachusetts, New York, Oregon, Wisconsin

## Will I have to pass a background/Drug Test?

Yes. Our Clients has requested that its Authorized Users submit to initial and/or random drug testing or criminal background checks or both for the available Programs. Call Center Company agrees that any Authorized User who (i) refuses to submit to such tests or (ii) fails to pass any drug test or background check will be excluded by Our company from providing services under this Certification SOW or Independent Contract Agreement.

## How do I get started?

The registration process is very simple. You just simply visit. Once you have done that simply complete the steps below:

- **Fill out the application**
- **Sign a non-disclosure agreement to access client names & details**
- **After discussing options with your company, choose the client program(s) you would like to**

## How long is the process?

complete a certification course for whichever client we select. The timing can vary between two days and several weeks to complete. Once you have established a company or joined an existing company and obtained the certifications, you are then eligible to begin earning income by servicing that client. Each client offers a certification course that must be passed in order to begin servicing. These are highly specialized, instructor-led online courses that provide information on the client's systems that you will be using to service, as well as the requirements for the program. Most come with a fee that ranges from \$25 -\$249. Client courses could take as little as three weeks or as long as eight weeks to complete depending on the client you select.

## How much will I be paid?

Our pay rate is as follow \$11.00 per hour.

Service revenue is paid twice monthly by our company.

## Will I be considered an employee?

- No, you are considered an independent contractor, you will be responsible for your own Federal and State taxes. Payment you have obtained from our company will not have taxes taken out of it. At the end of the year, your company is required to submit a Form 1099-MISC to the IRS to report any payments paid out to you.
- As an independent contractor you have the right to choose which client you would like to provide services for as well as provide your services to other businesses
- You have the freedom to set your own schedule for when you choose to work
- You will be provided with a contract defining your relationship with the company.

- You are responsible for your own certification fees, equipment fees and any fees you may incur pertaining to functioning your business
- You are not eligible for overtime, insurance, pension plans, paid vacation, sick days, unemployment or disability insurance.
- **INDEPENDENT CONTRACTOR RELATIONSHIP.** Each party acknowledges and agrees that it is, and will at all times during the term of this Certification SOW or Independent Contractor Agreement be deemed, an independent contractor of the other party. Each party will have exclusive control of the manner, means, location and details of accomplishing the services that it contracts to provide under this Certification SOW and neither party may control the manner in which the other party meets its contractual obligations. Each party will be responsible for the work and activities of all its personnel, including compliance with the terms of this Certification SOW. Call Center Company will ensure that all Authorized Users are authorized to work in United States.

## What's needed ?

- better or Intel i class or AMD Phenom X2 class or better. Atom, Celeron, Pentium and Opteron processors are not permitted
- Hard Drive: 20 GB or more of available space 60 GB or more of total space
- Memory: 4 GB of RAM or better
- Operating System: Windows 7 or Windows 10 Windows 8/8.1 not supported by some clients
- Standard Connection and Speed: Hard-wired connection (no wireless)  
Minimum 10 mbps download / Minimum 3 mbps upload

Maximum Latency Threshold: 120 milliseconds (ms)

Monitor Recommendations: 1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p). Dual monitors may be required on some client programs Dual monitors are not supported on programs that use the Arise Secure Desktop (ASD) device

- USB head set w/microphone (required for training), recommended brand are Logitech, Plantronics, Microsoft, or similar brands recommended. Suggestions: • Plantronics PLNAUDIO478 USB • Logitech USB H570e • Jabra UC VOICE 150
- Hard wired telephone and headset (required for production). Plantronics S12 or similar recommended
- Internet Explorer 8, 9, 10, or 11 on Windows 7, 8 or 10
- Microsoft Security Essentials for Windows 7; Windows Defender for Windows 8 or 10
- Hard-wired broadband Internet service via DSL, Cable, or Fiber Optic connection
- Hard-wired land line telephone service

## Am I paid for training ?

No. training is not paid. Once training has been completed you will begin making revenue.