



INFORMATION BOOKLET
ALL YOU NEED TO KNOW ABOUT THE JOB OF
SELF-EMPLOYED CHAT OPERATOR

Be a part of the Community...join us today!

www.exceltelemedia.co.uk

**PLEASE NOTE THAT THIS IS NOT THE EXCEL TELEMEDIA TRAINING
MANUAL AND ONLY PROVIDES YOU WITH BASIC INFORMATION
REGARDING THE JOB ROLE AND COMPANY. UPON SUCCESSFUL
REGISTRATION, THE TRAINING MANUAL WILL THEN BE EMAILED OR
POSTED TO YOU.**

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WELCOME!

Welcome to Excel Telemedia. This information booklet will tell you all you need to know about the jobs of Self-Employed Live Chat Operator, Text Chat Operator and Webcam Operator's with Excel Telemedia. This booklet tells you about the services we offer; how the services work, what the job involves, what you can earn, and so on.

Many of our Self-Employed Chat Operators have been working with us for a long time as you'll find out, developing their own chat-line skills. There are lots of advantages in terms of fun, flexibility and rewards. Hopefully, you'll soon be joining them!



Please note that **you must be over 18 years old** to work as a Self-Employed Chat Operator for Excel Telemedia. If you have any questions on topics not covered in this booklet or need any points clarified, please send us an email at info@exceltelemedia.co.uk or call our Help Desk free phone on **0800 075 9750**.

☺ *“There are lots of advantages in terms of fun, flexibility and rewards.”*

ABOUT THE SERVICE WE OFFER

Excel Telemedia offers three different services: Live Chat, Text Chat and Webcam. Our lines are open 24 hours a day 7 days a week and we aim to ensure all our peak hours are fully covered by experienced operators.

Our aim is to provide a valued and entertaining service to callers, with Self-Employed Operators entering live conversations, swapping text messages or chatting digitally with as many customers as possible over the phone as well as via their webcam. Good Operators are able to quickly build up both their skills and their very own group of regular callers, thereby increasing their business and earning potential.

Please note; male operators can only apply as a Live Chat Operator for the Gay Chat Line service. You do not have to be gay to apply.

As a Self-Employed Chat Line Operator, your role will involve:

- Logging on to our systems so you can have live conversations with our customers
- Having live conversations with callers which may be of a sexually explicit nature

☺ *“Good Operators are able to quickly build up their own skills as well as a expanding group of regular callers, thereby increasing their business and earning potential.”*

HOW THE SERVICE WORKS

We widely advertise our chat services in a vast range of media.

This ranges from red-top newspapers, the local press, men's and women's magazines, to adult Television Channels.

Customers will first call our chat lines after seeing our ads and once connected they will be able to select from the following options:

For the Live Chat Service

- Browse through different pools/categories of operators, listen to their greeting messages and then choose the operator they'd prefer to talk to
- Listen to other conversations.
- Save their favourite girls to their favourites list by pressing the * key during their live conversation.

For the Webcam Service

- Watch a pre-recorded conversation, known as an eavesdrop call.
- Browse from a selection of online girls by watching their introductions.
- Connect to their chosen girl

For the Text Chat Service

- Talk with their favourite Live girl via their mobile phone
- Receive the introductions or 3 girls who are online and available to chat
- Send messages and request pictures

WHAT DOES THE JOB INVOLVE?

Live Chat

Once your application has been processed, one of our Administrators will call you and set you up with your User Id number. Once this has been done you will need to access the service by calling a free phone number and recording a description message of yourself.

This description message is replayed on line for customers to hear. Very soon you will then start receiving calls and you will need to speak to the customers for as long as they wish.

While operating as a Chat Line Operator, your main focus should be providing a quality live chat service to your customers. By doing so, you get longer and more frequent phone calls and more of them – and earn more money.

Your role can be described as being an actress/actor or entertainer. The most important skill required of you is to be a good listener. Along with this you will need acting skills, creativity, flexibility and sensitivity. You also need to be very open-minded, as you may be required to talk in detail about sex.

Webcam

As a webcam chat operator your role will include:

- Having live webcam conversations with our customers while logged onto the system
- Having visual conversations on a number of topics, which may be of a sexually explicit nature

Text Chat

As a text chat operator your role will include:

- Replying to text messages from customers from your Online Text Chat console when you choose to log on
- Sending pictures to customers who request them, if you are happy to do so
- Building up a regular base of customers who text you

☺ *“One of the most important skills required of you is to be a good listener.”*

WHAT DO YOU NEED TO DO THE JOB?

There are a number of personal qualities common to many successful Self-Employed Live Chat Operators.

- Temperament:** A very broad mind, confidence and a sexy imagination;
- Communication:** Being able to make a range of male callers feel quickly at ease, by listening carefully and also by being engaging and chatty;
- Flexibility:** Being able to deal with male callers requiring both short and long conversations;
- Professionalism:** Being reliable and regularly available, especially in building up repeat calls

As well as these qualities, there are also requirements that will be needed in order to apply for each of these services:

- Live Chat:** A landline telephone
Webcam: A webcam and Broadband Internet Connection
Text Chat: Internet Access

WHEN SHOULD YOU LOG ON?

One of the big advantages of working with us is the flexibility – you can choose the hours you want to work. **Please note that we'll pay you more for working between anytime between 2am and 6am, and over weekends and Bank Holidays.**

We cannot forecast when our service will be in most demand.

The numbers of calls you will receive depends on the number of callers online, but it is also related to the number of operators logged in at any one time.

Having 1571 or any other call minder or answering features on your phone will not affect calls being put through to you, nor will any of our callers be connected to your answering machine.

We also offer an SMS notification that will inform you discreetly of times when we have a high number of callers and not enough girls logged on. Please call our Helpdesk on **0800 075 9750** for details.

Please note that all conversations are recorded and are reviewed on a regular basis to monitor performance.

☺ *“You can choose when and how many hours you want to work.”*

CHOOSE YOUR OWN WORKING HOURS LIVE CHAT.

As you are Self-Employed, you can work as little or as often as you like. For example, working from 6pm to 10pm on a regular Monday evening with the following breakdown of live conversations could earn you £36:

1st Live conversation = 45 mins = £6.75

2nd Live conversation = 30 mins = £4.50

3rd Live conversation = 65 mins = £9.75

4th Live conversation = 20 mins = £3.00

5th Live conversation = 40 mins = £6.00

6th Live conversation = 40 mins = £6.00

**Total gross earnings
for 4 hours' work £36.00**



COMPETITIVE RATES OF PAY LIVE CHAT.



Like all other companies in our field, at Excel Telemedia we believe in paying our Chat Operators every minute and every second spent in live conversations. Our rates of pay are most competitive compared to other companies in the market. Below, we've listed our current rates.

We reserve the right to change these rates at any given time, with one week's notification. **Our rates are most competitive in the C band between 2am and 8am where you can earn up to £10.80 ph.**

Band A: 8am and 8pm::

	Weekdays	Weekends and Bank Holidays
Up to 3 minutes call time:	10 p per minute	11.5p per minute
Up to 5 minutes call time:	11 p per minute	12.5p per minute
Up to 7 minutes call time:	12 p per minute	13.5p per minute
7 minutes and over:	13 p per minute	14.5p per minute

Band B: 8pm and 2am:

	Weekdays	Weekends and Bank Holidays
Up to 3 minutes call time:	11 p per minute	13p per minute
Up to 5 minutes call time:	12 p per minute	14p per minute
Up to 7 minutes call time:	13 p per minute	15p per minute
7 minutes and over:	14 p per minute	16p per minute

Band C: 2am and 8am:

	Weekdays	Weekends (Friday night to Monday morning) and Bank Holidays
Up to 3 minutes call time:	12 p per minute	15p per minute
Up to 5 minutes call time:	13 p per minute	16p per minute
Up to 7 minutes call time:	14 p per minute	17p per minute
7 minutes and over:	15 p per minute	18p per minute

Because we highly value our Chat Operators, we also offer **additional bonuses for the highest performers.** Please call one of our administrators to know more about this.

"I've been working with Excel Telemedia for two months now and I love it! It's great fun and doesn't feel like work at all." The bonus is the money, of course – in two weeks I've earned £665.14."

Caroline

CHOOSE YOUR OWN WORKING HOURS WEBCAM.

As you are Self-Employed, you can work as little or as often as you like. We recognize that our operators do all have commitments outside of work and some have more than one job as well, which is why we don't set hours for operators or ask them to work for a minimum number of hours before being paid.

We cannot predict 100% when the busiest times will be on any given day but as a general rule the busiest times tend to be evenings and weekends

1st Live conversation = 10 mins = £2.50

2nd Live conversation = 15 mins = £3.75

3rd Live conversation = 15 mins = £3.75

4th Live conversation = 30 mins = £7.50

5th Live conversation = 20 mins = £5.00

6th Live conversation = 30 mins = £7.50



**Total Gross Earnings
for 2 hours work**

= **£30.00**

COMPETITIVE RATES OF PAY WEBCAM.

At the moment, this service is paid at a flat rate of **25p per minute** when you are in a call. This amount will be worked out to the second, and you can check your revenue at any time by calling the helpdesk on 0800 075 9750. You can also check your earnings using an online report.

You can also earn an **extra 5p per minute** if a caller chooses to watch one of your calls which has been put onto the eavesdrop line. This is a great bonus because you do not even have to be logged on to earn this money!

We will pay you this money directly into your bank account (or whichever account details you put on your information sheet) on a monthly basis as long as you have earned £10 or more within the month. An invoice will also be sent out shortly after you have been paid so you can add these to your records and keep track of your earnings.

COMPETITIVE RATES OF PAY TEXT CHAT

The pay for this is very simple. For every message you send, we pay you 8p. Send 100 messages and that's £8. Send 200 and that's £16. The rate is a flat rate all the time.

There is no minimum you need to send, we'll pay you for whatever you send. Your pay will be paid direct into your bank every fortnight, just like the Live Chat service. We already hold your bank details so you don't need to do anything except sign up and get earning!

WHEN WE PAY YOU

We operate an automated invoice and payment system and you will be paid every two weeks directly into your bank account. For administration purposes, you will need to have earned at least £10 in any pay period in order to receive payment. If you do not earn at least £10, the amount will be brought forward to the next pay period or until you reach the minimum required. If payday falls on a Bank Holiday or a weekend, you will be paid on the nearest possible date.

Please note that you will not be paid for any length of time that you are logged on to the system waiting for a call. You will be paid in accordance with the above scheme, based on the time you spend in actual conversations.

☺ *"You will be paid every two weeks directly into your bank account."*

GETTING STARTED AS A SELF-EMPLOYED LIVE CHAT OPERATOR.

You must complete, sign and return the Information sheet and Self-Employed Contract to us. Which you can download from our website. You must also provide us with proof of your identity (such as a copy of your birth certificate, passport or utility bill). Once we have received this information, we'll contact you to confirm all your details over the phone. We will then send you a training manual with useful information and tips on how to earn more money as well as the important guidelines to follow.

You will be a Self-Employed Operator, working independently for yourself. You will not be employed by Excel Telemedia Ltd. We pay you a gross amount and you are responsible for making your own Tax and National Insurance payments.

You must register as a Self-Employed person with the Inland Revenue and the Contributions Agency and ensure that all statutory obligations are fulfilled. You will be asked to sign your contract before commencement of your position confirming that you fully understand this.

INTRODUCE A FRIEND AND EARN YOURSELF EXTRA CASH LIVE CHAT.

Once you're working with us, you can refer a friend, making sure they enter your details in the Information Sheet when joining. If your friend earns a minimum of £100 within the first 2 months, we will pay you a £50 bonus as long as you are still active and have earned a minimum of £10 pounds yourself.

Here's an example:

Emma referred Claire in July. Claire then started on 22nd August and by early October had earned a total of £108. Therefore Emma, who is still active and earned over £10 in the same period, received a £50 bonus to be added to her earnings.

☺ *“As you are Self-Employed, you can work as little or as often as you like.”*

FREQUENTLY ASKED QUESTIONS

Do I have to pay a fee to register for work with Excel Telemedia?

No, and the log in number **0800 075 0167** is free of charge from a landline phone. Please refer to 'How to access the system' to ensure you log in correctly.

What is the rate of pay?

Up to 18p per minute on our Live Chat Service. All webcam operators are paid a flat rate of £0.25 per minute and all text chat operators are paid a flat rate of £0.08 per text sent.

How am I paid?

Directly into your Bank account

How often am I paid?

Every 2 weeks, normally on a Thursday.

When are the busiest times?

We expect our busiest times to be between 6pm and 6am each day. However, Excel Telemedia cannot guarantee this at all times.

Where is Excel Telemedia based?

South West London

Do I have to work a set shift system?

No, you can work the hours and the times you wish. You are a Self-Employed Contractor, therefore you are not expected to work set hours

What does “Self-Employed” mean?

It means you are responsible for paying your own Tax and National Insurance contributions and you do not work for a company. You will provide a service to Excel Telemedia and therefore you are free to work the hours you wish.



Do I have to let Excel Telemedia know if I am taking time off for holiday etc?

No.

Will I have a phone bill to pay?

No. The log-in, Helpdesk and Training Line numbers are all free of charge from a landline phone.

Do I need to have a landline?

Yes, you can only receive calls to a landline phone. You can log in using a mobile but cannot receive calls on a mobile.

Do I have to work from the same landline each time I work?

You have to work from the number you have registered with us for the first time you log on. Thereafter you can receive calls on any landline phone.

Will customers know my telephone number?

No. It is not possible for any customer to get hold of your phone number unless you give it to them, which is not permitted under any circumstance.

How do I receive calls from the customer?

The customer will select which operator he wishes to speak to and the call will be connected via the Excel Telemedia telephone system

What will be the nature of my conversation with the customer?

You may be required to have discussions of a sexual nature.

Who can I call if I have any day-to-day problems?

You can call the Helpdesk for free on 0800 075 9750 24 hours a day.

Do I need to have an email address or Internet access?

An email address/internet is not necessary should you apply for a position as a Live Chat Operator. However, for webcam and text chat positions internet access will be needed for both services.

Do I have to be resident in UK to work on the system?

Yes, we do not have the facility at the moment to register operators from abroad.

Can I apply Online?

Yes all relevant forms are on the website to download. You will need to sign and post or fax back to Excel Telemedia Ltd on the number provided.

How can I check my earnings?

You will be able to access your details via the website or on a specified freephone 0800 number.

What tax bracket will I fall under?

IR35

EXCEL TELEMEDIA ONLINE FORUM.

When you join Excel Telemedia, you will be asked if you would like to be set up an online Web-Forum account. It is very simple and easy to use, it is just like any other chat room online except access is only for our operators. In the forum you will be able to chat to other operators about your experiences, exchanges hints and tips, you can even submit articles for our monthly Newsletter.

It's a great place to have all your nerves and anxieties about the work set free by chatting to people who have already done it and earning money. Plus our Helpdesk team will be on hand to answer any questions for you and to keep you up to date with changes to the system. We want you to feel apart of the Excel Telemedia community. If you have any great ideas on how you think the service could be improved then why not chat directly to the Operations Manager when he comes online once a week and will answer to you personally.

TESTIMONIALS

A day in the life of.....

Emma, a Self-Employed Chat Operator

Emma is 22 and single. She has been a 1-2-1 Live Chat Operator for 3 months. Here's how a typical day might work out for her.

10.30am

I log on. A heavy night out last night, so I was in no hurry to get started. But as my time is my own, that doesn't matter. It's pretty quiet this morning anyway – just few calls over the next few hours, so I can catch up on plenty of other things round the house in between.

2.00pm

I have to go out for a while, so I log off.

4.15pm

I log on again. It's getting busier now and over the next few hours I take quite a few calls. I'm pleased to hear from one of my regulars – it's easy chatting and before I know it I've been talking to him for half an hour.

8.00pm

I log off. It's still busy, but I feel like a break. Maybe I'll sign on again later – there are nearly always plenty of calls in the late evening. I check my earnings for the day online. I've done well – I'm looking forward to seeing the money in my account next Wednesday!

“I like being my own boss – and the longer I work, the more I earn.”

Janice

USEFUL CONTACT DETAILS

Website address:

www.exceltelemedia.co.uk

Help Desk number:

0800 075 9750

Help Desk opening hours:

24 hours a day, 7 days a week for general enquiries and technical faults.
Monday to Friday, between 9am – 5.30pm for all other personal / administrative queries.

Email address for queries:

info@exceltelemedia.co.uk

Log in number:

0800 075 0167

Training Line:

0800 075 1888

Company address:

Excel Telemedia Ltd.
61-63 Wandsworth High Street,
London
SW18 2PT

(Please do not give this address out to callers)

Fax number:

0870 345 8811