



OPERATOR MANUAL

www.exceltelemedia.co.uk

Excel Telemedia

Be part of the team - join us today!

Please note that this manual contains language of an adult nature, which some readers may find offensive.

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WELCOME

WELCOME

First of all welcome to Excel Telemedia and thank you for your interest!

By receiving this manual, you have shown a desire in becoming a Self-Employed Chat Operator with Excel Telemedia. This is a fantastic opportunity for you to develop a healthy weekly income in the comfort of your own home.

Excel Telemedia is an established content provider with a wealth of experience as a Phone Chat Line and Text Chat Service Provider. We have years of experience in this industry and have an abundance of knowledge that can't be matched amongst our competitors. We are dedicated to ensuring that we provide you with the best training and support along with the best possible access to a high volume of callers. We have an up-to-date training material, online training tools and a manned support line, so if we can't handle your query immediately, we will call you back as soon as we possibly can!

To show our confidence, we make the following promises to you:

Phone Voice Chat

- Provided that you earn over £10 in any one week, we **guarantee** to pay you every 7 days, straight into your bank account. If you earn under £10, we will roll this amount over to the following week for payment.
- We **guarantee** a manned helpdesk during business hours with friendly, helpful staff who will guide you through every step of becoming a Chat Operator and deal with any questions or queries you may have.
- We **guarantee** that if all of our staff are busy on other calls, we will respond to you within 24 hours on a business day or the next working day after a weekend.
- We **guarantee** no hidden costs - you will never have to pay a penny to join us or use our service; you simply get paid for what you earn. All our contact numbers are free phone numbers, so you don't even have to pay to call our helpdesk!
- We **guarantee** there are no minimum working hours. You simply log on as and when you want, for as long or short a period as you want.

Text Chat

- Provided that you earn over £10 in any four week period, we **guarantee** to pay you every 4 weeks, straight into your bank account. If you earn under £10, we will roll this amount over to the following payment date.

This makes us the number one choice when it comes to providing earning opportunities for our operators.

We know you are excited and raring to get started but before you do, make sure you have a comprehensive look at this manual. You may think that this document and its attachments are lengthy but we wanted to give you as much detail and support as possible to make you as successful as possible in your role and make you as much money as you can. So please read carefully - you won't regret it!

WHAT IS A SELF-EMPLOYED CHAT OPERATOR?

This manual is designed to equip you with all the tools you will need in order to be the best possible operator and achieve your highest earning potential.

In order to be the best possible operator who will, in turn, be able to achieve the best hold times and interact with customers successfully, you will need to possess certain qualities:

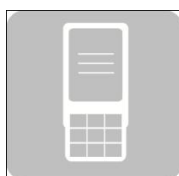
- **Temperament:** It is vital, as a successful operator to be able to have the right tone and attitude towards callers
- **Communication Skills:** The ability to be able to interact with others is key. You should have the skills to lead calls and provide enough material to ensure that a call never falls flat.
- **Open Minded:** As an operator you will be exposed to explicit content, strange fantasies and callers' everyday lives in general. The ability to be able to embrace and entertain customers' fantasies is very important.

If you feel like you possess these qualities, then you are the sort of individual we are looking for and, with the aid of this manual, you are on your first steps to making a very successful and lucrative career with Excel Telemedia.

Here at Excel Telemedia we offer two different work opportunities. You can choose one or both of them:



Phone Operator: This involves taking phone calls from callers and engaging in sexual and non sexual conversations. As a Phone Chat Operator you will have multiple categories to choose from in which you will have to record individual introduction messages for each of them.



Text Operator: This involves interacting with callers through the use of text messages via an online console. If you wish, you will also be able to send pictures to the callers as an added tool, to further increase your earnings.

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.

An important note: The advice and tools given within this manual apply to both types of work (chat and text) but if at any point we feel there is additional information that applies solely for one service, we will include at the relevant part of that particular section or as an appendix.

WHEN SHOULD YOU LOG ON?

When are the busy periods?



There are no specific times which we could guarantee to be the busiest. The busy periods can vary quite a lot on a day-to-day basis. However, that being said, through our experience and research we do tend to see an increase during lunchtimes, evenings, and very early hours of the morning.

Ensure your mood is right!

It is essential that when you log on, you are in the right mood and mind set. Through our research we have found that if you log on when you are relaxed and rested, you are far more likely to have longer hold times and generate more favourites from your calls.



It is important to take breaks!



When you start to feel tired, it is important to take a step back and make sure you have a break. This is vital because if you continue engaging callers when tired you will find the quality of your call will drop; not only will this affect your overall hold times but potentially it could mean missing an opportunity to get a caller as a favourite or even as a return caller to the service as a whole. You will have much better hold times with your favourites and as a result you'll have more money in your pocket!

Day management.

We know the idea of structuring your day may seem like an effort not worth taking, particularly when the flexibility of this job may be the main appeal, but trust us - it does help. By blocking out parts of your day, you allow yourself to mentally prepare for when you are due to take calls. It will also give you a guide as to when you can fit work around your daily life.



A DAY IN THE LIFE...

Here is an example of a day in the life of a Chat Operator:

Anna, a Chat Operator

Anna is 41 and a single mum with two kids. She has been a Chat Operator for 6 months. After having a chat with her, this is how a typical day is for her.

9.15 am

I get back from dropping the kids off at school and log on. Over the next few hours I receive 10 calls – 6 new ones and 4 regular callers. The calls last anywhere from a couple of minutes to about half an hour.

12.00 pm

Time for a break and a bite to eat but I also log onto the text console and reply to some texts that have come through.

1.15 pm

I decide to take some more calls before it's time to pick up the kids.

3.00 pm

I log off and go to pick up the kids.

8.30 pm

Now the kids are in bed, I log on again. I'm saving up for a holiday so I'm working extra hours for a while to earn more. Evenings can be a very busy period – this time I take 23 calls, including quite a few from regular callers. In between calls, I am also answering text messages on the text console. As ever, some just want to chat about anything, others are looking for more explicit talk. Nearly all of them are pleasant to talk to though – and if anyone isn't then I can just hang up.

10.45pm

Time to call it a day. Let's see, I've been logged on for 6 hours, I took 33 calls which lasted for a total of about 300 minutes and I've made approximately £50. With the text chat messages, which have generated roughly another £15, that makes a total of £65. Not bad for one day – and in between calls, I was able to get plenty done around the house too!

REGISTRATION

In the pack you have received, or downloaded, you will find an **Information Sheet** that asks you which work you are interested in doing. When you send back your **Information Sheet**, remember to tick the relevant boxes.

WHICH SERVICE(S) ARE YOU APPLYING FOR?
(You can tick any combination)

Phone Chat

Webcam

Text Chat

As you can see from above, you have the option to tick a "Webcam" box. Although we are not offering this service at present (and this manual does not cover the topic), we do plan to introduce it in the near future. Therefore, this helps us to contact those of you who express an interest in providing this service

WHAT MAKES EXCEL TELEMEDIA DIFFERENT?

I'm sure you are asking yourself what makes us different from any other phone chat company and why you should join us as a self-employed operator. Well, one of the reasons is that we offer an incredibly friendly community which you can be a part of.

We understand that working as a Chat Operator, typically working from home, can sometimes seem like an isolated job but not with Excel Telemedia!

Firstly, we offer all our operators access to an online **Forum**. This is a place where you can go to pick up tips about the job or just chat about all sorts with other chat operators. We've found this is a great service to offer and many of our operators have not only improved their calls through advice on the forum, but have also made some really strong friendships.

Secondly, we send out a regular **Newsletter** to all our operators. This contains a variety of topics from useful tips to important announcements.

So, as you can see, we offer some unique benefits which we believe will not only help you become the best possible operator, but also give you a chance to make friends and feel part of a community.

GETTING SET UP AS A SELF-EMPLOYED CHAT OPERATOR



PHONE CHAT

SET UP

Once we have received your signed contract and application form, we'll contact you to arrange a telephone audition. This is scheduled with one of our staff at a time to suit you. This audition will simulate a scenario that you may face on our chat lines and therefore, it gives both you and Excel a chance to see how you fare in this situation. If you are successful in your audition, you will be given a **USER ID** and a **PIN NUMBER** and we will set you up with your categories (for more information, check out the introduction message part of this section on the next page) and take any information we require from you. In this call we will outline the guidelines, which can be found later on in the manual.

If you are unsuccessful, you will be given feedback on your conversation and you will have the opportunity to undertake a 2nd audition on a separate date with another member of our team, which will place you in a different scenario. We hope at that stage you will succeed in becoming a valued member of our adult chatline operator community.

In order to work as a Phone Chat Operator you will need a landline and if you wish to become a Text Chat Operator or check your revenue online, you will also need access to the internet. We will provide additional training via webcasts from time to time and your internet access will provide you with the best way to receive this training....from the comfort of your own home.

FIRST TIME LOGGING ON

Once you have been issued with your log-in details, you will then be able to access our system via the freephone login number as follows:

Call the login number on **0800 075 0167**. Every time you call, the first thing you will be asked to do is to enter your **USER ID** and **PIN NUMBER**, so make sure you keep these handy at all times. Logging onto the system is quick and easy.

Please be aware that when you call for the first time you will also be required to pass a simple multiple-choice test. You can only log onto the system with a landline; mobile phones cannot be used. The system works with touch-tone telephones only.

Multiple choice test

When logging on for the first time, you will complete a multiple choice test consisting of ten questions. You are required to answer at least 80% of these correct. If you fail twice, your contract may not be validated by us and we may decide to discontinue your contract with. You may still contact us if you have problems completing the test, at which point we will review the situation and decide whether you may try again.

The questions will be based on essential information found in this manual. Once you have passed this test, you will then be offered several options.

These options are:

Option 1 – Log On

When choosing this option, you will be asked to confirm the landline number you registered with. Please note that the first time you log on, you must and can only use the landline number you registered. Also, the first time you log on you will be given a prompt to record your introductions. (More information on how to record your introductions is further down in this section)

Every time you log on thereafter, you will be presented with similar options. Firstly, you will be asked to confirm your phone number. At this time, you may enter a different number from the previous one. This may be required if, for example, you were on holiday or at a different location and wanted to log on via a different number. You will then confirm or re-record your introduction messages. You will now be logged on and ready to receive calls.

Option 2 – Log Out

You may select option 2 to log out from our service if you wish to stop receiving calls. Please note, if you do miss three calls you will automatically be logged out. If you do not receive a call for an unusual amount of time, always check if you are logged on by calling the log on line. This option 2 will only appear if you are already logged on.

Option 3 – Check Your Revenue

This option allows you to check your revenue. Here you can listen to how much you have earned from the dates that you choose to input.

Option 4 – Update your Introduction Messages

If you have already logged on, then you may choose this option to listen to and accept or re-record your introduction messages. You should try and do this at regular intervals to keep your messages fresh on the system.

INTRODUCTION MESSAGES

At Excel Telemedia we offer callers a variety of categories in which to search for an operator. Having a greater range of interests on offer is an appealing feature of our service and is designed to ensure that you, as an operator, receive the highest number of callers coming through to you. We will promote these categories as part of a general adult line or we may promote a specific category via our advertisements. When we pass calls to you, prior to connecting the caller we will play you a "whisper" prompt which will identify for you the category that the caller has selected either from the general service e.g. virgins main or from the specific service e.g. virgins direct. This will give you the opportunity to get into the right character and deliver what the caller wants.

If you are looking to be a Phone Operator, during the initial call with our staff, you will be asked to choose which categories you would like to belong to. For our Text Chat service, you are only required to write one general introduction.

General categories available are:

Virgins/Barely 18
Mature/Granny
Black or Asian
Bi-girls/lesbians
Role Play
Quickie
Large Ladies

You can choose as many or as few categories as you wish but we do advise that the more you record an introduction for, the greater your chances of being selected. Also, be realistic – if you choose to be placed in the virgins/barely 18 **and** the mature/grannies categories, unless you feel you can convincingly sound appropriate for each category, only pick the one that most suits your voice and character you are portraying. The reason for this is that, as you start building up regular callers, you do not want to confuse them and possibly ruin the fantasy image they have of you.

Virgins/Barely 18

This is self explanatory but remember to be careful to ensure all calls are within the rules and regulations. For more information please refer to our Rules and Regulations section.

Mature/Granny

A very popular category designed for men who have fantasies about elderly women

Black or Asian

This is a category for callers who would like to speak to Black or Asian Operators

Bi-girls/Lesbians

Please note that all of these categories are fantasies and each of these categories are merely characters that you play. You do not need to be either a bi-sexual girl or a lesbian to record an introduction for this category, as long as you can portray a lesbian character and make up stories which would be appropriate to the category.

Role Play

This could include a variety of fantasies/fetishes but they usually include a story which the caller will look to you to help expand and make interesting.

Quickie

If a caller selects this, it usually implies that he is looking for a sexual call straight away. Remember, you must always ask appropriate questions to confirm he is looking for a sexual chat (and that he is over 18 to begin with).

Large Ladies

This category is designed for men who have fantasies about women with a full figure

We also offer a variety of hardcore categories and, unless you are certain you are comfortable with these straight away, we have found it best to take a few weeks before entering into these categories and get yourself comfortable with the service:

**Domination
Submissive
Fetish/Special Interests
BDSM**



Domination

This is a particularly popular category and callers selecting this option are looking for operators to dominate them and often inflict verbal humiliation on them. We only touch upon the detail of this category in this manual but if you have selected to place an introduction in this category, we will have sent you an appendix explaining this in more detail and there is also a separate training session available for those who wish to make the most of calls in this category. By nature of the category, you are fully in control of the conversation than perhaps in other cases and as the caller is happy to do what you say, call durations are much longer – earning you more money!

Submissive

This is where the caller is more dominant and you will be taking a more of a follower role. The caller is likely to know what he is looking for but make sure you are still playing an active role in the fantasy.

Fetish/Special Interests

This is considered a general category that could include a variety of fantasies or fetishes. Callers to this category may have domination requirements but may separately be turned on by other activities, such as boot licking, being rubbed with balloons, being tickled with feathers...to name but a few!

BDSM

This category will involve fantasies that include some form of bondage and possibly pain either received in a submissive character or supplied in the form of a dominant character.

In addition to the categories we offer by type/skill, we offer callers the option to select an operator on the area in which they are based. These regions are as follows:

**Scotland
Ireland
Midlands and Wales**

**London & the South East
South West
North East**

North West

Please note that we never reveal the exact location of our operators and we discourage all our operators from giving any personal details to our callers.

RECORDING INTRODUCTIONS

When logging on for the first time you will be asked to record your introduction messages. You will have to do this for each of the categories you have selected with us. Once you have done this, you will be ready to take calls. You will not be able to take calls until the introductions have been recorded.

THE FIRST TIME YOU LOG ON, ENSURE YOU LISTEN TO ALL THE AUDIO MESSAGES THAT ARE PROVIDED!

TAKING CALLS

When logged on, your phone will ring if a caller selects you, after listening to one of your introduction messages. To answer lift the receiver, listen to the whisper prompt (For example you may pick up the phone and hear "Mature, general". This will alert you that the caller expects a mature operator and that you have been selected from our general adult service)

To accept the call, you must PRESS ANY KEY on your phone keypad

IMPORTANT: You must try to answer every call put through to you from our system.

- Failing to answer calls will result in you being logged off. You will automatically be logged off the system if you miss 3 calls during any log-in period
- You must pick up your call promptly within 3 rings of your phone or you will miss the call.
- If you constantly miss calls, this may result in your contract being terminated (please refer to the Rules and Regulations section of this manual). Therefore, please do not make any calls whilst you are logged on, even if they are calls to our system to check your earnings. Log off first and **then** make your calls. Keep all incoming private calls to an absolute minimum when logged on.
- If you are very serious about this job, you may want to consider having an additional line installed to avoid problems and to ensure you **ONLY** get calls from the system when you are working. This way you can dedicate one line specifically to your business.
- You are not permitted to put a caller on hold. You should not delay your callers either, so during a call....
 - do not answer calls on another telephone line, fixed or mobile;
 - do not go and answer the door so that your conversation with someone else can be heard, or leave the caller hanging on while you do this;
 - do not tell your caller to wait and leave him hanging on the line for more than 15 seconds.

Note – one of your regular callers may have been alerted that you are online. If they try and get through to you and you do not answer, they may not come back to you, or indeed the service. This will affect your earnings.

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.

PLEASE NOTE:

A customer has the option to end the call at any time and choose someone else to talk to. Sometimes the caller may be shy or may change his mind about talking to you, right after he hears your voice. Do not take offence if some customers disconnect as soon as you pick up a call. Just wait for the next one. Everyone has different tastes and there will be other callers who will love talking to you. In fact, you should soon have regular customers adding you as a favourite.



TEXT CHAT

SET UP

To sign up for adult text chat, you need to phone through to our administration team on 0800 075 9750, where they will take care of the set up for you. As part of this process, you will be required to have prepared an introduction. This can be no more than 150 characters and will need to be dictated to the member of staff over the phone. Any changes in the future can be done via the admin panel when you log on. To get on to the text chat system, you will need to have access to the internet.

FIRST TIME LOGGING ON

Once you have been set up as a text chat operator, you'll be able to log on from the link in your Member area on www.exceltelemedia.co.uk. The link will be at the top, along with the links for revenue reports and invoices. All you will need to do here is enter your User ID number and your PIN number (this will be the same as your Phone Chat ID numbers if you are already a Phone Chat Operator) where it asks for them. You're then ready to start receiving your messages!

USING THE CONSOLE

Once logged on, there are two sections to the console, one for sending and receiving messages and one for checking your revenue and setting your status. Both will be explained fully:

Message Exchange Page:

This is the main page where you will spend most of your time. Each section is explained...

Customer Nickname

We thought it would be easier for you to set your own nickname for each customer, allowing you to remember them easily. When you first get a message from a customer, it will say "Anonymous". You can then enter your own nickname for the customer in the box. By hitting "Save", this will be saved and whenever you get a message from them, their Nickname will appear here. It's up to you what nickname you set for a customer, but we suggest something that easily identifies that person. An example of this would be if your customer was called Rob and liked Spanking, you could name him "RobSpank". This will immediately remind you when you next get a message that his name is Rob and what he's into.

Customer Message

This is where the message from a customer will be displayed. If they have requested a picture of you, their request will be displayed here. It may simply say "Pic" or it may say something like "Pic breasts". This means the customer would like a picture of your breasts... if you have one and are happy to send it of course! There is also a "Report" button here. If you think a message is illegal or unsuitable for the service, you can hit "Report" and one of the team here will review that message.

Message History

Here you will find the history of all messages sent between yourself and that user. It has the time and date, along with whom sent the message. If it has a < next to it, then it means you sent that message to them. If it has a > next to it, then it means the customer sent that message to you. This is a really good way to keep track of what you have been speaking about with that customer before.

Messages Received

This is where all messages sent to you will be stored until you open them. To open a message, simply click on its "msgID". It will then be displayed in the main box. If it is a picture request, it will say so under the column "Info". It will also tell you how many messages are waiting from that particular customer. It should normally be 1 but if it goes to 2 or 3, it means they really want to talk to you and you should reply to them right away! You can only reply to the customer's latest message. Any earlier messages you haven't replied to will then appear in the "History" section.

Message Replying

This is where you type your reply. It has a limit of 160 characters and your remaining characters are displayed just below it. Once you have written your message, hit "Reply" to send it.

Teaser messages

If you have not received a response from a customer after 24 hours, you have the option of sending him a teaser message, which we strongly recommend. These messages are limited to 115 characters but if you can write a suitable message tempting the customer back into chatting with you, your chances of maintaining a longer conversation are much increased. Please do not be tempted to write a 2 or 3 word teaser message and fill the rest with blank spaces or xxxxxx. This is not value for money for the customer. Our team audits messages sent from operators and will address this issue with you if you are undertaking this activity.

Incoming Chat Requests

From time to time, a message will appear on your console highlighting "incoming chat request". When you see this, you should send out a friendly and flirty message to draw the customer into chatting with you.

Pictures

Here you can upload any pictures of yourself. These pictures can then be sent to customers. Pictures **must** be owned by you (we don't want any copyright problems!) We're not talking any old pictures here; they must be of yourself (or the character you are portraying). Pictures must be in .jpg format. Nothing else will be accepted. Large pictures may take slightly longer to upload, so just bear with it. All pictures are sent to us first for moderation purposes and you cannot send them to a customer until they have been moderated. If you wish to change your picture, just hit "Change" under the picture you want to change and select a new picture.

When a customer requests a picture from you, the options under the picture will change to read "Send". You can then simply hit "Send" to any of your pictures that have been moderated to send it to that customer. Simple!

You must also make sure you write and send a corresponding message as well as sending the picture to the caller!

Admin Controls

Here, you can select the Admin page. This will bring you to a page where you can view how many messages you've sent, check your revenue and/or change your intro message.

Greeting Message

This is where you place your greeting message. This message will be sent to customers once they have spoken to you in a call and also may be sent to customers who request greeting messages from operators to be sent to them. When we sign you up to text chat, we will write one with you but once you are signed in, you can change this. It will be sent for moderation before it can be used.

Away Message

So as to not keep regulars wondering where you've gone, if you're away for a long period of time we allow you to write an "Away" message for them. We would recommend if you know you won't log on for more than two days, you use this function. You would simply write a short message, for example: "Heya, I'm away on holiday at the moment, I'll be back in a few days. I'll text you when I'm back!", and hit "On" to turn your "away" function on. When a customer texts you and this function is on, we will send them your away message. You don't have to use this function but we would recommend it. If you are only logged off for a day or so, there is no need to use this.

Console Button

This will return you to the main message exchange page

Revenue Checker

This will allow you to select your dates to check how many messages you've sent. Simply take this figure and times it by 0.08 to get your revenue. Simple!

RULES AND REGULATIONS

HOW OUR SERVICES ARE REGULATED

The premium rate services we offer are regulated by **PhonepayPlus**, the independent committee responsible for regulating all premium rate phone services in the UK, which is a non-profit making organisation financed by the industry.

In line with PhonepayPlus regulations and legal requirements, all calls are recorded and may be monitored.

As a self-employed Chat Operator, you must adhere to the set standards which are detailed in the next pages of this manual.

The guidelines we set in place for you come directly from those set for us as a company by PhonepayPlus. We have added to these guidelines some clarification to make the rules easy for you to understand and added a little more detail where we feel it is merited. It is in your own interest as an operator to follow the guidelines outlined below, as failure to do so could result in the termination of your contract and may also result in the cancellation and closure of the line you work on.

Remember that:

- PhonepayPlus has a zero tolerance attitude towards the breach of guidelines it sets.
- By breaching these guidelines, you may not only jeopardise your own position as a Chat Operator, but also affect the company as a whole, which will in turn come back to you.
- These guidelines are here to protect you and the callers; it is in your own interest to abide by the guidelines given.
- Guidelines ARE NOT OPTIONAL. So please strictly keep them in mind at all times.

You will find that once you have these guidelines in mind, they will come as second nature but you should always use the manual to remind yourself.

Here is the PhonepayPlus website, where you can find the Code of Practice:

<http://www.phonepayplus.org.uk>

IMPORTANT GUIDELINES

****** PLEASE READ CAREFULLY ******

Before you can start as a Chat Operator you MUST read the guidelines below.

Chat Operators should always follow these guidelines and should make themselves fully aware of these before they log on for the first time. All of the guidelines must be followed. We take the breach of these very seriously: failure to follow these guidelines may result in the termination of your contract.

GENERAL REGULATIONS AND GUIDELINES- Applicable to both types of chat

1. SPEAKING TO UNDERAGE CALLERS IS NOT PERMITTED AND IS ILLEGAL.

Should a caller be, or if you suspect they are, under the age of 18, you must disconnect the call or stop texting. Callers must be warned before disconnection. Please do not use any sexual language BEFORE you are satisfied that the caller is over 18. If you suspect the caller is underage, ask them for their age and then their date of birth and base your decision on their answer. For your convenience a date of birth sheet is attached, so you may check that they give the correct age for the correct year. Callers who hesitate about their date of birth are usually underage. Even if the caller says he is over 18 but you do not believe them, you should disconnect the call. If you are not sure, ask him some more questions, such as what does he do as a job, what he did last night etc. In this way you can clearly hear his voice, assess his answers and make your decision accordingly. If you do not believe your caller is over 18, tell him clearly that you do not believe he is and that you will have to cut him off for that reason and then disconnect him. This rule is not restricted to only the beginning of the call. If you were comfortable with the caller at the start of the call but later begin having doubts due to the nature of his voice or conversation, it's never too late to check with him on date of birth! Some examples of things he may say may be "I was at college yesterday" "It's the holidays so..." "I was round my friend's house playing Ps3". Should the caller be underage please also pass his details, the time and date of the call to a member of the helpdesk and they will deal with this appropriately. For Phone Chat, to obtain the caller's details, hang up the phone and dial 1471. You will hear a dummy phone number which always begins with 0207 966. Note down the last 4 digits of the number, which is the caller's reference number. Text operators need to press the report button on their console and the details will be passed to the admin team automatically.

2. CALLERS WITHOUT BILLPAYER'S PERMISSION/UNAUTHORISED USE OF PHONE

If a caller sounds like he's making a call on someone else's phone, ask him if he is responsible for paying the bill. If he admits that he is not or there is serious doubt ("I'm in the office and running up the boss's phone bill while he's out" for example) tell him sorry, you have to disconnect him and do so. He may be using someone else's phone. ("I'm in my Auntie's house" or "I'm at my friend's house") This is ok if the person knows about it and doesn't mind, but not if he's running up a phone bill and leaving someone else to pay it that doesn't know! Such calls are deducted from our revenues if the bill payer complains, or we may have to give them a rebate in full. If in doubt, warn the caller and then disconnect him. By questioning the caller, you may find that he is on his own mobile phone and simply in someone else's house, which is of course completely fine.

3. SILENT CALLERS

Silent callers must be warned that if they don't talk, they are going to be cut off. Several chances should be given to these callers to talk before disconnection, but this should not take more than 20 seconds. Coax the caller to speak if possible. If not, warn them they are about to be disconnected and let someone else get on line. An example of trying to encourage them to talk would be "Hi baby, this is X. Who do I have on line? Hi, I'm sorry I can't hear you honey, please can you speak up? If you don't say hello I am going to have to disconnect. Please just say hello to me. I'm sorry I still can't hear you, so I will have to disconnect you. Sorry babe."

4. TREAT ALL YOUR CALLERS EQUALLY

All callers must be handled equally with regards to their age, sex and race. No racial comments must be made. If you cannot understand your caller because he has a foreign accent, please make this clear to him. Ask him to speak more slowly and clearly and have another go. If you really can't understand a word he says, tell him so and tell him you will just talk to him and take control of the call, but try not to ask him too many questions if you can't understand the answers! Religion is also a topic not to be discussed.

5. POLITENESS

However annoying a caller is, never lose your temper, insult him, threaten him, swear at him, or generally upset him. If he is abusive, warn him that you are going to disconnect him first, then do it. Do not give as good as you get! You must always remain calm and polite. See also 'How to deal with abusive callers', later in this manual, for details.

6. NEVER GIVE OUT ANY PERSONAL INFORMATION (such as email, actual addresses or telephone numbers or any personal information) about yourself or anyone else who is a contractor for the line. This is for your own safety. The callers are aware that this is not a dating service and that this is strictly a chat service. However, should a caller wish to complain, please refer him to the Customer Services Helpdesk on 0844 999 4499.

7. DO NOT GIVE CALLERS OUR COMPETITORS' NUMBERS TO CALL.

Do not give out any website or email addresses or give your caller any promotions of any kind. Any operator found doing so will have their contract immediately terminated.

8. IN ORDER TO PROTECT OPERATORS AND THE COMPANY ITSELF, please do not give out the office address. Please refer members of the public to the Customer Services number on 0844 999 4499.

9. ENSURE YOU NEVER LEAD THE CALLER TO BELIEVE YOU WILL PAY FOR THE CALLS if he keeps calling you, in order to increase your talk time.

10. MAKING AGREEMENTS WITH THE CALLER TO BOOST YOUR EARNINGS IS STRICTLY PROHIBITED. If any operator is found to be making arrangements like these with callers, they will have their contract immediately terminated.

11. YOU MAY NEVER MEET A CALLER OR LET HIM THINK THAT YOU MIGHT

Under no circumstances should you meet, or arrange to meet with any of your callers. Neither should you lead the caller into thinking that meeting you in real life is a possibility.

Many of your regular callers will try to insist on this. You must firmly tell them that this is against regulations and that you are not permitted to do so.

12. DELAY

Don't delay callers, put them on hold or make them wait at all. Do not leave your phone while you are logged in. The max waiting time any caller should wait should be 15 seconds. Anything over this is considered a deliberate delay and may incur a fine by the Regulator.

13. DRUNKEN CALLERS OR CALLERS ON DRUGS

Sometimes, particularly late at night, you may get a caller who is a little the worse for wear. Treat your caller patiently and politely and be clear with them if they are slurring or you can't understand them. Ask them to slow down, speak up, or try to speak more clearly as appropriate. If needs be, do most of the talking yourself. Callers who state they are on drugs must be warned that they should not continue this line of conversation or they will be disconnected. If they persist then disconnect them. You must never encourage a conversation about drugs or experiences on drugs, nor must you let your caller discuss this.

14. COMFORTABLE ENVIRONMENT To support the above, callers should feel they are in a comfortable and confidential environment, with no fear of repercussions in using the service. Never make your caller feel inadequate.

15. GENERAL REMINDER AND REPORTING PROBLEM CALLERS TO US

Calls regarding racism, violence or abuse are not to be encouraged or tolerated whether it is regarding the caller, operator or any third party (call the helpdesk if you need more details). If a caller tries to talk about any of these topics, firmly tell him that you cannot have this kind of call. Should the caller persist then terminate the call or, in the case of text chat, press the report button on the console. Please pass his details, the time and date of the call/text to a member of the helpdesk, on 0800 075 9750, and they will deal with this appropriately. For Phone Chat, to get the caller's details, hang up the phone and dial 1471. You will hear a dummy phone number. Note down the last 4 digits, which are the caller's reference number.

SPECIFIC REGULATIONS REGARDING SEXUAL TOPICS

ABSOLUTELY NEVER START TALKING ABOUT SEX UNLESS you are sure the customer wants this type of call and that you are satisfied that they are over 18 years of age.

1. DO NOT DISCUSS ANY SUBJECT THAT CONCERNS MINORS OR UNDERAGE SEX

As we cannot speak to callers under the age of 18, we also must not discuss any type of sex involving people under the age of 18, be that you, your caller or a third party. Examples of this would be acting like a schoolgirl, pretending you are 14, answering questions about what age you first began thinking about or having sex if when you did so, you were under the age of 18. For callers that like school uniforms you can refer to this as "a college girl's uniform" and make it clear that you will not play anyone underage. Likewise, callers that want to play the part of minors are not allowed - the minimum age they should play should be 18.

You should not be able to hear any children in the background of any call, either on your side or the caller's. If you can hear children on a call, tell your caller clearly that you will not continue the call and will have to disconnect him, and then do so.

2. DO NOT DISCUSS ANYTHING RELATED TO SEX WITH ANIMALS.

You should also never be able to hear any animals in the background of any call, either on your side or the caller's. If you can hear an animal on a call, tell your caller clearly that you will not continue the call and will have to disconnect him, and then do so.

3. INCEST

Do not talk about having sex with any family members or allow him to talk about this. Do not play the part of a mother, sister or other relative. Do not accept it if he wants to be called "Daddy" or "Uncle"

4. NO RELIGION

No calls should feature religious subjects. You should not play a nun, for example.

5. NECROPHILIA

There must be no discussion about having sex with dead people!

6. VIOLENCE OR CRUELTY

Do not talk about any kind of extreme abuse such as cutting, hanging, suffocation or any other dangerous practices. Discourage the caller from talking about any of those, particularly in domination calls and make it clear that you are only talking about a fantasy and not things that you want the caller to do in real life. Also, avoid telling your caller to insert anything anally, again unless you make it clear it is a fantasy.

7. WATERSPORTS and SCATOLOGY

Do not talk about these categories if you feel uncomfortable or it's getting disgusting. These topics are acceptable as long as both the caller and you are comfortable.

8. SEX ON DRUGS

Drugs as a conversation are off limits. If callers say they are off their heads on some substance, you must NOT discuss this, admit to taking drugs or tell them you approve. You may say that you are not allowed to talk about drugs.

9. PROSTITUTION

Prostitution is illegal and therefore should not be discussed as a desirable topic. Also, please do not play a prostitute in a role play scenario.

10. ANYTHING ELSE ILLEGAL, VILE OR DISTASTEFUL

You do not have to talk about anything which most people would consider to be revolting or distasteful that is not included in the above list. You should not discuss anything else that is illegal, even if not included in the above list

TRAINING ZONE

FIRST STEPS IN CREATING A PERSONALITY

This section will explain what you will need in order to create a character and environment so that you can deliver the best possible experience to the caller and really get into your role as a chat operator.

CREATION OF CHARACTER



Creating a character is vital! It gives you a persona to work from and build on. A character allows you to indulge in your own or the caller's fantasies.

It is also important to keep your private life separate, so that when you are working, you become an actress, stepping into your character when you take calls.

From the research we have conducted, the more interesting your personality is, the more useful it will be in assisting you in generating the longest calls possible.

Here are a few things you will need to think about when creating your character:

Name:

- From our research, we recommend that one name used throughout all categories works best.
- It is possible to create multiple characters, but be careful as things may get confusing for yourself and potential regulars.

Back story:

- It is important to think up a back story for your character, as callers do ask questions and this is a fantastic tool to have which will help you achieve longer calls. So some of the things you might want to think about include:
 - Age
 - Hair Colour
 - Size and measurements
 - Any outstanding features
 - What makes you different from the rest?
 - Career
 - Location
 - Personality type - submissive/dominant etc

At the back of this manual you have been provided with a character creation sheet. This is a useful tool giving you a good outline for you to start creating a character. As soon as you have finished reading this guide, take a look and have a lot of fun creating your personalities.

SCENE SETTING

OK, so now you've got a character, the next step is to think about setting the scene.

Ensure the scene is set so that you are as comfortable as possible. Make sure you are relaxed! It's very important you are in the right frame of mind before you start taking calls. Ensure you are in a comfortable environment where there is no external noise.

For Phone chat it is important to think about the **tone** of your voice because that is an important factor in immediately connecting with the caller. For text chat the use of language is the important factor.



WHAT MAKES UP AN INTRODUCTION MESSAGE?



The introduction message is vital to the success of an operator!

When callers are looking to choose an operator, they can browse through these messages to choose a description they most like the sound of, so the difference between a good introduction message and a poor one is vital. This is the tool you have at your disposal to attract your incoming callers and if you are good at what you do, any one of them could become a long term, regular caller for you. This section will outline all the qualities you will need in creating the best possible introduction message.

This information is based on a wealth of research carried out by Excel Telemedia and feedback from some of our most successful operators.

We believe these guidelines will give you the best possible opportunity to create introductions that will attract the highest number of callers.

First of all, if you are interested in becoming a Phone Chat Operator you must be aware that you must make a separate introduction message for each category that you select. This does not apply to Text Chat at present – you will only need to write one general greeting message.

Before you set out to record your introduction, ensure that you are in the best possible environment and frame of mind. These are a few tips to help:

- Ensure you are comfortable
- Are you in a quiet surrounding that has no external noise or background music?
- Make sure you are in a small, carpeted room if possible. Bare floorboards and high ceilings can give echo!
- Make sure you are nice and relaxed
- Prepared material will help ensure you are confident about the content, so write it down first
- Practice what you are going to do a few times before you actually record for the first time

When recording your introduction, there are also a few things to think about in order to make sure that the message attracts the largest number of callers possible:

- **Start talking in your introduction straight away!** Have impact! A great way of doing this is to have an attractive tone, so remember to look at the tone you are using. Research has shown that the first few seconds of an introduction are the most important for callers when selecting who they want to have a call with. Any silence may hinder your chances. Callers' behaviour shows that they tend to skip quickly through multiple introductions until they hear one they like, which is why the first few moments of an introduction are vital.
- **Speak slowly.** Don't rush through your introduction, as you are more likely to make mistakes. Speak slowly and clearly.
- **Put a smile on your face.** Believe it or not, getting into your character and having a cheeky smile on your face will alter the sound of your recording in a positive way. Try it!
- **Sound confident and clear.** Record your intro when you are alert to make sure you are at your best. This is important because if you should record introductions in which you sound distracted or where the sound is muffled the introduction itself is more than likely going to suffer which could result in less callers coming through to you. Also, ensure your introduction message sounds natural and not read out or rehearsed; practice before hand. Once you have your first

one recorded, give it a listen and see what you think and if you're not happy with it don't worry, you can try it again and again.

- For Phone Chat, while you are planning your introduction make sure you think about **customising** the language and content used to match the category e.g. using a dominating tone for the domination pool, sounding young in the 18-25 pool and sounding mature in the over 40s pool. Customisation and tailoring everything you do in this position, as an operator, is very important because you are giving the caller an experience. When a caller goes through to these categories he is consciously picking a style of operator, call and fantasy and is looking for you to be able to cater to this.

The above point also applies to creating scenarios for certain types of pools e.g. role play pool. This could include a little scenario to conjure up the right picture. Callers coming through to these types of pools are looking for operators who can provide fantasies and be creative with it at the same time. These types of callers are a real bonus and the more creative and fun you have with it the more callers you'll have coming back to you time and time again.

- Also remember that **staying in character** throughout the messages is very important. Make sure you know your character inside and out and that you are completely comfortable being this character at all times, as some calls can last for extended periods of time. If you should fall out of character, the fantasy can be ruined and the caller could decide to skip your intro which will cost you not only the immediate cash of that call, but a possible regular caller. Remember, you have a character sheet at the back of this manual, so please refer to this.
- When it comes to the content of the introduction itself include a **brief description of yourself**, for example "I'm blonde, blue eyed with nice round tits" would be enough. This should not be your whole intro, just a part of it. From many of the operators' experience, creating more of a sexual intro as opposed to a non sexual intro has proven more successful in picking up more callers...this is an "Adult" chat service after all!
- Why not try and **use sexual noises** to create more of a realistic message e.g. giggling, flirtatious sounds etc, making sure they are specific to the categories. Some good examples of this include giggling for the 18-25 pool or a whip lash sound effect for the domination pool. This has proven to be very successful and the callers do like it. It may sound a bit weird at first and slightly alien but give it a go - it can be a lot of fun experimenting with all sorts of different sound effects. Make sure they're realistic though!
- All messages should be of a reasonable length. From our investigations and research we have found that a 30 second long introduction seems to be the perfect length. Please note, messages can be longer but avoid going over 45 seconds, as callers can find it too long and may get bored.

EXAMPLES OF INTRODUCTIONS

Right, so now you have a good idea of how to plan and execute your introduction. Below are some introductions that highlight positive and negative examples of what to do. These are based on not just our research but extensive feedback from our own operators.

Examples of GOOD Introduction messages:



Submissive

"Hello, my name is Alison. I'm lithe and slender with long blonde hair and a nice ripe, peachy bottom. I love a man who can take control of me and tell me what to do. I love being tied up, spanked and being made to feel like a dirty girl. I'm begging for you to come and show me the ropes. I'll do whatever it is you want and I'll love every second!"

Domination

"I'm mistress Fantasia. I insist on being obeyed at all times. Get down on your hands and knees in front of me, so I can choose your fate, because you've been a bad boy haven't you? Whether you are a bad boy or an obedient slave, I'm an experienced mistress who fully enjoys commanding, humiliating and punishing. So come and join me now. Don't you dare keep me waiting! I've got my leather whip here ready for you!" (Whip lash sound effect)

Role play

"Hi guys, my name is Samantha. I'm a 21 yr old athletic student with lovely, juicy 34 DD tits. I'm currently studying at uni but I much prefer to play around instead. I love dressing up. I could be your filthy maid ready to serve your throbbing hard cock. Or I could be your sexy slutty nurse taking care of your every sexual need. I'll even wear no knickers so you can have a little feel of my soft wet shaven pussy. Why don't you come over and tell me who you want me to be? I'll be anything you like"

Virgin barely 18

*"Hi guys. I'm Kelly, a ripe, fresh 18 year old who can't wait to have a man's big cock in my mouth. I haven't had much experience but I'm willing to learn. Would you teach me how to suck your dick? *giggle* I'm all wet just thinking about it, working myself up over here. Come on and join me and get your hands on my wet little pussy!"*

Negative points found in introduction messages:



As well as the positive points we have highlighted above, it is also important to be made aware of what you should try to avoid:

- Not customising categories, as this will lead to potentially irrelevant introductions and remember the caller is going through to specific categories because they have a certain desire or fetish and customising informs them you are providing what they are looking for.
- Sounding startled and unconfident whilst recording your introduction message, as this may make the caller feel you are not confident to take the call.

- Not sounding interested whilst recording. Sounding interested will make the caller think you are someone that will be excited to take his call and he is more likely to select you.
- Avoid noises in the background such as T.V. radio etc. Noises may put the caller off, so remember to have a quiet surrounding in which you feel comfortable.
- Avoid date and time-based introduction messages unless you record your message every time you log on. This will mean you will have to record your intros over and over again, as a caller does not want to hear an introduction that is shown to be old and out of date.

Examples of poor Introduction Messages that you should avoid:

Special Interests

"Hi my name is Sam. I'm a sexy brunette – 24, 32, 32 DD breasts and I'm 5, 7. I'm very open minded and into most things. I like going shopping and enjoy listening to music and enjoy dancing so if you want to come over and talk to me about anything, do so. I'm here waiting for you to call me."

This example may be slightly confusing to a caller as her body measurements aren't clear and they are all in numbers. She also mentions her hobbies and interests although the pool is the special interests category and this should be of a sexual nature and not about her personal interests and hobbies such as music, cooking etc.

Domination

"Hi my name is Kendra. I'm a sexy, busty blonde, slim build with long blonde hair and sparkly blue eyes. I'm quite shy really and very submissive but what I love doing the most is giving blow jobs. I'm really good at it - they call me the magic stick cleaner. So why don't you come on over and play with me? You can suck on my big tits and I'll tell you how filthy I really am."

This example doesn't reflect the pool. She also hasn't customised her introduction in accordance with the category. Customising the language is key. As it's a domination pool, it should sound assertive and confident with the right style of words e.g. "I'm Mistress Isobel, I like to dominate" as opposed to "Hi my name is Kendra and I'm quite shy and submissive".

Mature/Granny

"Hi guys, this is your Northern lass from Liverpool. I'm a slim figured woman with a big bust and toned long legs. I'm very model material. Anything goes with me and you can do whatever you like to me - even force me to enjoy your huge cock"

This operator hasn't maximised her opportunity to demonstrate she is mature and could be relying on her voice too much to get that message across. She should have given an approximate age and made more references to her years of experience!

WHAT IT TAKES TO HAVE A SUCCESSFUL CONVERSATION WITH A CALLER

General introduction

In this section we will clearly outline what it takes to have a successful and long conversation with a caller.

To start off with, you will see a selection of general tips that we think calls should include/avoid.

Then we go into ways in which you can identify different types of callers and the comparison of the differences between sexual and non sexual calls, which will be backed with both good and bad examples.

Finally, we will explain the best way for you to handle difficult callers.

As with introduction messages, we have spent time listening to and analysing a selection of calls from many operators - both high and low performers.

GOOD elements a call SHOULD contain:



First of all, make sure you are comfortable before you start taking calls and that you will not sound tired over the phone, as callers can sense this and may decide to end the call.

Make sure you are completely in character from the start of the call.

Ensure you introduce yourself, as this usually makes the caller feel at ease. Also, sound clear and confident with a sexy and appealing tone so the caller is engaged right from the start of the call.

STARTING YOUR CALL

1. A SOFT HELLO

The first word you will say when you greet your caller is "hello". Believe it or not, even the word "hello" can make a difference as to whether your caller stays on line or not! Say "hello" clearly but with a soft, friendly sounding, non-threatening and enticing voice at all times, unless doing a domination call. This will stop callers being put off and hanging up.

2. GREETING YOUR CALLER and YOUR OPENING INTRODUCTION

Your caller should say "hello" right back at you. If he doesn't, say hello again. If he still doesn't speak, follow the guidelines in the REGULATIONS sections on encouraging silent callers to speak (page number here)

If your caller does speak, you now want to be sure he is over 18. To do this, you need to clearly hear his voice. Start chatting with him but do not make any references to sex or start a sexual chat and do not use words like "horny" before you feel sure that he is over 18 and can stay on the line.

If you do not think your caller is over 18, follow the guidelines in the REGULATIONS section on underage callers (page 20).

Once your caller has said hello, greet him with your character name, using your voice to match that of your created character. Give him your ID number in case he gets cut off and tell him a bit about yourself. What you tell him should match what you have said for that category in your introduction message.

SPEAK SLOWLY AND CLEARLY. Try and speak at least 20% slower than you normally would in real life. This helps you sound relaxed, allows you to put pauses to think of where to go next in the middle of sentences if you need them, and stops the caller from hurrying along.

3. MOVING INTO THE CHAT

Keeping your pace slow and consistent at the beginning of the call is important. This allows you to speed up at the end of the call and build some momentum.

Try and lead the call so there are no long silences.

Ask open questions.

To start chatting, ask your caller OPEN questions. These are questions that he cannot simply answer "yes" or "no" to. These questions are important as they help relax the caller, to feel comfortable with you and also, depending on his answers, help you assess what kind of caller this is and what state he is in, for example bright, relaxed, horny, in a hurry, drunk etc. Also the more you can hear his voice at this stage, the more quickly you can assess him and get a picture of what he is like.

Some examples of open questions are;

- How are you feeling tonight?
- Whereabouts are you calling from?
- What have you been up to tonight?
- Whereabouts in the house are you?
- How old are you?
- What do you look like?
- What are you wearing?
- What have you been up to at work today?
- What do you do as a job?

You can ask several questions depending on the willingness of your caller to chat. If he is huffing and puffing and clearly impatient, then just ask 2 or 3. If he is responsive and seems to be enjoying the chat, go for more. From any of the above, you could also move into sexual chat at any time, but DO NOT move into sexual chat if you do not have to and do keep chatting away with your caller!

If a caller seems to want to go straight into a sexual call, you may enter it as long as you are satisfied that your caller is over 18. In this case you may avoid asking too many non-sexual questions and hop onto sexual questioning (see below).

Avoid asking callers if they are married, have kids or are single. This may lead to the caller feeling discouraged to continue the call.

You can also exchange information, so when he gives an answer, you can respond in kind or keep control of the caller by changing its direction and moving towards sexual chat.

Example 1

YOU: "Whereabouts in the house are you?"

CALLER: "In my bedroom"

YOU: "Mm, are you lying on your bed?"

CALLER: "Yes, I am"

YOU: "Well now there's a coincidence because I'm lying on my bed too. Let me tell you what I look like lying on my bed, shall I?" (Then use description to tell your caller what position you are in and what you are wearing to lead into soft sexual chat)

Example 2

YOU: "Have you been to work today?"

Caller: "Yes I have... earlier on"

YOU: "What do you do for a job?"

Caller: "I work as a painter and decorator"

YOU: "Ooh, do you wear overalls when you paint?" (move into fantasy about painter turning up at your house and what happens when he sees you get out of the shower)

or

YOU: "Do you have a van? I've always wanted to have sex in the back of a van!"

or

You "Mmm, I really love guys that work with their hands, they are usually great in bed, really know how to handle a girl...."

A great skill is the ability to be able to create scenes and scenarios whilst talking.

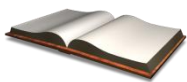
4. GETTING INTO SEXUAL CHAT

If you have trouble with this though, after you have asked some clean chat questions you can continue the line of questioning and move into more sexual questions. Here are some examples:

- Have you ever called one of these lines before?
- What kind of girls do you like?
- What turns you on about a girl?
- What is your biggest turn on?
- Who is your ideal woman?
- What kind of sex do you like?
- What kind of man are you? - A boob man? A leg man?
- Have you ever had sex outside?
- Have you ever had a threesome? What was it like?
- Have you ever used a sex toy with a girl?
- Have you got a special fantasy you want us to talk about?
- Are there any words that you want me to use to turn you on?
- When did you last have sex?

This will allow you to quickly create the fantasy he is looking for.

Do not bother asking the caller if he is horny. This question is not needed! He is calling an adult sex line, so it's pretty obvious that he is horny! Also, asking how he is feeling will usually give you the same answer, so miss that question out too!



Look out for clues in what he says to build sexual scenarios. Creativity is key when thinking about such things as storytelling, or applying different outfits such as a college girl uniform, nurses, maids etc to fit a given fantasy.

5. BUILDING THE CALL

Listen to the sort of language the caller uses i.e. if he calls you "babes" or "darling", try also using these words. If he uses the word "pussy", use that word and not another. This immediately can help you generate a bond with the caller and make him feel like you two are connected. Understand the power of these words, too, pronouncing his chosen "hot" words slowly and sexily and purposefully can really get him going, but using them too much and too hotly will have him getting very excited very quickly!

Use the caller's name as often as possible. This helps personalise the call and makes your caller feel special.

Look out for his answers to your questions and always listen carefully. Him saying he is on his sofa is a possible sexual scenario. Him saying he works in an office gives you another possible sexual scenario.

Also, you can take yourself to him in the fantasy ("Imagine me coming into your bedroom wearing my little black basque. I'm going to get down on my hands and knees and crawl across the floor with my peachy bottom in the air")

OR

He can come to you (but be careful he doesn't think he can do this in real life!) "Mmm so as you imagine me in that position sprawled out on my big bed in my little red knickers, I want you to imagine you are standing in the doorway watching me"

OR

You can be in fantasyland "Mmm I want you to imagine that we are in a nightclub together, that nightclub that you were at earlier you told me about...and you see me at the bar. I'm wearing a low cut dress, and I have my long hair tied up so you can see the back of my neck. You can see my big boobs thrusting out at the top of my dress. Looking at them makes your cock twitch in your trousers. You can see a little bead of sweat just glistening on the back of my neck....."

It is important to always keep things fresh and different so the caller has a desire to come back to you time and time again.

Try and have phone sex WITH your caller. Many operators just talk AT their callers and this is not a satisfactory caller experience. Always make sure he is enjoying himself at every stage in the call. Ask him if he likes what you are doing. Ask him where he thinks his hands would be and what they would be doing if you were doing xyz to him.

Use appropriate sexual noises but not to an excess; some moaning and groaning is good, but not for the whole call otherwise the caller will get bored!

LEARN THE POWER OF DIRT AND DETAIL- Making the sex real

One of the most important things to learn and to practice is the art of really good phone sex. This is ultimately why the caller is ringing you and the better you do, the more callers you will have coming back for more. Develop your own style but be aware of the power of hot phrases and words and do not overuse them until the VERY END OF THE CALL. Good sex is not only dirty words, it is the art of combining the dirty words and hot phrases with juicy, realistic detail.

It is the detail and descriptions that you give in the call that make the sex seem real to the caller, so he can REALLY see it in his head and it feels like a REAL experience.

HOT PHRASE = Stick your cock into my hot pussy and fuck me baby

DETAIL = Mmm, I want to feel every single inch of that cock of yours inside me. Take your cock in your hand and then imagine that you are pushing it all the way into my tight, hot, wet little pussy. Mmm, I'm lying on my back with my legs spread so wide. Can you imagine what that would look like? Mmm, my pussy is wide open for you baby and you can see how excited my clit is. My big tits are sticking up in the air. I want to feel your hands squeezing around them while you fuck me. And while you do that I'm going to reach up and grab you by the waist to try to pull you into me further. Mmm, that feels so good."

The combination of dirt and detail is important and when you get really good at your sex chat, you will learn to use more detail with one caller and more dirt with another. For demanding callers, give them dirt first. That way, they think they are getting what they want and then slyly stick some detail in. If you are good, they will just enjoy the call and not even realise you are slowing them down. Then just when they think you are not being filthy enough - BAM!! - Some more filth comes their way and then a little bit more detail... It is the art of these combinations and you reading the caller all the way that will make you not just a GOOD operator but a BRILLIANT one!

DO NOT USE A STRING OF FILTHY WORDS - All this will do is give you less minutes, excite your caller and get him off the phone in less than 3 minutes!

With a bit of preparation you can also look at creating some sound effects to create more of a realistic experience i.e. making sounds with your mouth to give an oral impression, using objects such as an electric toothbrush for the sound of a vibrator.

6. A FABULOUS CRESCENDO

Keep using dirt and description as you build the call to its final crescendo. As it progresses and you reach the climax, use more dirt and less detail! Interject this with genuine sounding moans and tell the caller how much you like what you are talking about doing.

Vary your moans; there are lots of ways to do it! Gentle moaning, panting, groaning, screaming! And always interject your moaning with hot phrases - do not just moan and groan until the end of the call!

Try to build a rapport with the caller, asking him if he enjoyed himself

Tell the caller how much you enjoyed the experience with him.

Thank the caller for calling and remind him of your ID number. Tell him you really hope you can talk with him again soon. Feel free to tell him when you are usually on line and he can find you if he asks.

Finally advise the caller of the FAVOURITES BUTTON to contact you again.

This is the "**star**" * key on **Phone Chat**. This button is a tool the caller can use to flag favourite operators. If they flag you as a favourite, they have identified you as someone they would like to come through to again and the * button is allows them to bookmark you so they can come straight through to you the next time they come to the service. **This last point is very important.** The research we have carried out shows that a high number of repeat callers will go directly to one of their favourites.

The more you mention the relevant button, the larger your pool of favourites will hopefully become. This should in turn lead to you earning more money and enjoying more familiar and comfortable calls with your regulars.

Do remember, you may not always get the opportunity to mention this as the caller may hang up straight away but do so whenever an opportunity arises.

N.B. It is also a good idea to give the caller your User ID number as well.

Elements calls **SHOULD NOT** contain:



- Sounding disinterested, tired or bored (please don't use the service if you are tired)
- Making excessive sexual noises throughout the call
- Not listening to callers' requests properly
- Being abrupt and coming across unprofessionally
- Not asking open questions
- Asking too many open questions when the caller just wants to enter into a sexual call
- Not tailoring the call to suit the caller
- Sounding startled when answering a call
- Making assumptions on the caller's fantasies
- Taking too much control of the call

CALLER IDENTIFICATION

Based on the responses of the callers at the start of your call, you should be able to generally identify the following types of callers:

If answers are quite vague and short:

You probably have a...**Nervous Nigel**



If answers are quite forthcoming and direct and the caller does a lot of talking:

You probably have a... **Confident Colin**



If answers are quite explicit with a lot of description:

You probably have a...**Hardcore Harry**



If answers involve specific fantasies and perhaps some role play examples

You probably have a...**Kinky Kevin**



If answers are none of the above:

You probably have an **Average Joe**



Please note that these are broad caller types and you may find callers who don't fall into these categories.

Unfortunately we cannot list every type of caller you could have. If your caller doesn't fit exactly into one of these categories, try and identify if he has any link to any of these caller types and use that to help you with your call. A caller may also fall into two categories - they may be a Hardcore Harry and a Confident Colin.

Be prepared here to use techniques from both of these caller types to handle those callers!

OVERVIEW OF DIFFERENT TYPES OF CALLERS

SEXUAL CALLERS:

Shy/Nervous Caller - Nervous Nigel



Nervous Nigel may be reluctant to start the call. They will probably find it hard to enter into a sexual call and to keep the call going. They may find it difficult to let you know what they want.

Confident/Dominating Caller - Confident Colin



Probably already knows what he wants and will be more likely to take control of the call from the start. He may do most of the talking, describing scenarios to you rather than the other way round. He'll probably go quite quickly into a sexual call. He may be quite explicit in the language he uses and the scenarios he wants/creates. He will be more likely to want to do sexual things to you, rather than have them done to him.

Hardcore Caller - Hardcore Harry



Knows what he wants and will be quite graphic about it. Will use hardcore language and expect the same in return. Scenarios will probably be more explicit. They will probably want more sound effects and sexual noises from you. They will want you to have a lot of interaction in the call. There probably won't be a lot of general conversation and will go straight into a sexual chat.

Kinky Caller - Kinky Kevin



Knows what he likes sexually and is likely to be very kinky and descriptive about it. He will probably like to create scenarios and role plays with your input and ideas. A caller may request that you have certain types of foods such as chocolate, whipped cream etc. He may also want sound effects such as spanking, vibrator etc. He will want a lot of interaction from you, so always bear this in mind.

Average Joe



There will be nothing that stands out about what this caller wants. He will probably be happy with you leading the call and describing yourself. Sexual terms may not be particularly explicit and the call would be of a more general nature sexually. This caller probably wants to simply listen to what you are saying so be prepared to do most of the talking and be descriptive!

NON SEXUAL CALLERS:

Shy/Nervous Callers - Nervous Nigel



Nervous Nigel may be a caller that wants to call for a general chat that's not sexual and this could be on a range of things such as his day, problems he maybe going through etc. It's important to be relaxed with this type of call and listen to the caller. He may be nervous so it may be best to start off with asking opening questions to make him feel at ease. Please note; never start talking about yourself unless the caller requests you to, as this could put him off the call

Confident Caller - Confident Colin



This caller could talk about anything in his day-to-day life and may want someone just to listen to what he has to say, agreeing or commenting at the appropriate time. They will probably do most of the talking so put on your best listening ear!

Average Joe



Average Joe will probably want a general chat which could be about anything. These will be your easiest type of calls!

SPECIFIC IDEAS ON HOLDING CALLS WITH DIFFERENT CALLERS

Nervous Nigel



Start

- Try to build up a rapport with the caller asking him open questions. This usually puts him at ease. Ask general non-sexual questions, e.g. "where are you calling from?", "how was your day?"
- Try to gather as much information sexually about him by asking soft sexual questions such as "What turns you on?", "What do you like a girl to be wearing in bed?", "Do you have any fantasies you've always wanted to try out?"
- If the caller is still vague at this point, try mentioning different things you could do to him to get a feel for what he likes.
- Once you have enough information about what he likes sexually, take control of the call.

Middle

- Create a scenario for the caller based on what you have found out about his likes. Describe what you are wearing, what you are doing etc...
- Mirror any language he uses, for example, what he refers to his penis as, what he calls you etc... This will create a connection between you.
- Use his name throughout the call.
- Keep reassuring them that you are enjoying the call.
- If the caller goes quiet, then check he still likes what you are doing and is enjoying the call.
- If the caller at this point doesn't sound as if he is enjoying the call, try changing what you are doing slightly. Perhaps ask him again what he would like.

Confident Colin



Start

- Ensure you use his name as often as possible, as this will make him feel important and in control.
- Once it is clear he wants a sexual call, you can be a bit more explicit in asking what he wants you to do.
- Listen to what he wants and tell him how exciting that sounds and how horny it makes you feel. Avoid sounding taken back or nervous by anything he says, this may put him off the call.
- You may want to take a slightly submissive role at this point but still stay confident.

Middle

- During the sexual call be prepared for the caller to do most of the talking.
- Avoid interrupting the caller.
- Always sound appreciative of what he is doing or describing.
- Continue to use the caller's name as and when appropriate.
- Be prepared to answer his questions and requests.

Hardcore Harry



Start

- Ensure with this type of caller you avoid asking too many open questions if he has insinuated from the start of the call he wants to dive straight into a sexual call.
- Avoid talking about things that are non-sexual.
- This type of caller may request for you to use explicit words to describe yourself or him so always be prepared.
- Avoid using clinical terms for sexual parts i.e. vagina, penis instead using more explicit words would be more appropriate.

Middle

- Ensure you use quite hardcore sexual noises.
- Talk the caller through what you want to do with him in great detail.
- Keep telling the caller how much you love what he's doing/you are doing to him

Kinky Kevin



Start

- Ensure with this type of caller you ask good questions to find out his fantasies.
- Ensure you listen to this particular caller and his request, as they may be bizarre.
- Listen to what he wants and tell him how appealing that sounds and how frisky this makes you feel. Avoid sounding taken aback or being offended by anything he says that maybe unusual - this may put him off the call.

Middle

- Ensure you role-play for this particular call i.e. being blindfolded, spanked, tied up etc.
- Create scenarios around what the caller's fantasies are.
- Mention your kinky experiences that relate to what the caller wants to talk about.
- Mirror the language and words the caller uses i.e. lick/suck/kiss/caress.
- This type of call requires interaction so ensure you engage with the caller. It also requires quite a bit of concentration to maintain the fantasy for the caller.
- Keep reassuring him that you are enjoying the call.
- It is important you stay in character and in the role/fantasy at all times, even when the call is ending.

Average Joe



Start

- Ensure you make this caller feel at ease and ask general questions, trying not to insinuate anything sexual until he requests this.
- Ensure you engage with the caller.
- Pick up on what the caller is saying and respond accordingly.
- Try to be chatty and friendly.
- Reassure the caller you're appreciative of his call.

Middle

- Use his name as often as possible.
- Ask the caller if he has any particular fantasies.
- Try and talk about foreplay, describe every movement and sensation you're feeling.
- Be prepared for the call to start in a non-sexual way but if he decides to enter into a sexual conversation later on in the call, don't sound taken back or uncomfortable with the sudden change of subject.

KNOWING CALLERS' FETISHES

At the point when the caller indicates that he would like the call to become a sexual one it may become clear that he may want to lead the call in a particular way. Everyone has their own preferences when it comes to sex and some of these may be considered a little more hardcore or unusual.



Now many of you would have heard of or have experience in many of these fetishes but it is still worth making sure you know at least something about as many fetishes as you can. At the end of this manual we have provided some very useful links and the forum also provides an extremely useful and unique arena for you to gain information about fetishes.

The more knowledge you can gain and the more interests you can cater for, the more callers you'll get. As well as volume, if you pander to their desires, research has shown that this is where the longest calls can come from and therefore can make you the most money! A key tip here is; as soon as you enter into a sexual call, ask the caller if they have any particular fetishes or fantasies so you can tailor the call accordingly.



Feel free to be honest with your caller. If he mentions something and you don't know what it is, you can't really pretend you do, so just ask him what he means. Admit you have never tried that, but are usually very willing to learn.

One of the most common fetishes is the area of Domination. You may by now have advised our team that you would like to be entered into the domination category. If so, the attached appendix provides you with a guide to undertaking domination calls.

HOW TO HANDLE DIFFICULT CALLERS

From time to time you may encounter a caller who may be abusive or wishes to talk about illegal content. Although this is not a normal occurrence, you need to be made aware of how to deal with a call like this if one presents itself to you.



First of all **do not argue back!** Try your best to cool the situation down and do your best to diffuse the moment. Empathy is a good trick here and tell him you are sorry and suggest if he is unhappy maybe he would prefer to go back through to the main menu or would like to contact our Customer Services Desk on 0844 999 4499.

If this doesn't work and the caller is still abusive, you may kindly inform him that you are ending the call and then you may hang up.

Once this has happened, remember to go back and find the number he has come through on, contact us and we will get that number barred!

It is important that you do not take this personally. The caller is not having a go at you, although it may appear that way sometimes. Remember you are a fantasy figure and none of it is a reflection on the real you!

If you should receive a call that appears to be silent, give the caller a reasonable amount of time to say something. If that is unsuccessful ask the caller two questions and if, after those two questions, you receive no answer you must end the call immediately.

These rules apply for both types of operator: Phone and Text Chat Operator

From everyone here at Excel Telemedia we just want to wish you good luck and hope you find this job as rewarding and exciting as so many other operators have!

RATES OF PAY AND BONUSES

RATES OF PAY

RATES OF PAY FOR CHAT OPERATORS

Unlike many other companies in our field, at Excel Telemedia we believe in paying our Chat Operators for every minute and second spent in live calls. Find below the rates correct as of April 2011.



Phone Chat:

Our Phone Chat rates are most competitive in the C band between 2am and 8am where you can earn up to £10.80 per hour. If you take a call that carries over across two bands, you will be paid for that call according to the rate in the band the call was started, e.g. if you start a call in band B and the call carries over to band C then you will be paid according to the rates in band B.

Band A: 8am and 8pm:	Weekdays	Weekends and Bank Holidays
Up to 3 minutes call time:	10p per minute	11.5p per minute
Up to 5 minutes call time:	11p per minute	12.5p per minute
Up to 7 minutes call time:	12p per minute	13.5p per minute
7 minutes and over:	13p per minute	14.5p per minute

Band B: 8pm and 2am:	Weekdays	Weekends and Bank Holidays
Up to 3 minutes call time:	11p per minute	13p per minute
Up to 5 minutes call time:	12p per minute	14p per minute
Up to 7 minutes call time:	13p per minute	15p per minute
7 minutes and over:	14p per minute	16p per minute

Band C: 2am and 8am:	Weekdays	Weekends and Bank Holidays
Up to 3 minutes call time:	12p per minute	15p per minute
Up to 5 minutes call time:	13p per minute	16p per minute
Up to 7 minutes call time:	14p per minute	17p per minute
7 minutes and over:	15p per minute	18p per minute



Text Chat:

Flat Rate:	Weekdays	Weekends and bank Holidays
Per Text sent:	8p	8p

Please note that rates may change and if so we will give you one week's notice.

WHEN WE PAY YOU

Phone Chat

We operate an automated invoice and payment system and you will be paid every week directly into your bank account. If you do not earn at least £10, the amount will be brought forward to the next pay period. If your balance is still under £10 by that pay day, that balance will be paid the following pay irrespective of the amount. 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 call.

Text Chat

Provided that you earn over £10 in any one week, we pay you every 4 weeks, straight into your bank account. If you earn under £10, we will roll this amount over to the following payment date.

HOW TO CHECK YOUR PAY



PHONE CHAT

There are several ways that you can check how much you have earned in each pay period:

Option 1 -Checking your pay over the phone with the helpdesk (office hours only)

Call our customer service team on **0800 075 9750** Monday to Friday from (9:00am to 5:00pm) Make sure you have all your personal details to hand so that the team can process your request as efficiently as possible.

Option 2 – Checking your revenue on the operator log in line

Step 1: Dial the free phone log in number 0800 075 0167 and log in

Step 2: Select option 3 to check your revenue

Step 3: You will be prompted to enter an 8-digit **START DATE** and **END DATE** for your required revenue report.

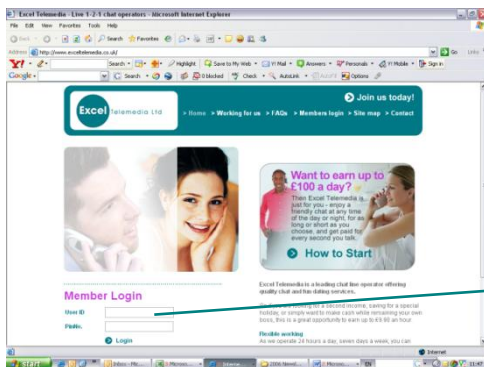
For example if you require the 26th June 2009 as your start date and 9th July 2009 as your end date you would enter it in ddmmyyyy format. For example: start date **26062009** and end date **09072009**

Note: The pay period cut off point is Sunday, pay day is the Thursday after the cut off date. The payday dates can be found on the Excel Telemedia website.

Option 3 – Checking your pay via our Excel Telemedia website

Step 1: Visit our website on www.exceltelemedia.co.uk

Step 2: Enter your **USER ID** and **PIN NUMBER**



Member Login

User ID

PinNo.

➤ Login

Step 3: Select **REPORTS**

Step 4: Enter the date range in the scroll bars.

Step 5: You then have the option to view the details of each page you require. The total revenue is indicated at the bottom of the report.

302	Grand Total	5:56 (average for 302)	1794:28	302/302	-	£ 245.25
-----	-------------	------------------------	---------	---------	---	----------

Please note due to the fact that we pay you for every second that you are in a call, the rates portrayed on the site and log in line may vary slightly from those shown in your actual pay. Please use these as a guide only. It will never be more than a pound out and the actual pay column is always the accurate one.



TEXT CHAT

You need to log onto the administration panel and go to **Revenue Checker**. This will allow you to select your dates to check how many messages you've sent. Simply take this figure and times it by 0.08 to get your revenue. Simple!

Report

Start

February 2010						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
1	2	3	4	5	6	7

End

March 2010						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
22	23	24	25	26	27	28
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Run

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ADDITIONAL INFORMATION AND TIPS

USEFUL TIPS AND ADVICE TO KEEP YOU MOTIVATED

- Remember to always mention the star key (*), as this has shown to be the most useful tool in gathering favourites. Repeat callers will also spend longer on the phone with you, so that means more cash in your pocket!
- Don't be afraid to experiment with the use of sound effects with phone chat
- As a member of Excel Telemedia, you will have access to our online forum. This is a place where operators can go and share advice, tips and general news. It has proven to be very useful and provides you with an arena where you can chat with similar individuals who are in the same position as yourself.
- Don't be discouraged if a caller hangs up on you and remember...there's always someone else wanting to speak to you.
- Put yourself at ease and relax before taking calls; this always works.
- If you are working for long periods of time e.g. 8pm to 1am, try taking short breaks in-between. Remember there are always callers online so you won't miss out. Also, ensure you log off every time you take a break.
- Try to stay enthusiastic when taking calls. This will show and create a much better atmosphere (and longer calls) for the caller and yourself.
- Try to challenge yourself to get an extra minute or two from each call e.g. if a call is 5 minutes long, try to aim for 6 minutes (Remember, if you increase your minutes you'll be earning more).
- Avoid doing distracting things such as cooking, cleaning or ironing etc, as your full attention should be on the caller.
- Avoid taking calls in a noisy environment. It always works best if you're in a quiet area of the house with no distractions. Not only does it help your concentration but it also ensures you do not put the caller off.
- If a caller has an unusual request that you are not comfortable dealing with, avoid simply hanging up and politely tell the caller you're not comfortable. Generally they are okay with this. Advise them if they return to the menus they will find someone who is able to deal with that request.
- Even though you're self employed, it's worth setting aside hours you can work regularly. This way, you create a routine and are more likely to build up your regulars as they know when you're going to be online.
- Always stay professional; being abrupt or rude is never good and will not be accepted.
- If a call lasts more than 7 min (which is the average), remember you're doing something right.
- Please note: we will pay more for working between 2am to 8am (please refer to the Rates of Pay section on page 45). This is the best time to maximise your revenue.

Any ideas or suggestions to help us improve the service are always welcome and if you have any problems or queries, please don't hesitate to call our **Helpdesk on 0800 075 9750** at any time. Or send us an email to info@exceltelemedia.co.uk. We're here to help!

USEFUL LINKS

We have trawled the web for the most useful resources for you. From sound effects to sexual language, it's all here:

The Sex Dictionary - <http://www.thesexdictionary.com/>

Some Erotic Stories - <http://www.shorteroticstories.com/>

Some Domination Advice - www.uk-mistress.com

Sexual Fetishes - <http://www.thefetishlist.com/definitions.htm>

And the best resource of all: <http://exceltelemedia.mywowbb.com/> - Our chat board!

SOME SUGGESTIONS TO GET THE CALL GOING

There are lots of ways of getting a call flowing. Here are some obvious – and not so obvious - ones. See if you can think up a few more – we've left some space at the end for you to add your own questions.

- Hi my name is _____, what's your name?
- How are you feeling?
- Where are you calling from?
- What do you do?
- So, why did you decide to call me today/tonight?
- What do you look like?
- If you could do just one thing before you die, what would it be?
- Are you into playing or watching sports?
- What's your favourite food / drink?
- How was your day? What did you do?
- What are your hobbies?
- Do you like partying?
- Are you shy or outgoing?
- What are your plans for the weekend?
- How do you show your romantic side?
- What's your favourite band / TV show / film?
- Who's your favourite female celebrity and why?
- _____
- _____
- _____
- _____
- _____
- _____

Character Creation sheet

Use this form to help you come up with and remember your new character. Don't forget to keep it handy when you're taking live calls, don't be too specific when it comes to details like background, and be prepared to tailor it a bit depending on the caller's preferences. This is where you can also start thinking about description both in the sheet below, but also the way you can describe yourself on the phone to your callers. Some examples are:

EYES: I have great big innocent blue eyes, with lovely long eyelashes

BOOBS: I have great big pointy boobs – they're 36 DDs. They are lovely and firm with hard nipples like bullets

WE HAVE ATTACHED A VOCAB SHEET TO HELP YOU CREATE YOUR CHARACTER DESCRIPTION.

MY FANTASY CHARACTER

My name is

I am _____ **years old (ensure birth date and star sign match!)**

I am _____ **foot** _____ **inches tall**

Measurements

Description Hair.....

Description Eyes.....

.....

Description Mouth.....

.....

Description Boobs

.....

Description Bum

.....
.....

Description Pussy

.....
.....

Occupation

.....

Single?

.....
.....
.....

**Favourite
Fantasies**

.....
.....
.....
.....

Outgoing?

.....
.....
.....

**What I do when not on
phones**

.....
.....
.....
.....

My hobbies

.....
.....
.....

WHAT MAKES ME DIFFERENT TO EVERYONE ELSE

Caller Details

To help you remember regular callers, why not make a note of their preferences? They'll be pleased you remembered them and what they like to talk about, and are more likely to keep calling.

Caller name and Identification (i.e. Paul from Birmingham)

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller Details

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller Details

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes

Caller name and Identification

Likes / dislikes



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:

To receive a prompt response, please contact us at the following address:

info@exceltelemedia.co.uk

Training Line

0800 075 1888

Log On Line:

0800 075 0167

Company address:

Excel Telemedia Ltd.

167-173 Wandsworth High Street,

London

SW18 4JB

(Please do not give this address out to callers)

Fax number:

0870 345 1111

CALLERS' CUSTOMER SERVICE NUMBER:

0844 999 4499 (24x7 line)