



# OPERATOR MANUAL

[www.exceltelemedia.co.uk](http://www.exceltelemedia.co.uk)

*Excel Telemedia*

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

# 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 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 opportunities along with the best possible access to a high volume of callers. We have a manned support line, so if we can't handle your query immediately, we will get back to you as soon as we possibly can!

To show our confidence, we make the following commitments:

## **Phone Voice Chat**

- Provided that you earn over £10 each week, we will pay you every 7 days (subject to public holidays and banking or other systems availability), straight into your bank account. If you earn under £10, we will roll this amount over until £10 has been earned cumulatively.
- We will provide a manned helpdesk during business hours with friendly, helpful staff who will guide you through every step of becoming a Self-Employed Chat Operator and deal with any questions or queries you may have.
- There are no hidden costs - you will never have to pay a penny to provide services via our platform; you simply get paid for what you earn. All our contact numbers are free phone numbers!
- There are no minimum (or maximum) hours. You simply log on as and when you want, for as long or short a period as you want.

This makes us the No.1 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.**

## FEES

## **FEES FOR CHAT OPERATORS**

Find below the rates as of April 2025: -

At all times – 21p/minute

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

## **WHEN YOU RECEIVE YOUR PAY**

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 rolled over until your cumulative earnings are over £10. Please note that you will not be paid for any length of time that you are logged on to the system waiting for a call. You will be paid in accordance with the above scheme based on the time you spend in actual conversations.

## **HOW TO CHECK YOUR PAY**

**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 26<sup>th</sup> June 2024 as your start date and 9<sup>th</sup> July 2024 as your end date you would enter it in dd/mm/yyyy format. For example: start date 26062024 and end date 09072024

**Note:** The pay period cut off point is Sunday. Payments are made on the Thursday after the cut-off date (subject to banking availability).

Please note, due to the fact that you will receive payment for every second that you are in a live 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.

## 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, 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 have the opportunity to commence a lucrative business operation via Excel Telemedia.

**Here at Excel Telemedia, we offer the platform to provide phone services to our clients.**



**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.

You will be a Self-Employed Operator, working independently for yourself. You will not be employed or engaged as a worker by Excel Telemedia Ltd. You are also not exclusive to Excel Telemedia Ltd so can work for other providers. We pay you a gross amount and you are responsible for making your own Tax and National Insurance payments. As you are self-employed, you may provide a substitute to provide the services via Excel Telemedia Ltd. as long as they are legally able to do so, sign up to contractual terms with Excel Telemedia Ltd. and agree to be bound by the contents of this Manual.

**Remember to advise the caller of the FAVOURITES BUTTON to contact you again.**

This is the **"star" \* key on the telephone keypad.** 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 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.

# GETTING SET UP AS A SELF-EMPLOYED CHAT OPERATOR



## PHONE CHAT

### SET UP

In order to work as a self-employed Phone Chat Operator, you will need a landline. At our discretion we may allow the use of a mobile phone.

### 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 the telephone number you have provided when you joined us.

### **Multiple choice test**

When logging on for the first time, you will complete a multiple-choice test consisting of 10 questions. You are required to answer at least 80% of these correctly. If you fail twice, your contract may not be validated by us and we may decide to discontinue your contract with Excel. 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.

### **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 miss three calls, you will automatically be logged out (to ensure customers don't make further unsuccessful attempts to contact you). 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.

## **TAKING CALLS**

When logged on, your phone will ring if a caller has selected 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: Here are some guidelines regarding answering calls:**

- 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, to ensure customers don't have further unsuccessful attempts to contact you.
- You should aim to pick up your call promptly, within 3 rings of your phone or you will miss the call.
- 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 should not put a caller on hold or delay your callers, as this would be seen as bad service. We recommend that you:
  - 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.**

# GUIDELINES

## HOW OUR SERVICES ARE REGULATED

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

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

As a self-employed Chat Operator, it is important that you pay attention to the guidelines which are detailed in the next pages of this manual.

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:

- Ofcom has a zero-tolerance attitude towards the breach of guidelines it sets.
- By breaching these guidelines, you jeopardise your own position as a Chat Operator.
- These guidelines are here to protect you and the callers; it is in your own interest to abide by the guidelines given.
- Please keep these guidelines in mind at all times. They are regulatory requirements rather than rules set by Excel Telemedia.

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 Ofcom website, where you can find the Code of Practice:

<https://psauthority.org.uk/>

**Commented [SN1]:** This needs updating as PSA has been taken over by Ofcom.



## 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 should be followed, as they relate to legal obligations. Failure to follow these guidelines may result in the termination of your contract.

### GENERAL GUIDELINES

#### **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.. 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 he does 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 advice 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 playing round my friend's house". 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.

#### **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 may be, 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 at [help@adultphonechat.co.uk](mailto:help@adultphonechat.co.uk).

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

Do not give out any of our competitors' telephone numbers, websites 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 email at [help@adultphonechat.co.uk](mailto:help@adultphonechat.co.uk).

**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 not allowed 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 maximum 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 (email 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. Please pass his details, the time and date of the call to a member of the helpdesk and they will deal with this appropriately. 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 GUIDANCE 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 offended. 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

This is advice from years of operating the platform.... elements that a call **SHOULD NOT**

contain:



- Sounding disinterested, tired or bored (you are recommended not to 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

## 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 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 **by emailing [info@exceltelemedia.co.uk](mailto:info@exceltelemedia.co.uk)**.

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.

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

## USEFUL LINKS

### 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](http://www.uk-mistress.com)

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



**USEFUL CONTACT DETAILS:**

**Website address:**

www.exceltelemedia.co.uk

**Help Desk opening hours:**

24 hours a day, 7 days a week by email for general enquiries and technical faults.

Monday to Friday, between 7am – 11pm for all other personal / administrative queries.

**Email address:**

info@exceltelemedia.co.uk

**Training Line**

0800 075 1888

**Log On Line:**

0800 075 0167

**Online Log On:**

**<https://operator.adultphoneservice.co.uk/>**

**Company address:**

Excel Telemedia Ltd,  
Suite 1, 1<sup>st</sup> Floor, 1 Duchess Street, London W1W 6AN

*(Do not give this address out to callers)*

**CALLERS' CUSTOMER SERVICE NUMBER:**

**020 7966 9676** (24x7 line)