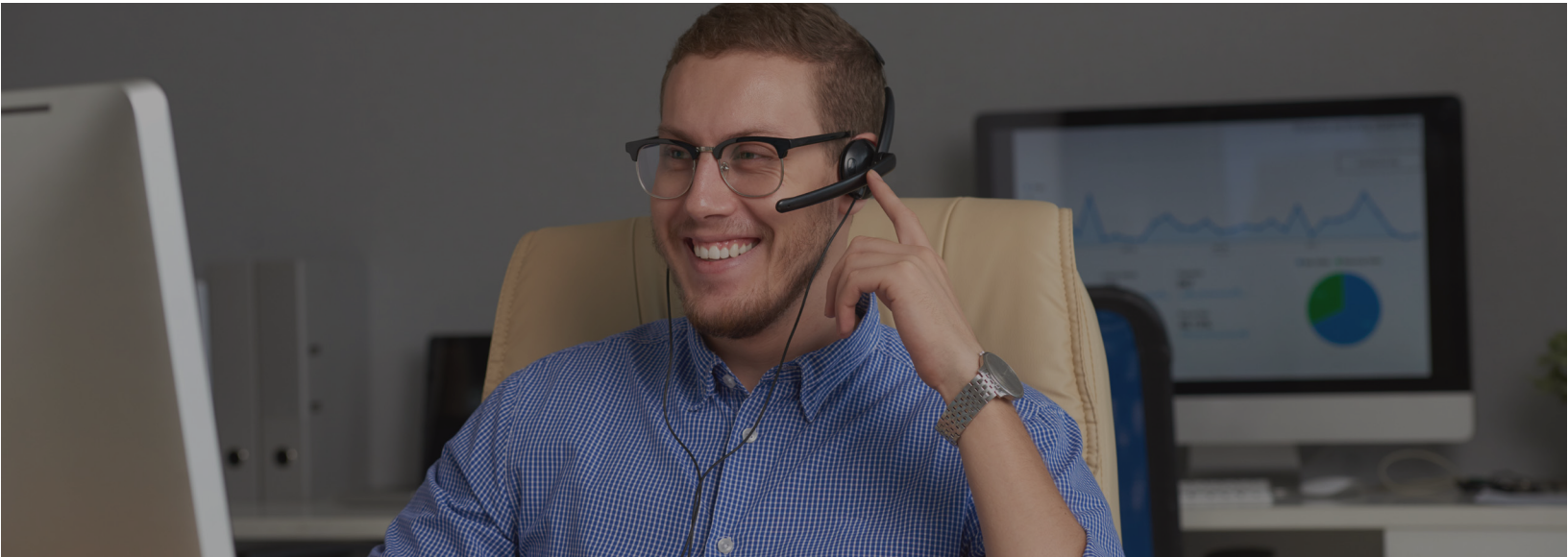




Certification

FREQUENTLY ASKED QUESTIONS



WHAT IS THE ARISE PLATFORM?

The Arise Platform connects you with the technology and support that allows you to do the work you want to do – on your terms. No office, no boss, your schedule. Use the Arise Platform to earn extra income, on a flexible basis, by providing customer support for brands you love.

WHAT IS THE MONTHLY SERVICE FEE?

Service Partners incur a Monthly Service Fee immediately following their agent's successful completion of their client certification course. This fee is applied for each agent and is not negotiable. The fee is not applied to registrants who are in the registration process or on agents who are not yet servicing.

The Arise service fee of \$39.50 per month is charged for the infrastructure that Arise provides, including the Arise 24-Hour Client Technical Support Help Desk and StarMatic® scheduling system.

WHAT IS AN OPPORTUNITY ANNOUNCEMENT?

An Opportunity Announcement is a document that contains all the information you need to determine if your business, or your agents, would like to provide customer support services for a particular client program. Details about the client, call types, additional equipment requirements, service revenue, certification course schedules, and certification requirements are in this document. Opportunity Announcements can only be accessed after the registration process is complete.

IS THE ARISE OPPORTUNITY A JOB?

Our business model is that of a business-to-business relationship. This means that we are not offering a job rather a business opportunity. At some point in the registration process, you will therefore be required to either create your own business (incorporated entity) or join an existing one to service one of our clients.



Certification

FREQUENTLY ASKED QUESTIONS



HOW CAN I FIND A BUSINESS TO WORK FOR?

Before agreeing to work for a particular business, be clear on the details, requirements, and expectations of the business owner. Arise does not endorse or recommend any one business using its platform. It is your responsibility to decide whether your association with a particular business is right for you. These businesses are in no way affiliated with or controlled by Arise and Arise does not assume any legal liability or responsibility for the acts or omissions of such businesses. Arise encourages you to do your due diligence and background research before you begin work for any business.

WHERE DO I FIND A LIST OF AFFILIATED BUSINESSES?

A list of current businesses that are the largest vendors providing services to Arise can be found on the Arise Partner registration dashboard.

HOW DO I GET PAID?

Terms of compensation are between a business and its staff. Agents should consult with the business owner regarding matters of this nature.

HOW LONG BEFORE I CAN START SERVICING A CLIENT PROGRAM?

Upon successful completion of the registration process, your next step will be to enroll in the client certification course of your choice. Client courses may take as little as three weeks or as long as eight weeks to complete depending on the program selected.

WHAT IS MY AGENT ID/USER ID?

Your Agent ID/User ID is the number used to identify you in the Arise systems for security purposes. You can find your Agent ID/User ID located in the top right-hand corner of the Arise dashboard.

WHAT SHOULD I DO IF I WANT TO CHANGE CLIENT OPPORTUNITY CLASS TIMES?

Please visit enrollment chat and if there is availability in a different class time, they can make the change for you.

WHAT IF I WILL BE ON VACATION FOR SOME OF THE DAYS OF CERTIFICATION?

100% attendance is strongly encouraged. Try to find an opportunity that you will be able to attend every session.