

Become a Chatline Operator & earn up to £8.40 per hour from home!!

- *You choose when you want to work – be your own boss it's your business!*
- *We pay you every two weeks – on time and direct into your bank account!*
- *100% confidential – Callers do not know your phone number.*
- *A very busy service – you will never be without calls!*

On average most operators earn over £250 per week!!!

Hello and thank you for enquiring about becoming a Chatline Operator, being a Chatline Operator is an exceptionally fantastic way to earn excellent money from your own home! We will help you all the way so you can earn as much money as possible! In the office we have all been Chatline Operators and know exactly the questions you need answering, we are here for you so if you want to have a chat just call 0843 308 5511 (9-5pm Monday – Friday)

Build up your regular callers and earn over £400 per week!!!

As a Chatline Operator you will be entertaining callers on the phone, the callers do not know your telephone number and you receive the calls when you want them. The calls are of an adult nature but in order to make the most money possible you must keep the calls clean for as long as possible! For the first few calls you will probably be a bit nervous (we all were!) but we are here to help you and guide you to make the most money possible. After the first few calls you will definitely get the hang of it but if you are still a bit nervous give us a call and we will help.

How much am I paid?

We pay you 14p* per minute for your talktime, this equates to around £8.40 per hour. The aim of being a Chatline Operator is to keep the callers on the phone for as long as possible. Most operators earn over £250 per week!

We pay you every two weeks on a Friday – straight into your bank account (we always pay on time)

**Please see rates table under Payment Structure*

What are the requirements?

You must be over 18 years old, you need a landline telephone and you must be able to log on for 25 hours per week and complete one night shift per week from 12-6am however you can choose which ever night suits you best. If you can conform to

these requirements then you are on your way to becoming a Chatline Operator and earning lucrative revenues from home.

We are extremely busy WE NEED YOU - call us to become an Operator today (0843 308 5511) and start earning fantastic money at your own pace!

What do you say on the calls?

To make the most money from home you must keep the calls clean for as long as possible! You talk to the callers like they are your friends, you tell them general things about your made up character and give them a friendly chat ... then if they want to talk in an adult way you can. So please remember to make the most money from being an operator you keep the call clean and then you move onto the adult chat. Please note we do give you 30 minute training over the phone before you first start taking calls, we do not ask you to talk sexually, the training is to give you tips and the supervisor explains how you log on and off the service. Don't worry if you need any help with your calls as we have an example line that you can listen to and we are always here in the office to help you.

The longer you keep the callers on the phone – the more money you earn!

Average Holdtime and Regular Callers

You will probably hear us talking about your average holdtime so I will explain this to you now. Your average holdtime is how long you are keeping the callers on the phone on average. We work this out by adding up all the minutes you have spoken on the phone and then we divide this number by the amount of calls you have taken. Your average holdtime is really important as this shows how well you are doing. You have to work on your average holdtime, the higher your holdtime is the more money you will be earning. In order to maximise your holdtime you will need to keep the callers on the phone for as long as possible.

If your average is below 4 minutes – you need to call the office for more tips on keeping your calls on the phone for longer.

If your average is over 5 minutes – you are doing ok.

If your average is over 6 minutes – you are doing well.

If your average is over 7 minutes – you are doing great.

Regular callers really top up your money; these are callers that continually call you back and normally for the maximum length of call. In order to gain regular callers you must give your PIN number out to as many callers as possible.

"I really enjoyed our call it was lovely and I would really like to speak to you again, here is my PIN number enter it when the service asks you to and if I'm logged on you will be put straight through to me."

The more regular callers you have the more money you will be making!

When should I work?

It's up to you! We receive calls 24 hours a day, 7 days a week so you can log on and take calls whenever it suits you. We only ask two things of you:

- That you log on for 25 hours per week (whenever you like) &
- You do one night shift 12am-6am per week (you choose the night)

If you really can't commit to a night shift then the other option is to do a designated shift at the weekend either, Saturday or Sunday morning 6am-12pm. The supervisor will ask you what your designated shift is.

We are an extremely busy service, you will always get calls when you log on – below are some extremely busy times:

Monday – Friday 2pm-7pm

Monday – Friday 9pm – 12pm

Saturday & Sunday – 10am – 3pm

Saturday & Sunday – 4pm – 7pm

The callers do not know your telephone number and your details are 100% confidential.

Below is important information you need to know on how to use the Chat service – if you need any help after you have been trained please call 0843 308 5511.

» How do I get the calls? «

To receive calls you need to be 'Logged on' how to log on is explained below:

The Log on Line explained – How to log on and take calls

- To log on for calls please call 0843 *** **** (the supervisor will tell you the full number during training)
- Enter your pin and pass number when prompted
- Then press option 1 to log on
- Once you have pressed option 1 the system will read back to you, "You are now logged on."
- You then put the phone down and you will start to receive calls.

The Log on Line explained – How to log off & stop receiving calls

- When you want to stop taking calls please dial the 'Log on Line'
- Enter your pin and pass number when prompted
- Then press option 1 to log off
- Once you have pressed option 1 the system will read back to you, "You are now logged off."
- You then put the phone down and the calls will stop coming through.

Once you are logged on the phone will ring, please pick up the phone and enter your pin number when it asks you to. Once you have entered your pin number the system will then tell you the group number the call is coming through on (the groups are explained below) once this has been said you will then be connected live to the caller

The Groups

The groups you will receive calls on are as below:

- Group 1: Strictly clean chat
- Group 3: Australian chat strictly clean
- Group 4: Hardcore chat
- Group 5: Domination / Kinky chat
- Group 7 : Virtual chat adult messaging service
- Group 9: Granny / Mature chat

The groups explained

Group 1 Strictly clean chat > This is the clean and friendly service. You cannot talk about anything sexual on these calls. So if the service tells you that this call is from group 1 you know that the call must be kept strictly clean. You can talk about your hobbies and ask the customer clean questions but just to reiterate this is the clean line and even if the customer starts talking dirty you will have to apologise and tell him politely that this line is for clean chat only (he is told this before he comes through to you live anyway)

Group 3: Australian clean chat > When a call comes through on group 3 you know that this will be a customer calling from Australia. Please remember they are on a different time zone and they are approximately 10-11 hours ahead of us. Australian group 3 calls are clean calls which means that you cannot talk dirty

Group 4: Hardcore chat > As it says on the tin really! You can be as hardcore as you like on calls that come through on this group. There are no restrictions; however as always everything you talk about must be legal. Just to remind you that Anal sex is legal and you can talk about it! In order to maximise your revenues it is still an excellent idea to keep group 4 calls clean but flirty for as long as possible so you can build up your minutes, if you rush into the sex chat the call will not last that long.

Group 5: Domination / Kinky > You will not get as many calls come through on this group but it is a good idea to do your research into the fetish world as these customers like long and repetitive calls. This group covers domination, submission and kinky fetishes e.g. PVC and spanking. If possible I would look on the internet and do some research into the 3 categories above. Dom, Sub and Kinky customers like quality calls and they will know if you haven't done your research! If you do need any extra help on this group please call into the office or speak to a supervisor.

Group 9: Granny / Mature chat > This is a very popular group and you will get quite a few calls come through on group 9! It is true that not every man likes a 21 year old skinny blonde and here is the evidence! The customers coming in on group 9 like the ladies to be as old as possible. The older the better! You can chat sexual on this service but again I would chat clean for as long as possible so you can build your minutes up. If you could imagine your fiction character that you will be using but as an

older version, perhaps you could put on an old croaky voice as this would definitely make it a more realistic experience for the customer.

Please remember

Group 1: Strictly clean chat – **NON SEXUAL**
Group 3: Clean chat from Australia –**NON SEXUAL**
Group 4: Hardcore chat - **SEXUAL**
Group 5: Domination / Kinky chat – **SEXUAL**
Group 7: Virtual SEXUAL MESSAGING SERVICE
Group 9: Granny / Mature chat – **SEXUAL**

PLEASE NOTE YOU WILL BE RECEIVING CALLS FROM ALL OF THE GROUPS AND YOU CANNOT REQUEST TO ONLY TAKE CALLS FROM ONE GROUP.

Introduction messages >

You will need to record a message for the above groups – this only has to be done once!
MESSAGES MUST BE 1 MINUTE LONG MINIMUM
Your message must tie in with the group you are recording it for, e.g. if you are doing your message for group 9 Mature then your message must describe yourself in a mature way. Basically the messages are just introductions of you're made up character.

If you are unsure about the messages don't worry! The supervisor will go through this with you and will give you tips and ideas.

Tips for Message / Group 1 – Clean message

Message / Group 1 - This message has to be clean, you can be suggestive but you can't mention anything rude! It's best to go along the lines of describing what you look like in great detail. If your fantasy character has blonde hair and blue eyes, elaborate that in greater detail...like "I have shoulder length blonde flowing hair, huge big blue eyes etc..." Because group 1 is clean you have to put in that extra effort to make it sound interesting. You also cannot mention children or animals, you cannot say bum, boobs your bra size sexy or curvy. To make your recordings the required length pad them out with lots of things your character likes to do, like going to the gym, going out with friends for a meal or to the cinema.

Tips for Message / Group 3 – Australian chat

Callers coming through on group 3 are from Australia! Your Introduction message on group 3 must be clean it can be the same as groups 1.

Tips for Message / Group 4 – Hardcore message

In this message you can be as rude as you like although it is best to keep them in suspense about some things, so when they come through live you still have things to talk about! Keep the same character as you did in group 1 but add things in that are of an adult nature. E.G bums, boobs and what kinds of things your character likes sexually.

Tips for Message / Group 5 – Domination / Kinky message

A lot of men have Kinky fantasies this can include, Gangbangs, leather, PVC, Domination, Submission, bondage, water sports, foot worship and punishment. The list is endless! You can keep the same character as message 4, but you have to mention that you like kinky things in this introduction, or you

can be a mistress or a submissive bitch. Please include some of the above fetishes into your group 5 message so the customer knows this is a specialist group.

Tips for Message / Group 9 - Mature ladies / Granny chat

The callers that come through on the mature lady line or granny line as we like to call it really do want you to be old. If you have a young voice you can say that you are late 40's, if you can pass for any older that's even better. They want old ladies so if you put yourself at an age of over 50 you will get even more calls. You can use what you put in your group 4 hardcore message; keep the same character just change the age to something older.

Please remember that if you are having difficulty with your messages then you must speak to your supervisor who will help you with every message.

Important > The messages are the first thing the customer hears, so you must make them enticing, exciting, personal and friendly. You are trying to make the caller come through to you, he wants a realistic exciting experience and your messages must relay that. Again if you are stuck for words just ask your supervisor.

How to record your messages > Dial the 'Log on Number' the supervisor has given you. Then enter your pin and pass number when prompted, there will then be a message "you need to record groups 1,3,4,5 and 9 It will ask you to enter a 'code group' number, this is just the numbers of the groups e.g. 1,3,4,5 & 9. Once you have recorded each message and have saved them please call into the office so we can check they have been saved ok, your messages are not played out on loudspeaker it will only be your supervisor who listens to them.

GROUP 7 VIRTUAL CHAT

Group 7 is different to the other groups; it is a message exchange service not live chat. How it works is when the call says Group 7 Virtual you speak then press the star key then the caller speaks then presses the star key. You are not speaking direct to the caller, it is like using a two way radio or a walkie talkie, don't worry we will explain this fully to you.

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IMPORTANT THINGS TO REMEMBER

- All calls must be answered within **three** rings of your phone.
- Your phone must not be **engaged** whilst you are logged on.
- You must not miss calls whilst you are logged on.
- Please try to make and receive personal calls when you are logged off.
- Our system will tell us if you have missed calls when you are logged on, if you miss calls you will be logged off.
- You must not speak dirty / adult on group 1 or 3 calls. We are very strict on this.
- You must not have **call waiting, ring back service, withheld call barring, BT 1571, NTL answering service or any voicemail service** on your phone line when you are logged on. These services normally stay on your line permanently so you will have to call your Service Provider and ask for them to be removed, this usually take 1-2 days to complete.
- You are not allowed to use a mobile to answer calls it must be to a landline.
- All Chatline calls are recorded in compliance with the 'Phone Pay Plus' code of practice. Your personal details are kept completely confidential at all times and the only person who may listen to your calls wearing headphones are the office supervisors. Nobody else except management have access to the voice recordings. Calls are routinely monitored for breaches in the regulations.
- LiveLines UK Ltd is registered with the Data Protection Act (1998) and your personal data is kept in compliance with the Act. All your details are kept completely confidential at all times.
- You cannot be logged on to two chat line companies at the same time as you will miss the calls we send you.

Please remember that all calls have to be answered within 3 rings of your phone. Please do not be engaged whilst logged on or you will miss the calls we are sending you and the service will log you off.

We are licensed by Phone Pay Plus the regulator for Premium Rate Phone services, and we have to adhere to certain regulations whilst taking calls – they are listed below. If you don't fully understand the regulations then you must speak to your supervisor before you start to take calls. We listen to calls to ensure that regulations are being met by all operators so please ensure you take your calls within the regulations.

THE REGULATIONS

Regulation Notice:

We are one of the busiest chat services within the UK and in order to continue the excellent service we provide we routinely monitor operator's calls. Please adhere to all the regulations, if you break any of the regulations below your pay rate will be decreased to 7p per minute (it will be put back to normal rate on the next pay run)

If you take calls and the caller is not obeying the regulations then you must terminate the call, to terminate simply say "I'm terminating this call." And put the phone down.

Personal Details & Meeting:

Never give out any of your personal details, no matter how genuine the caller sounds. The same applies to the caller; you must not agree to ring him on his personal phone or agree to meet with him.

Do not give out any telephone numbers on the service, this includes your own or another Premium Rate Number or tell the caller to look for another Premium Rate Number to dial into.

Underage Callers:

If you think that a caller is under the age of 18 years old, you must terminate the call straight away. You must inform the caller "I think you are under the age of 18, I'm terminating the call." We are very strict with under age callers and under no situation will any Operator make conversation with minors; this applies on every single group including the clean group. Any Operator continuing a call with an obvious minor will be disabled immediately. This regulation applies to all the calls you receive including the clean calls.

Silent Callers:

If the caller will not speak on the service then you have to terminate the call as the caller could be underage. If the caller has spoken and you can tell he is over 18 then he can stay silent for the remainder of the call. However if the caller has said nothing you must terminate the call within a minute of the call starting.

Incest and Underage:

Under no circumstances should you converse in a conversation that includes incest or under age sex (under 18 years) you must not give the caller advice on their problem or talk about it. You must terminate the call without any hesitation. Please note you hardly get any calls of this nature as all callers know that the calls are recorded.

Caller not paying for a call or using a stolen phone:

If a caller says he is not paying for his call, he has free minutes, he is using someone else's phone without their permission or he is using a stolen phone then you must terminate the call. If you suspect that a caller is not paying for his call then you may ask him, if he says he is paying the bill then it is fine to carry on the call.

Clean chat calls

Please do not tell callers to dial into another number or try and find a hardcore chat call or just hang up on the caller because the call is clean chat. Just like any other call, clean chat calls are part of the service and the customer is required to receive an excellent service from us. You must keep the content clean on the clean chat calls, if you speak adult on the clean chat calls this is classed as breaking regulations.

- Do not put the phone down on a caller unless he has broken a rule or is talking about something illegal.
- Inappropriate call handling is also classed as breaking regulations and this can include hanging up on the caller for no reason, not speaking to the caller, not speaking on the call straight away, telling a caller to dial another number, being rude to the caller, falling asleep on the caller, not giving the caller a satisfactory service or allowing someone else to take your calls which is definitely not allowed.

Subjects to be avoided

- Encourage or incite the caller to commit a criminal offence.
- Cause a grave offence by reason of sexual or violent content.
- Induce or promote racial disharmony.
- Encourage, incite or suggest to any caller the use of harmful substances
- Induce an unacceptable sense of fear or anxiety.
- Result in any unreasonable invasion of privacy.
- Misled any person with respect to the content or cost of the service being offered.
- Sexual entertainment services must not contain any reference to involvement of persons under the age of 18 at any time.
- Violence, rape, drugs, bestiality, terrorism and prostitution must not be talked about.

These regulations may seem a bit daunting but your Supervisor will go through these with you. Hardly any of the calls have to be terminated as all the customers are told the calls are recorded.

***If a caller has a complaint about the service please give him the office number
0843 308 5511.***

You're Payment Structure

Your revenues are paid by Bacs payment (direct payment into your bank) every two weeks on a Friday; you will be able to download your revenue statements from your on-line section. Please ask your supervisors for your login details to your revenue statements.

Our working week is from Sunday midnight to the following Sunday midnight.

We do not charge you any upfront fees for becoming a chatline operator however we do charge you £10 for your telephone training and administration. The £10 will be deducted from your first set of revenues. There are no other fees or charges.

How your revenue is worked out:

Category	Rate per minute
Logged on for 25 hours plus per week	14p
Logged on for less than 25 hours per week	10p
Average Hold-time less than 5 minutes overall over a 2 week period	10p
Breaking Regulations	7p

- You are paid for your talk time on the phone to the caller.
- You are not paid for the first minute of each call.
- We ask every operator to log on for a minimum of 25 hours per week, and you can do these hours whenever you like. If you do not reach your 25 hours log on time per week and haven't informed us we will pay you at the lower rate of 10p per minute.
- You are classified as a freelance Chatline Operator therefore we do not deduct any tax or national insurance from your revenues; you are paid out by an Operator Number.
- Payments under £10 will be added to next revenue period; unfortunately we do not make payments for under £10.
- We cannot make a revenue payment unless we have your signed and dated application form. Please make sure you return this to us ASAP to avoid any delays in payments.
- If you cannot reach your minimum 25 hours log on time per week then please let us know. We understand that you may have a holiday booked or you are feeling ill, however the office staff must be informed of any holidays or illness (not the supervisors)
- If you break Phone Pay Plus regulations you may be paid at the lower rate of 7p per minute. These regulations are listed in the 'THE REGULATIONS' section of this booklet. Your rate will be lowered for the pay run the regulation was broken and will then be reset and put back to normal on the pay runs thereafter.
- If you're overall average hold time drops below 5 minutes over a period of 2 weeks then you will be paid at the lower rate of 10p per minute.
- If you need to change your night shift 12am-6am then please phone into the office and allow 24 hours notice.

Operators earn excellent money and now you can too!!! Join us today and you could be earning £250+ per week at home doing the hours to suit you!!

We also offer Tarot and Psychic positions for more information on these positions please call into the office. Boost your money with these extra jobs working from home at times that you want to work.

How do I apply?

Fill in the application form and contract below and return to:

LiveLines UK Ltd
35 Marefair
Northampton
NN1 1SR

You can also scan the application form and contract to jo@livelinesuk.com

Useful Information

LiveLines UK Ltd contact information:

35 Marefair
Northampton
NN1 1SR

- (w) www.livelinesuk.com
(w) www.livelinesukjobs.co.uk

Office Telephone Number: 0843 308 5511 (9-5pm Monday – Friday)
Log on Number :(you can only use this once you have your pin and pass number)0843 290 7527
Supervisors Number: (only to be used with a query whilst you are logged on) 0843 290 8899
Listening Line: (you can only use this once you have your pin and pass number) 0843 290 7528
System Fault Number 07930 222 121

Please note 0843 numbers are charged at 5p per minute, however it should only take under a minute to log yourself on or off.

Joanne Jones (Manager) jo@livelinesuk.com
Lauren Jones (Manager) lauren@livelinesuk.com
Louise Jones (Administrator) louise.jones@livelinesuk.com
Nicola (Supervisor)
Anne (Supervisor)
Kim (Supervisor)
Kayla (Supervisor)
Pat (Supervisor)
Tina (Supervisor)

Complaints

If you have a complaint please email jo@livelinesuk.com or call 0843 308 5511.

Holidays & illness: You must notify the office only on 0843 308 5511.

Revisions / changes to this pack may be made at our discretion; full updates are available at www.livelinesukjobs.co.uk

To check your call times, log on times online and revenue statements please go to <http://login.livelinesuk.co.uk> Leave the client ID blank, put your pin number into Username field and your Pass number into password field.

Tips for taking calls!

- 1. Don't speak about sex straight away, your calls will not last long if you do.**
- 2. Do not sound bored, aggressive or say that you are doing this to get paid, it doesn't sound very personal.**
- 3. Make sure there is no background noise, especially no crying babies, screaming kids or barking dogs!**
- 4. Be friendly, the more you can hold a conversation the longer the call will last.**
- 5. Give out your pin number as much as possible this way you will gain repeat callers.**
- 6. Do as much research as possible, look at different phone sex sites, top shelf magazines and on the Babe Sky channels to get a feel of what the caller is seeing before he calls.**
- 7. Sound happy a caller does not want to speak to an unhappy lady.**

Application Form

Position of Self-Employed Non- Exclusive Operator

PLEASE TICK WHICH POSITION YOU ARE APPLYING FOR (TICK BOTH IF YOU ARE APPLYING FOR BOTH)	
LIVE CHAT OPERATOR	
TAROT / PSYCHIC OPERATOR	
SMS / TEXT OPERATOR	** NO POSITIONS AVAILABLE **

YOUR FULL NAME	
-----------------------	--

YOUR FULL ADDRESS (including Postcode)	
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HOME TELEPHONE NUMBER (where calls will be received)	
MOBILE TELEPHONE NUMBER	

DATE OF BIRTH & AGE	
IS YOUR PHONE LINE CLEAR OF ALL SERVICES e.g. BT 1571, call waiting (Your phone line must be clear before we train you, please contact your service provider for more information)	
SEX MALE / FEMALE	
Can you do over 25 hours of log on time per week?	
Can you do one night 12-6am per week?	
Where did you hear about this position?	

Payment Details: We only need these details so we can pay you your revenues.	
SORT CODE	
ACCOUNT NUMBER (must be an 8 digit number)	
REFERENCE OR ROLL NUMBER IF APPLICABLE	

Please confirm that you have fully read the handbook (version 3.1) including the 'regulations' section and your Freelance Operator Contract.

Signed.....

Print Name.....

Date.....

NON-EXCLUSIVE INDEPENDENT SELF-EMPLOYED CONTRACTOR CONTRACT

Between LiveLines UK LTD and:

(Please print your name)

1. PROVISION OF THE SERVICES The operator shall supply the Services described in the relevant handbook (version 3.1) on a non-exclusive basis to Livelines UK LTD. The services shall be supplied to the best skill and ability of the operator. Livelines UK LTD shall be under no obligation at any time to supply the services.

2. LOYALTY The operator will not promote, sell or in any way discuss other Services or products with users of Livelines UK or any other third party. Any Supplier found to be promoting or selling unauthorised Services or products will have their Contract terminated immediately. LiveLines UK Ltd may also be liable to claim for loss of profits arising from their actions.

3. PAYMENT shall be calculated based on the current pay scale as described in the handbook (version 3.1) Livelines UK will produce a Fortnightly self-billing Invoice which will be uploaded on-line to the operator's login section. Livelines UK will pay V.A.T on receipt of a valid V.A.T number from the Operator. If the Operator does not generate revenues of over £10 per week it will be forwarded to a week until £10 has been generated. The revenue schedule is as below:

Category	Rate per minute
Logged on for 25 hours plus per week	14p
Logged on for less than 25 hours per week	10p
Average Hold-time less than 5 minutes overall over a 2 week period	10p
Breaking Regulations (see handbook 3.1 for regulations)	7p

The Operator's revenues are calculated by the amount of talk time minutes they generate on the service (s) minus the first minute of each call. Revenues are paid fortnightly via BACS payment. The Operator will not be paid revenues until we receive this signed contract. The contract can be scanned to jo@livelinesuk.com or sent via post to 35 Marefair, Northampton NN1 1SR. We charge each Operator a £10 Admin and Training Fee, this is deducted from the Operators first set of revenues, and the Operator agrees that £10 will be deducted for their first set of revenues for the training and admin fee.

4. TERMINATION This Agreement may be Terminated by Livelines UK immediately in writing or by a telephone call from a manager to the Operator. The Operator may terminate the agreement forthwith immediately in writing or via a telephone call to Livelines UK LTD. LiveLines UK Ltd can terminate this agreement at any time if the regulations stipulated in handbook version 3.1 have been broken by the Operator.

5. COPYRIGHT

All and any rights of Copyright, Design, Patent, Trademarks or any other Intellectual Property Rights or any Voice Recordings or Text-Chat messages created by the Supplier are hereby as beneficial owner assigned to Livelines UK LTD free of charge.

6. CONFIDENTIALITY Both Livelines UK LTD and the Operator have a duty to keep confidential all information given or gained in confidence. The Operator agrees not to either during the appointment or after its termination discloses to anyone any confidential information concerning the affairs of Livelines UK LTD and will only disclose information concerning the Operator to recognised Authorities.

7. TAXIATION Livelines UK LTD shall have no liability for any TAX or similar Payments in respect of the sums paid by Livelines UK LTD to the Operator . The Supplier will keep Livelines UK LTD indemnified against any claim for Taxation or National Insurance Contributions (including Interest and Penalties) or any similar Taxes or Levies arising by reason of the payments made by Livelines UK LTD to the Operator.

8. Phone Pay Plus The supplier warrants that they have read the relevant handbook version 3.1 including the extracts from the current Code of Practice, and all requirements of the Code of Practice are understood. The Operator shall comply with all requirements of the Code of Practice at all times. Full and complete copies of the Phone Pay Plus code are available upon request or at <http://www.phonepayplus.org.uk> The Operator agrees that no calls will be prolonged if they do not comply with the current Phone Pay Plus code and calls must be terminated straight away if they believe the caller is an obvious minor (under 18 years old). Failure in adhering to the Code will result in the Operator being paid at the lower rate of 7p per minute for their talk time. Failure to adhere to the regulations may also result in this contract being terminated and the Operator ceasing to supply services to LiveLines UK Ltd.

9. AGE the Operator warrants that at the time of entering into this Agreement with Livelines UK LTD that they are over the age of eighteen.

10. INDEMNITY The Operator shall indemnify Livelines UK LTD, against any claims, Demands, Expenses or Liabilities which Livelines UK LTD may incur arising out of the Services performed by the Operator.

11. LAW This Agreement shall be constructed in accordance with the Laws of England and the High Courts of Justice in London shall be the Sole Courts of Competent Jurisdiction.

By signing below you agree that you are entering into a self employment contract offering services to LiveLines UK Ltd on a non-exclusive basis. You agree that you are not an employee of LiveLines UK Ltd. By signing below you agree to all terms of the contract and you agree and have read and understood the relevant handbook version 3.1

Print Name.....
Signed.....
Date.....