

## **Become a Tarot / Psychic Operator & earn up to £9.60 per hour from home!!**

- *You choose when you want to work*
- *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 readers earn over £300 per week!!!**

#### **Welcome to Trusted Psychic Tarot and Psychic Information**

Thank you for your enquiry regarding the 'Trusted Psychics' Tarot and Psychic service. We are an extremely busy Tarot, Psychic and Medium service and we take calls from the UK and overseas as well. If you have experience with Tarot, Psychic or Medium ability we would like you to join our busy team and start earning money from home. Please note we do not provide training for Tarot, Psychic or Medium ability and you will have to have previous experience if only with friends and family.

If you are unsure about any of the information we provide or you have a question or query please do not hesitate to contact us on 0843 308 5511. We are here to make sure that you make as much money as possible, so if you do have any problems we want to be able to resolve them for you.

#### **Tarot & Psychic Operators**

We are looking for experienced Tarot / Psychic to join our service 'Trusted Psychics.' You must have previous experience as we do not offer training on the actual Tarot cards or Psychic readings. We only allow experienced readers to take calls on our service, so if you need to refresh your skills then you must practice before you start taking calls. You must be able to log on for a minimum of 20 hours a week and be able to work 1 night shift that is 12am – 6am (you choose the night) If you cannot do the night shift we do have weekend morning shifts available 6am-12pm, please speak to your supervisor regarding this. If you are an experienced reader and will find it difficult to log on for 20 hours per week please speak to the office on 0843 308 5511.

#### **The 'Trusted Psychics' Service**

We are an UK based company offering our Psychic, Tarot and Medium services throughout Australia, USA, Canada and the UK. We are a very busy service and we also take overflow calls from other companies as well. We also advertise our services on the internet and within printed media. Please take a look at our main website [www.trusted-psychics.co.uk](http://www.trusted-psychics.co.uk)

### **How the Trusted Psychics Service works**

We will give you a log on number, a PIN Number and ID number. To receive calls you dial the log on number and enter your ID number and PIN Number when requested, you will be given the log on number when you are trained. You then have some options:

- press option 1 to log on it will then say "You are now logged on"
- Replace the telephone receiver

When you receive a call you will be played a whisper telling you this is a Tarot call and the service will then ask you to enter your pin number to accept the call.

When you would like to log off, you dial the log on number enter your ID and pin details and then press option 1 and the service will tell you that you are now logged off.

### **You're Front Telephone Message**

You will need to make a front introduction message that must exceed 60 seconds but be no longer than 2 minutes. In the message you must introduce yourself and explain the services you provide.

How to record your message:

- Call the log on number
- Enter your ID and pin details
- The service will inform you that you have not yet recorded a message.
- When the service asks for the group number please press 1.

Once you have recorded your message you must inform the office so we can validate the message. You cannot log on and take calls before we have validated your message.

### **You're Internet Profile**

On all of our websites we have a live psychic profile feed (please see [www.trusted-psychics.co.uk](http://www.trusted-psychics.co.uk)) You will need to supply us with a written profile that is approximately 4 lines long stating your abilities. You do not need to provide us with a picture of your face however the operators that do receive a higher % of calls. You can email your profile feed to [lauren@livelinesuk.com](mailto:lauren@livelinesuk.com) once you have been trained by your supervisor.

**AS OF NOVEMBER 2011 YOU CANNOT STATE THE FOLLOWING IN YOUR PROFILE FEED: ACCURATE, HONEST, TRUST WORTHY, HELP & CHANGE YOUR LIFE STATEMENTS.**

### **IMPORTANT THINGS TO REMEMBER;**

- **YOU MUST PICK UP ALL CALLS WITHIN 3 RINGS.**
- **YOU MUST NOT BE ENGAGED ON PERSONAL CALLS WHILST LOGGED ON.**
- **YOUR TELEPHONE LINE MUST BE CLEAR OF BT1571, ANY VOICEMAIL AND ANY CALL WAITING SERVICES.**
- **YOU CANNOT RECEIVE CALLS ON A MOBILE TELEPHONE.**
- **OUR SYSTEM WILL TELL US IF YOU HAVE MISSED CALLS, IF YOU MISS CALLS THE SERVICE WILL LOG YOU OFF.**
- **ALL CALLS ARE RECORDED IN COMPLIANCE WITH THE PHONE PAY PLUS CODE.**

### **Missing calls**

Whilst you are logged on to the Tarot service you must try to avoid personal calls on your landline as you may miss your Tarot calls. We can see immediately when a call has been missed and if you miss 2 or more calls we will log you off line and your calls may be put on reduced.

### **THE REGULATIONS**

#### **Regulation Notice:**

**We are one of the busiest Tarot & Psychic 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 a regulation your pay rate will be decreased to 7p per minute (it will be put back to normal rate on the next pay run)**

Please see the payment schedule for the full rates.

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.

Please note whilst taking a tarot, psychic or medium call you must steer away from all health related issues, legal issues and any in-depth financial issues. We are providing an entertainment service and want to make the caller feel at ease and give them a positive reading.

#### **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/her on their personal phone, take any of their personal details or agree to meet with the caller.

**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. 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.

#### **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/she is over 18 then he/she 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.

#### **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.

- 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, stating that you cannot make a connection with 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 continued ....

- 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.

You cannot give readings on the following topics:

- Health, financial advice, legal advice or any advice that requires a qualification.

**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. The URL to your on-line section is located on page 5.

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

<b>Category (Live Adult Chat)</b>	<b>Rate per minute</b>
Logged on for 20 hours plus per week (normal chat)	14p per minute
Logged on for 20 hours plus per week (party chat)	10p per minute
Logged on for less than 20 hours per week	10p per minute
Average Hold-time less than 5 minutes overall over a 2 week period	10p per minute
Breaking Regulations (see handbook 3.2 for regulations)	7p per minute
<b>Category (Tarot / Psychic Chat)</b>	
Australian TV Calls	21p per minute
All other calls (including normal Australian calls)	16p per minute
Logged on for less than 20 hours per week	10p per minute
Average Hold-time less than 12 minutes overall over a 2 week period	10p per minute
Breaking Regulations (see handbook 3.2 for regulations)	7p per minute
<b>Category (SMS / Texting)</b>	
SMS / Texting on all SMS services – per message billed	5p per message

We do not charge you any upfront fees for becoming an operator but 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:

- You are paid for your talk time on the phone to the caller.
- Your rate for tarot / psychic calls is 16p or 21p per minute (this depends on where the call originates from, please see above)
- You are not paid for the first minute of each call.
- We ask every operator to log on for a minimum of 20 hours per week, you can do these hours whenever you like. If you do not reach your 20 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 Operator therefore we do not deduct any tax or national insurance from your revenues.
- 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 for. Please make sure you return this to us ASAP to avoid any delays in payments.
- We deduct one £10 Admin fee amount from your first revenue payment; this amount covers the training and admin costs.
- If you cannot reach your minimum 20 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 your average hold-time overall is below 8 minutes over a 2 week period your rate will be decreased to 10p per minute.
- If you need to change your night shift 12am-6am then please phone into the office and allow 24 hours notice.

**Please note if you cannot do 20 hours per week or a night shift please call the office on 0843 308 5511 to discuss an alternative.**

#### **Telephone Training:**

If you are completely new to our services we will give you your telephone training before you start taking Tarot / Psychic calls. This consists of a training supervisor calling you at a designated time and going through the regulations, giving you your pin and pass number and telling you how to log on and off.

Before we begin the telephone training you must ensure that your telephone line is clear so you will need to check that you have no voicemail, BT 1571, call waiting and withheld call barring services on your line. If you have any of the above you will need ring your network provider and ask them to remove these services for you. This must be done before you can log on.

#### **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](mailto:jo@livelinesuk.com) or request an e-version to sign online by emailing [lauren@livelinesuk.com](mailto:lauren@livelinesuk.com)

## Useful Information

LiveLines UK Ltd contact information:

35 Marefair  
Northampton  
NN1 1SR

(w) [www.livelinesuk.com](http://www.livelinesuk.com)

(w) [www.livelinesukjobs.co.uk](http://www.livelinesukjobs.co.uk)

Office Telephone Number: **0843 308 5511** (9-5pm Monday – Friday)

Log on Number: **0843 290 7527** (you can only use this once you have your pin and pass number)

Supervisors Number: (only to be used with a query whilst you are logged on) **0843 290 8899**

System Fault Number **07930 222121**

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

Joanne Jones (Manager) [jo@livelinesuk.com](mailto:jo@livelinesuk.com)

Lauren Jones (Manager) [lauren@livelinesuk.com](mailto:lauren@livelinesuk.com)

Louise Jones (Administrator)

Supervisors: Anne, Nicola, Kayla, Kim, Laura, Kay, Tina,

### Complaints

If you have a complaint please email [jo@livelinesuk.com](mailto: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](http://www.livelinesukjobs.co.uk)

### Your LOGIN Section / Check your Revenue Statements

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.

**APPLICATION FORM – LIVELINESUKJOBS.CO.UK**

Position of Self Employed – Non-Exclusive Operator

**PLEASE PLACE AN X IN THE POSITION YOU ARE APPLYING FOR**

LIVE CHAT OPERATOR

TAROT / PSYCHIC CHAT OPERATOR

SMS OPERATOR

FULL NAME	
POSTAL ADDRESS (INCLUDING POSTCODE)	
HOME TELEPHONE NUMBER (where calls will be received)	
MOBILE TELEPHONE NUMBER	
EMAIL ADDRESS	
SEX (please place an X in the box that applies to you)	MALE <input type="checkbox"/> FEMALE <input type="checkbox"/>
DATE OF BIRTH & AGE	

IS YOUR PHONE LINE CLEAR OF ALL ADDITIONAL SERVICES? E.G. BT 1571 & VOICEMAIL? You cannot work with voicemail or call waiting on your line, please contact your service provider.	
Can you Log on for 20 hours or more per week?	
Can you do one night shift from 12-6am per week?	

UK PAYMENT DETAILS (For revenue payments)	
SORT CODE	
ACCOUNT NUMBER (Must be an 8 digit number)	
Reference or Roll Number if Applicable	

**LIVELINES UK LTD NON-EXCLUSIVE INDEPENDENT SELF-EMPLOYED CONTRACTOR CONTRACT**

**1. PROVISION OF THE SERVICES** The operator shall supply the Services described in the relevant handbook (version 3.2) on a non-exclusive self employed 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 unauthorized 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 below. Livelines UK will produce a Fortnightly self-billing Invoice which will be uploaded on-line to the operator's login section. 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:

**Payment schedule**

<b>Category (Live Adult Chat)</b>	<b>Rate per minute</b>
Logged on for 20 hours plus per week (normal chat)	14p per minute
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Breaking Regulations (see handbook 3.2 for regulations)	7p per minute
<b>Category (SMS / Texting)</b>	
SMS / Texting on all SMS services – per message billed	5p per message

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](mailto:jo@livelinesuk.com) or sent via post to 35 Marefair, Northampton NN1 1SR. We charge each Operator a £10 Admin Fee, this is deducted from the Operators first set of revenues.

**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 3.2 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, Text-Chat messages or webcam images created by the Operator 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 recognized 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 3.2 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 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 3.2**

Name.....Date.....

Signed.....