

Sedge & Associates, LLC

FAQ

What is an independent contractor? Should I become an independent contractor?

An independent contractor (IC) is someone who runs his or her own business. Independent contractors earn their livelihoods from their own businesses instead of depending upon employers to earn a living. Independent contractors are sometimes called consultants, freelancers, self-employed, and even entrepreneurs or business owners.

Unlike an employee who works for one employer, independent contractors typically work for several different clients, tackling particular jobs or projects that require special expertise.

There can be many advantages to being self-employed:

- You are your own boss.
- You may be paid more than employees.
- No federal or state tax is withheld from your pay.
- You can take increased business deductions.
- You don't follow an employee schedule
- You choose the work you want to provide

Are you hiring?

Yes. We are always looking to expand our work-at-home programs with new agents.

Are there any fees associated with this program?

Yes. You would be responsible for paying a client fee for working with a client under our umbrella

How much do I have to pay to get started?

In order to partner with Sedge and Associates LLC and be given the opportunity to provide your services to clients, you must complete the following which is considered your investment into your own business.

The following are the admissions fees:

1. Certification Course for the client you choose starts at \$7.99 up to \$199. These fees are paid to Arise Virtual Solutions, not Sedge and Associates LLC.

Paid Training?

No. As an Independent Contractor training is not paid. Are you paid while attending training? No. You earn income after successfully becoming certified. The same applies within the Arise Network.

How often will I get paid?

We pay twice a month on the 15th & 31st.

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I don't understand how this works; can you simplify it for me?

Sure! Top companies are outsourcing their call volume through Arise Virtual Solutions. Arise then outsources to companies like Sedge and Associates, LLC to find the people that are working from home and connect them to the clients in need of services. You certify for the company you choose to provide your services to and start taking inbound customer service calls from your home. It is all computerized, so you basically log into your computer and into the client's systems and the calls come directly into your phone line! You answer the phone as if you are in a call center! It's a pretty cool concept. It gives people that can't work outside the home or need flexibility an opportunity to be in business for themselves and make a living!

Think of it as your own call center at home. You choose *who* you provide services for and the pay rate is based on the client you choose. You choose *how* much you work, full time or part time. You manage yourself and can do it in your PJ's!

What are the technical requirements?

In order to help ensure your success, you must have a strong working knowledge of computers:

- You need to be able to use a mouse and computer keyboard
- You need to be able to shut down and turn on the computer properly
- You need to have the to navigate through multiple screens
- You need to understand how to navigate the computer's files and desktop environment
- You need basic knowledge of programs including how to launch and close a computer program
- You need to understand how to use e-mail
- You need to know how to use the Internet
- You need to know how to create, name, save and delete a folder

Computer Specs:

A desktop/tower computer with a separate monitor is recommended. (Laptops are okay to use but you will want a second monitor).

- Windows 7 is accepted by most clients (*Windows 8, 10 and Mac OS X may be supported for a limited set of opportunities) *** My advice would be to have a Windows 7 computer so you don't limit the clients you can partner with.
- At least 4GB of RAM (you can get by with 3GB, but your computer will not be able to handle the client programs very well with less than 4GB).
- At least 2.8 GHZ **Dual** Core Processor. (Verify that your computer is dual core)
- Monitor resolution of at least 1920 x 1080 (full HD or 1080p).
- Internet Explorer 8.0 or 9.0 (IE 10 and 11 are not supported at this time).
- You must have a fully wired mouse and keyboard.
- Microsoft Security Essentials. (unless you have windows 8 or 10)
- PROHIBITED EMAIL ADDRESSES: AOL, Hotmail, Incredimail, Juno, LiveMail, Yahoo, Ymail.
- All-in-one computers are not allowed to be used by Sedge and Associates LLC contractors. (unless given permission)
Dual boot machines, Netbooks, and Tablets are prohibited from use. (Laptops are OK)

Workstation requirements:

- Hard-wired 3.0 Mbps download / 1.0 Mbps upload broadband Internet service via DSL, Cable, or Fiber Optic connection. Take a moment and test your internet speed here: <http://www.speedtest.net/> (*The use of wireless connections to access any Arise system at any time is prohibited. Additionally, Satellite, Microwave, and Cellular Hotspot Internet Services are prohibited.)

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- USB headset with microphone (needed for certification)
- Hardwired telephone and headset (needed for servicing)
- POTS (Plain Old Telephone Service). The service should be connected directly from the wall to your telephone, NO voicemail, fax, or other features on the line (some clients require long distance).
- VoIP is allowed for *some* clients. The telephone line should not connect with the computer. (Softphones and cell phones are not permitted)

Security

You are responsible for maintaining the security and reliability of your equipment. The following items are prohibited and, upon detection, may subject your company to suspension or termination:

- Unlicensed or pirated software
- Malware infected software

VMWare, Parallels, etc.

- Non-Arise provided VPN software or Proxy settings
- TOR or other privacy software

Am I employed by Sedge and Associates LLC?

Sedge and Associates, LLC is not an employer. Think of us as a recruiter for clients. We are here to help connect you with great opportunities for you to partner with and provide services for the client you choose. We are here to encourage and inspire you. We do not manage you nor do we tell you when and how much you can work. You are an independent contractor and have full control of that. You do sign a contractor's agreement which does have minimum service requirements and if you are found in breach of the contract then we have the authority along with the client to terminate our relationship with you. When you sign a contract to provide your services to a client, you must complete that contract. We do not provide you with equipment. You are not an employee but an independent contractor responsible for your own taxes. If you have questions about this, feel free to email us at sedgeassociates@bellsouth.net.