Client: **Solutran**

**Start Date:** 8/22/2025

Wave: 15

ID Verification by:
Immediately after you receive our email with instructions.

Background Check* by:
This client has a two-part background check, and you must complete each immediately after you receive our email with instructions.

Click HERE to learn why deadlines are critical to locking in your spot on this contract.

*The sooner you start, the sooner it will come back

What it is like to **contract** with **OMNI**

▶
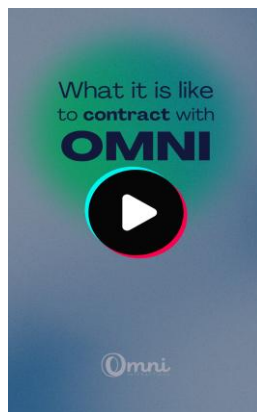
Watch a short summary of what a day in your life could be like working this contract.

WHO IS THIS CONTRACT FOR?

Someone who wants true flexibility in their daily life. We're looking for people who can be sure that during our Surge days, our client's customers are supported. You'll need to be able to service between 4-8 hours on a Surge day. The remainder of the days in the month will be business as usual, scheduling what best works for you. This client is typically in season October - April where more hours will be present (18-20 hours per week). During off season, May - September, hours could be reduced to 5-10 hours per week on non-surge weeks. What's more flexible than THAT?!
Hours Available Are 9am – 5pm EST.
Committing to 4-8 hours during our Surge Days of every month is the MOST important commitment you'll make with this client. If you're looking for high earnings, a very flexible schedule every month, and are willing to take a drug test, this is the contract for you.

EARNINGS STRUCTURE

$16 per productive hour for all hours serviced.

$19 per productive hour during Surge days ONLY

How to Earn $19/Hour on Surge Days:
- To qualify for the $19/hour rate on Surge Days, GBAs must meet **ALL** of the following criteria:
  - Work at least the Surge minimum hours for that day (communicated monthly)
  - Work a combined minimum of 10 hours for the remainder of the week across non-surge days (not including Surge Day hours).
  - Achieve 95%+ Schedule Adherence
- If you do not meet **ALL** the criteria listed above, you will earn $16 per productive hour.

Stage 1: Certification:
No revenue or earnings earned or paid during this stage

Stage 2: Earn and Learn:
Earn revenue while handling calls on the client switch.

Stage 3: Production:
Earn revenue while handling calls on the client switch.

Surge Periods:
Occur once a month, typically spanning 1-7 days throughout the month, with varying daily requirements ranging from 4-8 hours. These periods can happen any day of the month where the client needs extra support. Typically, we will see these days take place at the end of one month and beginning of the next month. During these Surge Periods, GBAs need to meet the criteria set by the leadership team. For the rest of the month, it will be business as usual, with an average of 5-10 extra hours per week during non-Surge weeks.

$200 Milestone 1 + $200 Milestone 2 = **$400 Total Incentive**

To Earn Both Incentives:
1. Graduate from Certification AND Earn and Learn.
    1. Service 15 hours by 9/5/25
2. Schedule and Service Production Hours
    1. <u>To Earn Milestone 1</u>: Work 25 hours across the first 3 weeks of Production
    2. <u>To Earn Milestone 2</u>: Continue to service an additional 30 days after your first 3 weeks in production
3. Meet Surge Hours: Make sure to service the minimum hours for surge days as provided by the Delivery Team
4. Keep good attendance: Maintain 95% or higher schedule adherence

<u>**Important:**</u>
- Earn and Learn hours do not count toward these milestones
- Milestone 1 is submitted for payout if **ALL** items are met in <u>**the first 3 weeks of production**</u>
- Milestone 2 is submitted for payout **IF** you complete an <u>**additional 30 days in production**</u>, with the <u>**same weekly hours minimums and attendance requirements**</u> as outlined for Milestone 1

- **Only those who are active on Solutran at time of payout will receive incentives.**

Any changes in dates or timelines listed on page 3 will delay your incentive payout.

CONTRACT CALENDAR

AUGUST 2025

MON	TUE	WED	THU	FRI	SAT	SUN
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER 2025

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	💰 19	20	21

💰 = Earnings begin to be paid out (processed weekly, a week behind)

COLORS MEANING:

Certification
Earn & Learn
Production

Account Support will clearly communicate what stage you are in and when you can expect to be in production.

Any deviation from the dates or timelines listed in the calendar will delay Earnings payouts.

Certification

Attend live facilitator led classroom: 8/22/25 – 8/29/25 (no class Sat/Sun)

- Classroom Time:
    - 9am – 5pm ET

- Complete 100% of classroom content, including any self-paced modules
- Pass all assessments & quizzes

- 8/29 – Wrap up certification and start call taking activities
    - **Required attendance during regular certification class time**

Earn & Learn

Schedule & Work Shifts:

- 8am – 5pm ET daily – 9/1/25-9/5/25

- Schedule and service a minimum of 15 hours of calls
    - 9/1 - 5 hours serviced on this day is required

- You will self-schedule in 30 minutes increments from shift availability

    - Sample Schedule ONLY
        Walk 2 Work (off phone – no earnings revenue)
        2 hours (Earning Revenue!)
        Call Exchange (off phone – no earnings revenue)
        2 hours (Earning Revenue!)
        End of Day

Optional but recommended for success

- Walk 2 Work session – 30 minutes before the start of your shift

- Call exchange session – 30 minutes after calls to discuss calls taken and ask questions

Hours Scheduled 9am-5pm EST (what you are committing to servicing)
Sign up for the hours you will service 2 weeks in advance

Hours Serviced (the hours you *actually* service each week)
Contract Requirement:
- Minimum hours serviced during Surge Days Each Month
- Heavier volume on Mon most weeks
- 5-10 hours scheduled and serviced remaining weeks each month

Schedule Adherence
95% or greater
- Must service 95% of the hours you schedule

Quality:
Quality average of 95% or higher

CSAT:
Customer satisfaction score of 95% or higher

Average Hold Time:
Less than 60 seconds

TECHNICAL REQUIREMENTS	SKILL REQUIREMENTS

TECHNICAL REQUIREMENTS

REQUIRED for this project:

- 2 monitors*****
    - 2 cables*** to directly connect monitors to micro-HDMI port on the Zero Client *(A Device Omni will send)*

- If your modem/router only has 1 network port, you will need an unmanaged network switch to connect the Zero Client you will receive.

- USB <u>wired</u> keyboard and mouse
- A network cable/ethernet cord
- USB wired headset – <u>no adaptors</u>
- Personal computer (for logging into Omni tools prior to receiving your zero client)

***You must have the required equipment prior to August 21st to start setup and testing.

CANNOT use a VPN of any kind.

No Satellite or Mobile Home Internet (T-Mobile, Verizon, etc) service providers accepted.

SKILL REQUIREMENTS

- Speak clearly, professionally
- Ability to talk & type at the same time
- Great listening & research skills
- Solid computer skills, including typing and navigation
- Excellent customer service
- Attention to detail

CONTRACT LENGTH

- **6-month contract**
- Contract *automatically renews* unless ended by either party
- Review project SOW for specific renewal information

HOOPS
Hours of Operation

Monday: 8am - 11pm EST*

Tuesday: 8am - 11pm EST*

Wednesday: 8am - 11pm EST*

Thursday: 8am - 11pm EST*

Friday: 8am - 11pm EST*

Saturday: 9am - 6pm EST*

Sunday: 9am - 6pm EST*

*Although HOOPS are extended, there will be no hours available for scheduling after 5 PM ET daily. Please note, this is subject to change.

DAILY CONTRACT EXPECTATIONS

What you will do every day:

- Login to all Omni + Client Tools, prepare for scheduled shift by updating any necessary computer tools, opening all software needed, ensuring focus on the customers calling in
- Primarily answer inbound calls
- Use empathy to build relationship with the customer, listen attentively.
- Help callers resolve their issue using your own knowledge + tools learned during Certification.
- Track, document, and retrieve info on customer's case in specific systems.