



# OPERATOR MANUAL

[www.exceltelemedia.co.uk](http://www.exceltelemedia.co.uk)

*Excel Telemedia*

**Please note that this manual contains language of an adult nature, which some readers may find offensive.**

# WELCOME

First of all, welcome to Excel Telemedia and thank you for your interest!

By receiving this manual, you have shown a desire in becoming a Self-Employed Chat Operator with Excel Telemedia. This is a fantastic opportunity for you to develop a healthy weekly income in the comfort of your own home.

Excel Telemedia is an established content provider with a wealth of experience as a Phone Chat Line Provider. We have years of experience in this industry and have an abundance of knowledge that can't be matched amongst our competitors. We are dedicated to ensuring that we provide you with the best opportunities along with the best possible access to a high volume of callers. We have a manned support line, so if we can't handle your query immediately, we will call you back as soon as we possibly can!

To show our confidence, we make the following commitments:

## **Phone Voice Chat**

- Provided that you earn over £10 each week, we will pay you every 7 days (subject to public holidays and banking or other systems availability), straight into your bank account. If you earn under £10, we will roll this amount over until £10 has been earned cumulatively.
- We will provide a manned helpdesk during business hours with friendly, helpful staff who will guide you through every step of becoming a Self-Employed Chat Operator and deal with any questions or queries you may have.
- There are no hidden costs - you will never have to pay a penny to provide services via our platform; you simply get paid for what you earn. All our contact numbers are free phone numbers, so you don't even have to pay to call our helpdesk!
- We guarantee there are no minimum hours. You simply log on as and when you want, for as long or short a period as you want.

This makes us the No.1 choice when it comes to providing earning opportunities for our operators.

**We know you are excited and raring to get started but before you do, make sure you have a comprehensive look at this manual. You may think that this document and its attachments are lengthy but we wanted to give you as much detail and support as possible to make you as successful as possible in your business and make you as much money as you can. So please read carefully - you won't regret it!**

# WHAT IS A SELF-EMPLOYED CHAT OPERATOR?

This manual is designed to equip you with all the tools you will need in order to be the best possible operator and achieve your highest earning potential.

In order to be the best possible operator who will, in turn, be able to achieve the best hold times and interact with customers successfully, you will need to possess certain qualities:

- **Temperament:** It is vital, as a successful operator to be able to have the right tone and attitude towards callers
- **Communication Skills:** The ability to be able to interact with others is key. You should have the skills to lead calls and provide enough material to ensure that a call never falls flat.
- **Open Minded:** As an operator you will be exposed to explicit content, strange fantasies and callers' everyday lives in general. The ability to be able to embrace and entertain customers' fantasies is very important.

If you feel like you possess these qualities, then you have the opportunity to commence a lucrative business operation via Excel Telemedia.

**Here at Excel Telemedia we offer the opportunity to provide phone services to our clients.**



**Phone Operator:** This involves taking phone calls from callers and engaging in sexual and non-sexual conversations. As a Phone Chat Operator, you will have multiple categories to choose from in which you will have to record individual introduction messages for each of them.

You will be a Self-Employed Operator, working independently for yourself. You will not be employed or engaged as a worker by Excel Telemedia Ltd. We pay you a gross amount and you are responsible for making your own Tax and National Insurance payments. As you are self-employed, you may provide a substitute to provide the services via Excel Telemedia Ltd. as long as they are legally able to do so, sign up to contractual terms with Excel Telemedia Ltd. and agree to be bound by the contents of this Manual.

**An important note: these are guidelines only and you shall determine how you carry out the services via Excel Telemedia Ltd.**

## WHEN TO LOG ON?

The following are tips which will help you provide a good service, get repeat callers and ultimately to grow your business.

### When are the busy periods?



There are no specific times which we could guarantee to be the busiest. The busy periods can vary quite a lot on a day-to-day basis. However, that being said, through our experience and research we do tend to see an increase during lunchtimes, evenings, and very early hours of the morning.

### Ensure your mood is right!

It is essential that when you log on, you are in the right mood and mind set. Through our research we have found that if you log on when you are relaxed and rested, you are far more likely to have longer hold times and generate more favourites from your calls.



### It is important to take breaks!



pocket!

When you start to feel tired, it is important to take a step back and make sure you have a break. This is vital because if you continue engaging callers when tired you will find the quality of your call will drop; not only will this affect your overall hold times but potentially it could mean missing an opportunity to get a caller as a favourite or even as a return caller to the service as a whole. You will have much better hold times with your favourites and as a result you'll have more money in your

### Day management.

We know the idea of structuring your day may seem like an effort not worth taking, particularly when the flexibility of this job may be the main appeal but trust us - it does help. By blocking out parts of your day, you allow yourself to mentally prepare for when you are due to take calls. It will also give you a guide as to when you can fit these activities around your daily life.



# GETTING SET UP AS A SELF-EMPLOYED CHAT OPERATOR



## PHONE CHAT

### SET UP

In order to work as a self-employed Phone Chat Operator, you will need a landline. You may wish to procure a separate landline for your business.

### FIRST TIME LOGGING ON

Once you have been issued with your log-in details, you will then be able to access our system via the freephone login number as follows:

Call the login number on **0800 075 0167**. Every time you call, the first thing you will be asked to do is to enter your **USER ID** and **PIN NUMBER**, so make sure you keep these handy at all times. Logging onto the system is quick and easy.

Please be aware that when you call for the first time you will also be required to pass a simple multiple-choice test. You can only log onto the system with a landline - mobile phones cannot be used. The system works with touch-tone telephones only.

### Multiple choice test

When logging on for the first time, you will complete a multiple-choice test consisting of 10 questions. You are required to answer at least 80% of these correctly. If you fail twice, your contract may not be validated by us and we may decide to discontinue your contract with Excel. You may still contact us if you have problems completing the test, at which point we will review the situation and decide whether you may try again.

The questions will be based on essential information found in this manual. Once you have passed this test, you will then be offered several options.

These options are:

### Option 1 – Log On

When choosing this option, you will be asked to confirm the landline number you registered with. Please note that the first time you log on, you must and can only use the landline number you registered. Also,

the first time you log on, you will be given a prompt to record your introductions. (More information on how to record your introductions is further down in this section)

Every time you log on thereafter, you will be presented with similar options. Firstly, you will be asked to confirm your phone number. At this time, you may enter a different number from the previous one. This may be required if, for example, you were on holiday or at a different location and wanted to log on via a different number. You will then confirm or re-record your introduction messages. You will now be logged on and ready to receive calls.

### **Option 2 – Log Out**

You may select option 2 to log out from our service if you wish to stop receiving calls. Please note, if you miss three calls, you will automatically be logged out (to ensure customers don't make further unsuccessful attempts to contact you). If you do not receive a call for an unusual amount of time, always check if you are logged on by calling the log-online. This option 2 will only appear if you are already logged on.

### **Option 3 – Check Your Revenue**

This option allows you to check your revenue. Here you can listen to how much you have earned from the dates that you choose to input.

### **Option 4 – Update your Introduction Messages**

If you have already logged on, then you may choose this option to listen to and accept or re-record your introduction messages. You should try and do this at regular intervals to keep your messages fresh on the system.

## **INTRODUCTION MESSAGES**

At Excel Telemedia, we offer callers a variety of categories in which to search for an operator. Having a greater range of interests on offer is an appealing feature of our service and is designed to ensure that you, as an operator, receive the highest number of callers coming through to you. We will promote these categories as part of a general adult line or we may promote a specific category via our advertisements. Prior to connecting a caller with you, you will be played a "whisper" prompt which will identify for you the category that the caller has selected, either from the general service e.g. virgins main or from the specific service e.g. virgins direct. This will give you the opportunity to get into the right character and deliver what the caller wants.

If you are looking to be a Phone Operator, during the initial call with our staff, you will be asked to choose which categories you would like to belong to.

### **General categories available are:**

**Virgins/Barely 18**  
**Mature/Granny**  
**Black or Asian**  
**Bi-girls/lesbians**  
**Role Play**  
**Quickie**  
**Large Ladies**

You can choose as many or as few categories as you wish but we do advise that the more you record an introduction for, the greater your chances of being selected. Also, be realistic – if you choose to be placed in the virgins/barely 18 **and** the mature/grannies categories, unless you feel you can convincingly sound appropriate for each category, only pick the one that most suits your voice and

character you are portraying. The reason for this is that, as you start building up regular callers, you do not want to confuse them and possibly ruin the fantasy image they have of you.

Please note that all of these categories are fantasies and each of these categories are merely characters that you play.

### **Virgins/Barely 18**

This is self-explanatory but remember to be careful to ensure all calls are within the guidelines. For more information, please refer to our Guidelines section.

### **Mature/Granny**

A very popular category designed for men who have fantasies about elderly women

### **Black or Asian**

This is a category for callers who would like to speak to Black or Asian Operators

### **Bi-girls/Lesbians**

You do not need to be either a bi-sexual girl or a lesbian to record an introduction for this category, as long as you can portray a lesbian character and make up stories which would be appropriate to the category.

### **Role Play**

This could include a variety of fantasies/fetishes but they usually include a story which the caller will look to you to help expand and make interesting.

### **Quickie**

If a caller selects this, it usually implies that he is looking for a sexual call straight away.

Remember, you must always ask appropriate questions to confirm he is looking for a sexual chat (and that he is over 18 to begin with).

### **Large Ladies**

This category is designed for men who have fantasies about women with a full figure

**We also offer a variety of hardcore categories and, unless you are certain you are comfortable with these straight away, we have found it best to take a few weeks before entering into these categories and get yourself comfortable with the service:**

**Domination  
Submissive  
Fetish/Special Interests  
BDSM**



### **Domination**

This is a particularly popular category and callers selecting this option are looking for operators to dominate them and often inflict verbal humiliation on them. We only touch upon the detail of this category in this manual but if you have selected to place an introduction in this category, we will have sent you an appendix explaining this in more detail and there is also a separate training session available for those who wish to make the most of calls in this category. By nature of the category, you are fully in control of the conversation than perhaps in other cases and as the caller is happy to do what you say, call durations are much longer – earning you more money!

### **Submissive**

This is where the caller is more dominant and you will be taking more of a follower role. The caller is likely to know what he is looking for but make sure you are still playing an active role in the fantasy.

### **Fetish/Special Interests**

This is considered a general category that could include a variety of fantasies or fetishes. Callers to this category may have domination requirements but may separately be turned on by other activities, such as boot licking, being rubbed with balloons, being tickled with feathers...to name but a few!

### **BDSM**

This category will involve fantasies that include some form of bondage and possibly pain either received in a submissive character or supplied in the form of a dominant character.

In addition to the categories we offer by type/skill, we offer callers the option to select an operator on the area in which they are based. These regions are as follows:

**Scotland**

**Ireland**

**Midlands and Wales**

**London & the South East**

**South West**

**North East**

**North West**

**Please note that we never reveal the exact location of our operators and we discourage all our operators from giving any personal details to our callers.**

### **RECORDING INTRODUCTIONS**

When logging on for the first time you will be asked to record your introduction messages. You will have to do this for each of the categories you have selected with us. Once you have done this, you will be ready to take calls. You will not be able to take calls until the introductions have been recorded.

**THE FIRST TIME YOU LOG ON, ENSURE YOU LISTEN TO ALL THE AUDIO MESSAGES THAT ARE PROVIDED!**

### **TAKING CALLS**

When logged on, your phone will ring if a caller has selected you after listening to one of your introduction messages. To answer, lift the receiver, listen to the whisper prompt (For example, you may pick up the phone and hear "Mature, general". This will alert you that the caller expects a mature operator and that you have been selected from our general adult service)

**To accept the call, you must PRESS ANY KEY on your phone keypad**

**IMPORTANT: Here are some guidelines regarding answering calls:**

- Failing to answer calls will result in you being logged off. You will automatically be logged off the system if you miss 3 calls during any log-in period, to ensure customers don't have further unsuccessful attempts to contact you.
- You should aim to pick up your call promptly, within 3 rings of your phone or you will miss the call.
- You may want to consider having an additional line installed to avoid problems and to ensure you ONLY get calls from the system when you are working. This way, you can dedicate one line specifically to your business.



- You should not put a caller on hold or delay your callers, as this would be seen as bad service. We recommend that you:
  - do not answer calls on another telephone line, fixed or mobile;
  - do not go and answer the door so that your conversation with someone else can be heard, or leave the caller hanging on while you do this;
  - do not tell your caller to wait and leave him hanging on the line for more than 15 seconds.

**Note – one of your regular callers may have been alerted that you are online. If they try and get through to you and you do not answer, they may not come back to you or, indeed, the service. This will affect your earnings.**

Having 1571 or any other call minder or answering features on your phone will not affect calls being put through to you, nor will any of our callers be connected to your answering machine.

**PLEASE NOTE:**

**A customer has the option to end the call at any time and choose someone else to talk to. Sometimes the caller may be shy or may change his mind about talking to you, right after he hears your voice. Do not take offence if some customers disconnect as soon as you pick up a call. Just wait for the next one. Everyone has different tastes and there will be other callers who will love talking to you. In fact, you should soon have regular customers adding you as a favourite.**

# GUIDELINES

## HOW OUR SERVICES ARE REGULATED

The premium rate services we offer are regulated by **Phone paid Services Authority (PSA)**, the independent committee responsible for regulating all premium rate phone services in the UK, which is a non-profit making organisation financed by the industry.

In line with PSA regulations and legal requirements, all calls are recorded and may be monitored.

As a self-employed Chat Operator, it is important that you pay attention to the guidelines which are detailed in the next pages of this manual.

The guidelines we set in place for you come directly from those set for us as a company by the PSA. We have added to these guidelines some clarifications to make the guidance easy for you to understand and added a little more detail where we feel it is merited. It is in your own interest as an operator to follow the guidelines outlined below, as failure to do so could result in the termination of your contract and may also result in the cancellation and closure of the line you work on.

Remember that:

- The PSA has a zero-tolerance attitude towards the breach of guidelines it sets.
- By breaching these guidelines, you jeopardise your own position as a Chat Operator.
- These guidelines are here to protect you and the callers; it is in your own interest to abide by the guidelines given.
- Please keep these guidelines in mind at all times. They are regulatory requirements rather than rules set by Excel Telemedia.

You will find that once you have these guidelines in mind, they will come as second nature but you should always use the manual to remind yourself.

Here is the PSA website, where you can find the Code of Practice:

<https://psauthority.org.uk/>

# IMPORTANT GUIDELINES

**\*\*\*\* PLEASE READ CAREFULLY \*\*\*\***

**Before you can start as a Chat Operator you MUST read the guidelines below.**

Chat Operators should always follow these guidelines and should make themselves fully aware of these before they log on for the first time. All of the guidelines should be followed, as they relate to legal obligations. Failure to follow these guidelines may result in the termination of your contract.

## GENERAL GUIDELINES

### **1. SPEAKING TO UNDERAGE CALLERS IS NOT PERMITTED AND IS ILLEGAL.**

Should a caller be, or if you suspect they are under the age of 18, you must disconnect the call or stop texting. Callers must be warned before disconnection. Please do not use any sexual language BEFORE you are satisfied that the caller is over 18. If you suspect the caller is underage, ask them for their age and then their date of birth and base your decision on their answer. For your convenience a date of birth sheet is attached, so you may check that they give the correct age for the correct year. Callers who hesitate about their date of birth are usually underage. Even if the caller says he is over 18 but you do not believe them, you should disconnect the call. If you are not sure, ask him some more questions, such as what he does as a job, what he did last night etc. In this way you can clearly hear his voice, assess his answers and make your decision accordingly. If you do not believe your caller is over 18, tell him clearly that you do not believe he is and that you will have to cut him off for that reason and then disconnect him. This advice is not restricted to only the beginning of the call. If you were comfortable with the caller at the start of the call but later begin having doubts due to the nature of his voice or conversation, it's never too late to check with him on date of birth! Some examples of things he may say may be "I was at college yesterday" "It's the holidays so..." "I was playing round my friend's house". Should the caller be underage, please also pass his details, the time and date of the call to a member of the helpdesk and they will deal with this appropriately. For Phone Chat, to obtain the caller's details, hang up the phone and dial 1471. You will hear a dummy phone number which always begins with 0207 966. Note down the last 4 digits of the number, which is the caller's reference number. Text operators need to press the report button on their console and the details will be passed to the admin team automatically.

### **2. CALLERS WITHOUT BILLPAYER'S PERMISSION/UNAUTHORISED USE OF PHONE**

If a caller sounds like he's making a call on someone else's phone, ask him if he is responsible for paying the bill. If he admits that he is not or there is serious doubt ("I'm in the office and running up the boss's phone bill while he's out" for example) tell him sorry, you have to disconnect him and do so. He may be using someone else's phone. ("I'm in my Auntie's house" or "I'm at my friend's house") This is ok if the person knows about it and doesn't mind, but not if he's running up a phone bill and leaving someone else to pay it that doesn't know! Such calls are deducted from our revenues if the bill payer complains, or we may have to give them a rebate in full. If in doubt, warn the caller and then disconnect him. By questioning the caller, you may find that he is on his own mobile phone and simply in someone else's house, which is of course, completely fine.

### **3. SILENT CALLERS**

Silent callers must be warned that if they don't talk, they are going to be cut off. Several chances should be given to these callers to talk before disconnection, but this should not take more than 20 seconds. Coax the caller to speak if possible. If not, warn them they are about

to be disconnected and let someone else get on line. An example of trying to encourage them to talk would be "Hi baby, this is X. Who do I have on line? Hi, I'm sorry I can't hear you honey, please can you speak up? If you don't say hello I am going to have to disconnect. Please just say hello to me. I'm sorry I still can't hear you, so I will have to disconnect you. Sorry babe."

#### **4. TREAT ALL YOUR CALLERS EQUALLY**

All callers must be handled equally with regards to their age, sex and race. No racial comments must be made. If you cannot understand your caller because he has a foreign accent, please make this clear to him. Ask him to speak more slowly and clearly and have another go. If you really can't understand a word he says, tell him so and tell him you will just talk to him and take control of the call, but try not to ask him too many questions if you can't understand the answers! Religion is also a topic not to be discussed.

#### **5. POLITENESS**

However annoying a caller is, never lose your temper, insult him, threaten him, swear at him, or generally upset him. If he is abusive, warn him that you are going to disconnect him first, then do it. Do not give as good as you get! You must always remain calm and polite. See also 'How to deal with abusive callers', later in this manual, for details.

**6. NEVER GIVE OUT ANY PERSONAL INFORMATION** (such as email, actual addresses or telephone numbers or any personal information) about yourself or anyone else who is a contractor for the line. This is for your own safety. The callers are aware that this is not a dating service and that this is strictly a chat service. However, should a caller wish to complain, please refer him to the Customer Services Helpdesk on 0844 999 4499.

#### **7. DO NOT GIVE CALLERS OUR COMPETITORS' NUMBERS TO CALL.**

Do not give out any of our competitors' telephone numbers, websites or email addresses or give your caller any promotions of any kind. Any operator found doing so will have their contract immediately terminated.

**8. IN ORDER TO PROTECT OPERATORS AND THE COMPANY ITSELF**, please do not give out the office address. Please refer members of the public to the Customer Services number on 0844 999 4499.

**9. ENSURE YOU NEVER LEAD THE CALLER TO BELIEVE YOU WILL PAY FOR THE CALLS** if he keeps calling you, in order to increase your talk time.

**10. MAKING AGREEMENTS WITH THE CALLER TO BOOST YOUR EARNINGS IS STRICTLY PROHIBITED.** If any operator is found to be making arrangements like these with callers, they will have their contract immediately terminated.

#### **11. YOU MAY NEVER MEET A CALLER OR LET HIM THINK THAT YOU MIGHT**

Under no circumstances should you meet or arrange to meet with any of your callers. Neither should you lead the caller into thinking that meeting you in real life is a possibility.

Many of your regular callers will try to insist on this. You must firmly tell them that this is not allowed and that you are not permitted to do so.

#### **12. DELAY**

Don't delay callers, put them on hold or make them wait at all. Do not leave your phone while you are logged in. The maximum waiting time any caller should wait should be 15 seconds. Anything over this is considered a deliberate delay and may incur a fine by the Regulator.

### **13. DRUNKEN CALLERS OR CALLERS ON DRUGS**

Sometimes, particularly late at night, you may get a caller who is a little the worse for wear. Treat your caller patiently and politely and be clear with them if they are slurring or you can't understand them. Ask them to slow down, speak up, or try to speak more clearly as appropriate. If needs be, do most of the talking yourself. Callers who state they are on drugs must be warned that they should not continue this line of conversation or they will be disconnected. If they persist, then disconnect them. You must never encourage a conversation about drugs or experiences on drugs, nor must you let your caller discuss this.

**14. COMFORTABLE ENVIRONMENT** To support the above, callers should feel they are in a comfortable and confidential environment, with no fear of repercussions in using the service. Never make your caller feel inadequate.

### **15. GENERAL REMINDER AND REPORTING PROBLEM CALLERS TO US**

Calls regarding racism, violence or abuse are not to be encouraged or tolerated whether it is regarding the caller, operator or any third party (call the helpdesk if you need more details). If a caller tries to talk about any of these topics, firmly tell him that you cannot have this kind of call. Should the caller persist then terminate the call. Please pass his details, the time and date of the call to a member of the helpdesk on 0800 075 9750 and they will deal with this appropriately. To get the caller's details, hang up the phone and dial 1471. You will hear a dummy phone number. Note down the last 4 digits, which are the caller's reference number.

## **SPECIFIC GUIDANCE REGARDING SEXUAL TOPICS**

**ABSOLUTELY NEVER START TALKING ABOUT SEX UNLESS** you are sure the customer wants this type of call and that you are satisfied that they are over 18 years of age.

### **1. DO NOT DISCUSS ANY SUBJECT THAT CONCERNS MINORS OR UNDERAGE SEX**

As we cannot speak to callers under the age of 18, we also must not discuss any type of sex involving people under the age of 18, be that you, your caller or a third party. Examples of this would be acting like a schoolgirl, pretending you are 14, answering questions about what age you first began thinking about or having sex if when you did so, you were under the age of 18. For callers that like school uniforms you can refer to this as "a college girl's uniform" and make it clear that you will not play anyone underage. Likewise, callers that want to play the part of minors are not allowed - the minimum age they should play should be 18.

You should not be able to hear any children in the background of any call, either on your side or the caller's. If you can hear children on a call, tell your caller clearly that you will not continue the call and will have to disconnect him, and then do so.

### **2. DO NOT DISCUSS ANYTHING RELATED TO SEX WITH ANIMALS.**

You should also never be able to hear any animals in the background of any call, either on your side or the caller's. If you can hear an animal on a call, tell your caller clearly that you will not continue the call and will have to disconnect him, and then do so.

### **3. INCEST**

Do not talk about having sex with any family members or allow him to talk about this. Do not play the part of a mother, sister or other relative. Do not accept it if he wants to be called "Daddy" or "Uncle"

### **4. NO RELIGION**

No calls should feature religious subjects. You should not play a nun, for example.

#### **5. NECROPHILIA**

There must be no discussion about having sex with dead people!

#### **6. VIOLENCE OR CRUELTY**

Do not talk about any kind of extreme abuse such as cutting, hanging, suffocation or any other dangerous practices. Discourage the caller from talking about any of those, particularly in domination calls and make it clear that you are only talking about a fantasy and not things that you want the caller to do in real life. Also, avoid telling your caller to insert anything anally, again unless you make it clear it is a fantasy.

#### **7. WATERSPORTS and SCATOLOGY**

Do not talk about these categories if you feel uncomfortable or offended. These topics are acceptable as long as both the caller and you are comfortable.

#### **8. SEX ON DRUGS**

Drugs as a conversation are off limits. If callers say they are off their heads on some substance, you must NOT discuss this, admit to taking drugs or tell them you approve. You may say that you are not allowed to talk about drugs.

#### **9. PROSTITUTION**

Prostitution is illegal and therefore should not be discussed as a desirable topic. Also, please do not play a prostitute in a role play scenario.

#### **10. ANYTHING ELSE ILLEGAL, VILE OR DISTASTEFUL**

You do not have to talk about anything which most people would consider to be revolting or distasteful that is not included in the above list. You should not discuss anything else that is illegal, even if not included in the above list

# WHAT IT TAKES TO HAVE A SUCCESSFUL CONVERSATION WITH A CALLER

## General introduction

In this section we will clearly outline what it takes to have a successful and long conversation with a caller.

To start off with, you will see a selection of general tips that we think calls should include/avoid.

Finally, we will explain the best way for you to handle difficult callers.

## GOOD elements a call SHOULD contain:



First of all, make sure you are comfortable before you start taking calls and that you will not sound tired over the phone, as callers can sense this and may decide to end the call.

Ensure you introduce yourself, as this usually makes the caller feel at ease. Also, sound clear and confident with a sexy and appealing tone so the caller is engaged right from the start of the call.

## STARTING YOUR CALL

### 1. A SOFT HELLO

The first word you will say when you greet your caller is "hello". Believe it or not, even the word "hello" can make a difference as to whether your caller stays on the line or not! Say "hello" clearly but with a soft, friendly sounding, non-threatening and enticing voice at all times, unless doing a domination call. This will stop callers being put off and hanging up.

### 2. GREETING YOUR CALLER and YOUR OPENING INTRODUCTION

Your caller should say "hello" right back at you. If he doesn't, say "hello" again. If he still doesn't speak, follow the guidelines set out above on encouraging silent callers to speak (page number here)

If your caller does speak, you now want to be sure he is over 18. To do this, you need to clearly hear his voice. Start chatting with him but do not make any references to sex or start a sexual chat and do not use words like "horny" before you feel sure that he is over 18 and can stay on the line.

If you do not think your caller is over 18, follow the guidelines set out above on underage callers.

Once your caller has said hello, greet him with your character name, using your voice to match that of your created character. Give him your ID number in case he gets cut off and tell him a bit about yourself. What you tell him should match what you have said for that category in your introduction message.

**SPEAK SLOWLY AND CLEARLY.** Try and speak at least 20% slower than you normally would in real life. This helps you sound relaxed, allows you to put pauses to think of where to go next in the middle of sentences if you need them, and stops the caller from hurrying along.

### 3. MOVING INTO THE CHAT

Keeping your pace slow and consistent at the beginning of the call is important. This allows you to speed up at the end of the call and build some momentum.

Try and lead the call so there are no long silences.

### **Ask open questions.**

To start chatting, ask your caller OPEN questions. These are questions that he cannot simply answer "yes" or "no" to. These questions are important as they help relax the caller to feel comfortable with you and also, depending on his answers, help you assess what kind of caller this is and what state he is in, for example bright, relaxed, horny, in a hurry, drunk etc. Also, the more you can hear his voice at this stage, the more quickly you can assess him and get a picture of what he is like.

Some examples of open questions are;

- How are you feeling tonight?
- Whereabouts are you calling from?
- What have you been up to tonight?
- Whereabouts in the house, are you?
- How old are you?
- What do you look like?
- What are you wearing?
- What have you been up to at work today?
- What do you do as a job?

You can ask several questions depending on the willingness of your caller to chat. If he is huffing and puffing and clearly impatient, then just ask 2 or 3. If he is responsive and seems to be enjoying the chat, go for more. From any of the above, you could also move into sexual chat at any time, but DO NOT move into sexual chat if you do not have to and do keep chatting away with your caller!

If a caller seems to want to go straight into a sexual call, you may enter it as long as you are satisfied that your caller is over 18. In this case, you may avoid asking too many non-sexual questions and hop onto sexual questioning (see below).

Avoid asking callers if they are married, have kids or are single. This may lead to the caller feeling discouraged to continue the call.

You can also exchange information, so when he gives an answer, you can respond in kind or keep control of the call by changing its direction and moving towards sexual chat.

### **Example 1**

YOU: "Whereabouts in the house are you?"

CALLER: "In my bedroom"

YOU: "Mm, are you lying on your bed?"

CALLER: "Yes, I am"

YOU: "Well now there's a coincidence, because I'm lying on my bed too. Let me tell you what I look like lying on my bed, shall I?" (Then use description to tell your caller what position you are in and what you are wearing to lead into soft sexual chat)

### **Example 2**

YOU: "Have you been to work today?"

Caller: "Yes I have... earlier on"

YOU: "What do you do for a job?"

Caller: "I work as a painter and decorator"

YOU: "Ooh, do you wear overalls when you paint?" (move into fantasy about painter turning up at your house and what happens when he sees you get out of the shower) or

YOU: "Do you have a van? I've always wanted to have sex in the back of a van!" or



You "Mmm, I really love guys that work with their hands, they are usually great in bed, really know how to handle a girl...."

A great skill is the ability to be able to create scenes and scenarios whilst talking.

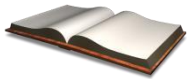
#### 4. GETTING INTO SEXUAL CHAT

If you have trouble with this though, after you have asked some clean chat questions you can continue the line of questioning and move into more sexual questions. Here are some examples:

- Have you ever called one of these lines before?
- What kind of girls do you like?
- What turns you on about a girl?
- What is your biggest turn on?
- Who is your ideal woman?
- What kind of sex do you like?
- What kind of man are you? - A boob man? A leg man?
- Have you ever had sex outside?
- Have you ever had a threesome? What was it like?
- Have you ever used a sex toy?
- Have you got a special fantasy you want us to talk about?
- Are there any words that you want me to use to turn you on?
- When did you last have sex?

This will allow you to quickly create the fantasy he is looking for.

Do not bother asking the caller if he is horny. This question is not needed! He is calling an adult sex line, so it's pretty obvious that he is horny! Also, asking how he is feeling will usually give you the same answer, so you are advised to miss that question out too!



Look out for clues in what he says to build sexual scenarios. Creativity is key when thinking about such things as storytelling or applying different outfits such as a college girl uniform, nurses, maids etc to fit a given fantasy.

#### 5. BUILDING THE CALL

Listen to the sort of language the caller uses i.e. if he calls you "babes" or "darling", try also using these words. If he uses the word "pussy", use that word and not another. This immediately can help you generate a bond with the caller and make him feel like you two are connected. Understand the power of these words, too, pronouncing his chosen "hot" words slowly and sexily and purposefully can really get him going, but using them too much and too hotly will have him getting very excited very quickly!

Use the caller's name as often as possible. This helps personalise the call and makes your caller feel special.

Look out for his answers to your questions and always listen carefully. Him saying he is on his sofa is a possible sexual scenario. Him saying he works in an office gives you another possible sexual scenario.

Also, you can take yourself to him in the fantasy ("Imagine me coming into your bedroom wearing my little black basque. I'm going to get down on my hands and knees and crawl across the floor with my peachy bottom in the air")

**OR**

He can come to you (but be careful he doesn't think he can do this in real life!) "Mmm so as you imagine me in that position sprawled out on my big bed in my little red knickers, I want you to imagine you are standing in the doorway watching me"

**OR**

You can be in fantasyland "Mmm I want you to imagine that we are in a nightclub together, that nightclub that you were at earlier you told me about...and you see me at the bar. I'm wearing a low-cut dress, and I have my long hair tied up so you can see the back of my neck. You can see my big boobs thrusting out at the top of my dress. Looking at them makes your cock twitch in your trousers. You can see a little bead of sweat just glistening on the back of my neck....."

It is important to always keep things fresh and different so the caller has a desire to come back to you time and time again.

Try and have phone sex WITH your caller. Many operators just talk AT their callers and this is not a satisfactory caller experience. Always make sure he is enjoying himself at every stage in the call. Ask him if he likes what you are doing. Ask him where he thinks his hands would be and what they would be doing if you were doing XYZ to him.

Use appropriate sexual noises but not to excess; some moaning and groaning is good, but not for the whole call otherwise the caller will get bored!

**LEARN THE POWER OF DIRT AND DETAIL-** Making the sex real

One of the most important things to learn and to practice is the art of really good phone sex. This is ultimately why the caller is ringing you and the better you do it, the more callers you will have coming back for more. Develop your own style but be aware of the power of hot phrases and words and do not overuse them until the VERY END OF THE CALL. Good sex is not only dirty words, it is the art of combining the dirty words and hot phrases with juicy, realistic detail.

It is the detail and descriptions that you give in the call that make the sex seem real to the caller, so he can REALLY see it in his head and it feels like a REAL experience.

HOT PHRASE = Stick your cock into my hot pussy and fuck me baby

DETAIL = Mmm, I want to feel every single inch of that cock of yours inside me. Take your cock in your hand and then imagine that you are pushing it all the way into my tight, hot, wet little pussy. Mmm, I'm lying on my back with my legs spread so wide. Can you imagine what that would look like? Mmm, my pussy is wide open for you baby and you can see how excited my clit is. My big tits are sticking up in the air. I want to feel your hands squeezing around them while you fuck me. And while you do that I'm going to reach up and grab you by the waist to try to pull you into me further. Mmm, that feels so good."

The combination of dirt and detail is important and when you get really good at your sex chat, you will learn to use more detail with one caller and more dirt with another. For demanding callers, give them dirt first. That way, they think they are getting what they want and then slyly stick some detail in. If you are good, they will just enjoy the call and not even realise you are slowing them down. Then just when they think you are not being filthy enough - BAM!! - Some more filth comes their way and then a little bit more detail.... It is the art of these combinations and you reading the caller all the way that will make you not just a GOOD operator but a BRILLIANT one!

**DO NOT USE A STRING OF FILTHY WORDS** - All this will do is excite your caller and get him off the phone in less than 3 minutes!

With a bit of preparation, you can also look at creating some sound effects to create more of a realistic experience i.e. making sounds with your mouth to give an oral impression, using objects such as an electric toothbrush for the sound of a vibrator.

## 6. A FABULOUS CRESCENDO

Keep using dirt and description as you build the call to its final crescendo. As it progresses and you reach the climax, use more dirt and less detail! Interject this with genuine sounding moans and tell the caller how much you like what you are talking about doing.

Vary your moans; there are lots of ways to do it! Gentle moaning, panting, groaning, screaming! And always interject your moaning with hot phrases - do not just moan and groan until the end of the call! Try to build a rapport with the caller, asking him if he enjoyed himself

Tell the caller how much you enjoyed the experience with him.

Thank the caller for calling and remind him of your ID number. Tell him you really hope you can talk with him again soon. Feel free to tell him when you are usually on the line and he can find you if he asks.

**Finally advise the caller of the FAVOURITES BUTTON to contact you again.**

This is the "star" \* key on the telephone keypad. This button is a tool the caller can use to flag favourite operators. If they flag you as a favourite, they have identified you as someone they would like to come through to again and the \* button allows them to bookmark you so they can come straight through to you the next time they come to the service. **This last point is very important.** The research we have carried out shows that a high number of repeat callers will go directly to one of their favourites.

**N.B. It is also a good idea to give the caller your User ID number as well.**

### Elements that calls **SHOULD NOT** contain:



- Sounding disinterested, tired or bored (you are recommended not to use the service if you are tired)
- Making excessive sexual noises throughout the call
- Not listening to callers' requests properly
- Being abrupt and coming across unprofessionally
- Not asking open questions
- Asking too many open questions when the caller just wants to enter into a sexual call
- Not tailoring the call to suit the caller
- Sounding startled when answering a call
- Making assumptions on the caller's fantasies
- Taking too much control of the call

## KNOWING CALLERS' FETISHES

At the point when the caller indicates that he would like the call to become a sexual one, it may become clear that he may want to lead the call in a particular way. Everyone has their own preferences when it comes to sex and some of these may be considered a little more hardcore or unusual.



Now many of you would have heard of or have experience in many of these fetishes but it is still worth making sure you know at least something about as many fetishes as you can. At the end of this manual, we have provided some very useful links and the forum also provides an extremely useful and unique arena for you to gain information about fetishes.

The more knowledge you can gain and the more interests you can cater for, the more callers you'll get. As well as volume, if you pander to their desires, research has shown that this is where the longest calls can come from and therefore can make you the most money! A key tip here is; as soon as you enter into a sexual call, ask the caller if they have any particular fetishes or fantasies so you can tailor the call accordingly.



Feel free to be honest with your caller. If he mentions something and you don't know what it is, you can't really pretend you do, so just ask him what he means. Admit you have never tried that but are usually very willing to learn.

## HOW TO HANDLE DIFFICULT CALLERS

From time to time, you may encounter a caller who may be abusive or wishes to talk about illegal content. Although this is not a normal occurrence, you need to be aware of how to deal with a call like this if one presents itself to you.



First of all, **do not argue back!** Try your best to cool the situation down and do your best to diffuse the moment. Empathy is a good trick here and tell him you are sorry and suggest if he is unhappy, maybe he would prefer to go back through to the main menu or would like to contact our Customer Services Desk on **0800 075 9750**.

If this doesn't work and the caller is still abusive, you may kindly inform him that you are ending the call and then you may hang up.

Once this has happened, remember to go back and find the number he has come through on, contact us and we will get that number barred!

It is important that you do not take this personally. The caller is not having a go at you, although it may appear that way sometimes. Remember you are a fantasy figure and none of it is a reflection on the real you!

If you should receive a call that appears to be silent, give the caller a reasonable amount of time to say something. If that is unsuccessful ask the caller two questions and if, after those two questions, you receive no answer you must end the call immediately.

From everyone here at Excel Telemedia, we just want to wish you good luck and hope you find this opportunity as rewarding and exciting as so many other operators have!

# FEES

## FEES

### FEES FOR CHAT OPERATORS

Unlike many other companies in our field, at Excel Telemedia we believe that Chat Operators should receive payment for every minute and second spent in live calls. Find below the rates correct as of February 2020.



#### **Phone Chat:**

Our Phone Chat rates are most competitive between 9pm and 9am where you can earn up to £10.80 per hour. If you take a call that carries over across two bands, you will be paid for that call according to the rate in the band the call was started, e.g. if you start a call in the Night band and the call carries over to Day band then you will be paid according to the rates in Night band.

**Day band – 9am to 9pm: 16p/minute**

**Night band – 9pm to 9am: 18p/minute**

Please note that rates may change and if so, we will give you one week's notice.

Over the Christmas period, we usually operate a system whereby you may be paid an enhanced fixed rate for minimum shift periods. We will communicate details of this to you separately when appropriate. Any work over this period remains entirely discretionary; you are not guaranteed any minimum amount of services and fees and have no obligation to provide any minimum level of services.

### WHEN YOU RECEIVE YOUR PAY

We operate an automated invoice and payment system and you will be paid every week directly into your bank account. If you do not earn at least £10, the amount will be brought forward to the next pay period. If your balance is still under £10 by that pay day, that balance will be rolled over until your cumulative earnings are over £10. Please note that you will not be paid for any length of time that you are logged on to the system waiting for a call. You will be paid in accordance with the above scheme based on the time you spend in actual conversations.

## HOW TO CHECK YOUR PAY

There are several ways that you can check how much you have earned in each pay period:

#### **Option 1 -Checking your pay over the phone with the helpdesk (office hours only)**

Call our customer service team on **0800 075 9750** Monday to Friday from (9:00am to 5:00pm) Make sure you have all your personal details to hand so that the team can process your request as efficiently as possible.

#### **Option 2 – Checking your revenue on the operator log in line**

**Step 1:** Dial the free phone log in number 0800 075 0167 and log in

**Step 2:** Select option 3 to check your revenue

**Step 3:** You will be prompted to enter an 8-digit **START DATE** and **END DATE** for your required revenue report.

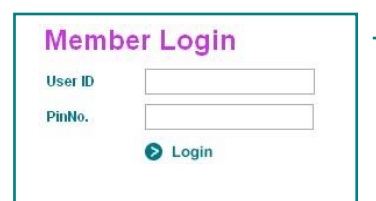
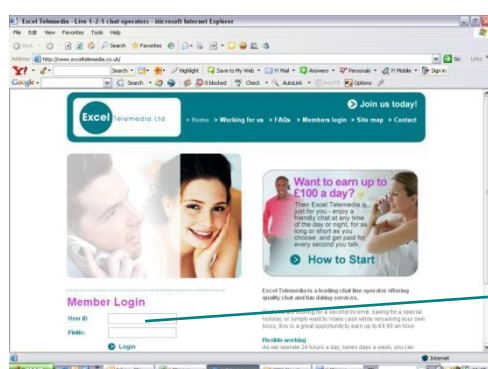
For example, if you require the 26<sup>th</sup> June 2017 as your start date and 9<sup>th</sup> July 2017 as your end date you would enter it in dd/mm/yyyy format. For example: start date **26062017** and end date **09072017**

**Note: The pay period cut off point is Sunday. Payments are made on the Thursday after the cut-off date. The dates can be found on the Excel Telemedia website.**

### [Option 3 – Checking your pay via our Excel Telemedia website](#)

**Step 1:** Visit our website on [www.exceltelemedia.co.uk](http://www.exceltelemedia.co.uk)

**Step 2:** Enter your **USER ID** and **PIN NUMBER**



**Step 3:** Select **REPORTS**

**Step 4:** Enter the date range in the scroll bars.

**Step 5:** You then have the option to view the details of each page you require. The total revenue is indicated at the bottom of the report.

302	Grand Total	5:56 (average for 302)	1794:28	302/302	-	£ 245.25
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Please note, due to the fact that you will receive payment for every second that you are in a live call, the rates portrayed on the site and log-in line may vary slightly from those shown in your actual pay. Please use these as a guide only. It will never be more than a pound out and the actual pay column is always the accurate one.

# USEFUL LINKS

## USEFUL LINKS

We have trawled the web for the most useful resources for you. From sound effects to sexual language, it's all here:

The Sex Dictionary - <http://www.thesexdictionary.com/>

Some Erotic Stories - <http://www.shorteroticstories.com/>

Some Domination Advice - [www.uk-mistress.com](http://www.uk-mistress.com)

Sexual Fetishes - <http://www.thefetishlist.com/definitions.htm>

And the best resource of all: <http://exceltelemedia.mywowbb.com/> - Our chat board!





**USEFUL CONTACT DETAILS:**

**Website address:**

[www.exceltelemedia.co.uk](http://www.exceltelemedia.co.uk)

**Help Desk number:**

0800 075 9750

**Help Desk opening hours:**

24 hours a day, 7 days a week for general enquiries and technical faults.

Monday to Friday, between 10am – 6.30pm for all other personal / administrative queries.

**Email address for queries:**

To receive a prompt response, please contact us at the following address:

[info@exceltelemedia.co.uk](mailto:info@exceltelemedia.co.uk)

**Training Line**

0800 075 1888 Log

**On Line:**

0800 075 0167

**Company address:**

Excel Telemedia Ltd/ 4D Interactive

PO Box 2814

Thornton Heath CR7 9FA

*(Do not give this address out to callers)*

**CALLERS' CUSTOMER SERVICE NUMBER:**

**020 7966 9676 (24x7 line)**