



Tarot, Psychic, Medium Reader Handbook

Thank you for your interest in becoming a Reader with LiveLines UK. We are pleased to have you on board! This Information Pack will provide you with lots of information about taking calls from home and should answer many of your questions.

Becoming a Reader is a flexible way of earning money from home, whilst helping people by using your Spiritual abilities. Our Readers read for people from all over the world and we provide readings 24 hours a day.

If you do have any further questions, please telephone our team using the following contact numbers, press option 3 to go through to the office team.

UK HEAD OFFICE: 01604 824290 | **AUSTRALIA:** 02 4312 7220

USA: 347-943-0209 | **CANADA:** 647-313-3077

All about becoming a Reader for LiveLines UK

- ✓ **You take calls when you want to, there are calls available 24 hours a day**
- ✓ **This is a flexible way of working to suit you**
- ✓ **You set your own hours to take calls, you can log on and off when you like**
- ✓ **Great rates of pay**
- ✓ **Paid every 2 weeks, via bank transfer, Cheque or PayPal**
- ✓ **A very busy service, with lots of calls to answer**
- ✓ **100% Confidential, callers do not know your details or telephone number**

We are an extremely busy Tarot, Psychic and Medium service and we take calls from the UK and internationally as well. If you have a Spiritual ability, either with Tarot, Psychic, Medium or Angel Card readings, then we would like you to join our busy team and start earning money from home. Please note, we do not provide training on how to conduct readings and you need knowledge of how to read before you apply with us. Your experience could include, reading for family and friends and in a professional sense.

The 'Trusted Psychics' Service

We are an UK based company offering our Psychic, Tarot, Medium and Angel Card services throughout Australia, USA, Canada, UK and other parts of the world.

We do work slightly differently from other companies as we offer our customers the cheapest rates to call our service. Currently in the UK we only charge 46p per minute which is substantially lower than our competitors. This means that more consumers are able to afford our service which means there are a lot more calls for you to answer! We are always evolving and we have other brands that

run alongside Trusted Psychics. We do this to ensure that our services are fresh, up to date and what our callers really want.

What are the requirements?

To become a Reader with LiveLines UK, you must be over 18 years old. You must have a **good telephone manner** that is compassionate and friendly and also have a Spiritual ability.

Currently we can send calls to the following countries:

UK: You must have a UK Landline or a mobile phone

USA: You must either have a landline or cell phone

Australia: You must have a landline

Canada: You must have a landline

Other countries: We can send you calls through Skype or your chosen VoIP provider. To do this, you need to purchase a **UK number** through Skype or your alternative VoIP provider. Once we have your Skype or VoIP telephone number, we can then send you calls. To take calls on Skype, you will need to have a very good broadband connection. Please telephone the office so that we can check the call quality on your service.

When should I work?

It is completely up to you! We receive calls 24 hours a day, 7 days a week. You can log on whenever you are free to take calls. The more log on hours you do, the more calls you will receive and the more money you will make. Your regular callers will want to get back through to you, so it is best to do as many log on hours as you can.

Allocated Shift

During your training, we will ask you if you can do an **“Allocated Shift.”** This shift is **only once a week** and you can choose from the following allocated shifts:

Night Shift: 12-6am

Split Night Shift: 10pm-1am (twice a week)

Morning Shift: 6am-12pm

Weekend afternoon shift: 12pm-6pm

We ask you to do 1 x allocated shift a week because we are so busy during the above times. It does help us to cover the calls better so that in turn we receive **more calls overall**. If you cannot do an allocated shift, please inform us when we book you in for your telephone training.

Important Information on how to take calls on our service

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 the **“Log on Number”** You will be given this during your training session.
- Enter your PIN and PASS number when prompted

- You will then hear a management message, please press the “hash” key if you would like to skip this.
- Then press **option 1 to Log On.**
- Once you have pressed option 1 the system will tell you that, **“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 Number”**
- Enter your PIN and PASS number when prompted
- Then press **option 1 to Log Off.**
- Once you have pressed option 1 the system will tell you that, **“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 connect you to the caller.

The Introduction Message

You need to make a front introduction message that is around 50-60 seconds long. The introduction message is what the callers will hear when you are logged on. Your introduction message should include the following;

- ✓ Your reader name
- ✓ What your spiritual abilities are
- ✓ Your experience with conducting readings
- ✓ If you specialise in any particular are, such as love and relationships
- ✓ A brief summary of your character. For example are you, non –judgement, compassionate etc..

When we train you, we will provide you with some example messages to help you with your own message.

How to record your message:

- Dial the Log On number
- Enter your PIN & PASS 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.
- Record your message and select option 3 to save the message when you have finished.

✓ 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.

The On-Line Profile

With an on-line profile, you will receive a lot more calls. It is important that you have this profile and after your training we will email you 5 set questions to answer. With your responses, we will upload your profile to all of our websites. You can see your profile on our main website www.trusted-psychics.co.uk.

You do not need to send us a photo for your profile as we can use a stock photo; however callers like to connect to readers with real photos as it makes the connection feel more genuine.

Due to regulations, you cannot use the following words in your on-line profile:
ACCURATE, HONEST, TRUST WORTHY, HELP & CHANGE YOUR LIFE STATEMENTS.

Important things to remember when taking calls

- All calls must be answered within **three** rings of your phone, **two rings** if you live outside of the UK.
- 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, the service will log you off.
- You must not have **call waiting, ring back service, withheld call barring, or any voicemail service** on your phone line whilst you are logged on. These services normally stay on your line permanently so you must call your Service Provider and ask for them to be removed, this usually take 1-2 days to complete.
- All calls are recorded in compliance with the 'Phone-Paid Services Authority' code of practice. Your personal details are kept completely confidential always. No-one else except management has access to your voice recordings.
- 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.
- **If your PIN or PASS number is inactive for 20 days, we will remove your account from the service. If this happens, and you would like to return, please telephone the office.**

We are licensed by the Phone-Paid Services Authority, the regulator for Premium Rate Phone services. We must adhere to certain regulations whilst taking calls and they are listed below. If you do not fully understand the regulations, then you must speak to the office before you start to take calls. We listen to calls to ensure that regulations are being met by all operators.

The Regulations

Regulation Notice:

When you receive your telephone training, we will inform you of the regulations again. If you have to terminate a call, due to regulations then you say to the caller, "I am terminating this call, because" You then give a short reason 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 that require specialist advice. We are providing an entertainment service and want to make the caller feel at ease, always.

Personal Details & Meeting:

Never give out any of your personal details, it doesn't matter how genuine the caller sounds. The same applies to the caller; you must not agree to ring him on his personal phone, agree to meet with him or take down any of his personal details.

Do not give out any telephone numbers on the service, this includes your own or another Premium Rate Number. If a caller has a complaint, they can email: payments@livelinesuk.com

Underage Callers:

If you think that a caller sounds under the age of 18 years old, please ask for their Date of Birth. If they get the date wrong, hesitate or you still have any suspicions, please terminate the call. Underage callers are obvious and we must not prolong these callers in any circumstances.

Silent Callers:

You may receive some callers that will not speak on the phone. We have around 30 seconds from the start of the call to try and get them to speak to us. If the caller does not say anything then we must terminate the call. We must do this as the caller may be under the age of 18 years old.

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

If a caller informs you that he is using a stolen phone or that he is using someone's phone without their permission, we must terminate the call immediately.

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.
- Any illegal subjects

**These regulations may seem a bit daunting but we will go through these with you.
Terminating a call is quite rare as all the callers know that the calls are recorded.**

✓ **You cannot give readings on the following topics: Health (including pregnancy) legal advice or any advice that requires a qualification or specialist advice.**

The Payment Structure

Your revenues are paid by your chosen payment method every two weeks on a Friday; you can download your revenue statements from your on-line revenue section. During your training, you will be told your first payment date.

Our working week is from Monday to Sunday midnight.

We do not charge you any upfront fees however we do charge you a £10 administration fee. The £10 admin fee will be deducted from your first set of revenues. **There are no other fees or charges.**

Revenue Out payments

LiveLines UK Ltd | 35 Marefair, Northampton, England, NN1 1SR | jo@livelinesuk.com lauren@livelinesuk.com
Telephone UK: 01604 824290 | USA: 347-943-0209 | Australia: 02 4312 7220 | Canada: 647-313-3077
Company Registration Number: 04145064

Payment schedule for Tarot & Psychic Operator Calls

✓ Service	UK Normal Rate Calls	UK Higher Rate Calls *	UK Mobile (all hours)	USA Normal Rate Calls	USA Higher Rate Calls
Tarot & Psychic Calls	£0.16 per/min	£0.21 per/min	£0.14 or £0.19 per/min	\$0.20 per/min	\$0.26 per/min
		UK Higher Rate Calls * (20+ hrs)			
Tarot & Psychic Calls	N/A	£0.23 per/min	N/A	N/A	N/A
SMS Service	£0.10 per/msg	£0.15 per/pic			

Operators who do the following hours receive a higher rate per minute, this excludes operators receiving calls on their mobile and international operators not using a UK VOIP number.

Tarot / Psychic Chat – The £0.21 rate increases to £0.23 per minute if 20+ log on hours are completed per week of the pay run.

* There are two rates for the tarot and psychic chat, either £0.16 or £0.21 – the rate you are paid depends on where the caller dials from as some callers pay more than others. There are a large % of £0.21 per minute calls

✓ The rates for international operators are a guide only as conversion rates do go up and down. To convert the UK rate into your currency, please visit: <http://www.xe.com/currencyconverter>

Please note that your revenue statement will show your revenue in British Pounds. Also, your call times and log on hours will be shown in British time, GMT.

- You are paid for your talk time on the phone to the caller.
- You are not paid for the first minute of each call.
- You are classified as a freelance, non-exclusive Operator; therefore, we do not deduct any tax or national insurance from your revenues.

You're On-Line Revenue Section

You can see your call stats; log on hours and revenue statements, using the following link: <http://login.livelinesuk.co.uk> during your training, you will be given your login details.

What happens next?

Once we have received your application form, we will contact you to book you in for your telephone training session at a time convenient for you. Once your training has been completed and your message has been verified, you can then log on and start taking calls.

What happens during the training session?

The training session is not a test! We are simply informing you of the regulations, how you log on and off the service, how you record your messages and we also give you some tips for when you are receiving calls. The training process takes around 20-30 minutes. Once you log on, we will listen to your calls to ensure that you are providing a good service to our callers. We listen to your calls the day after they have taken place.

How do I apply?

You can apply at www.livelinesukjobs.co.uk/apply or alternatively you can telephone our office and we will post you the forms. We only post forms to operators within the UK.

Useful Information

LiveLines UK Ltd contact information:

35 Marefair
Northampton
England
United Kingdom
NN1 1SR

(w) www.livelinesuk.com

(w) www.livelinesukjobs.co.uk

(w) www.livelinesukjobs.co.uk/apply

(w) <http://blog.livelinesukjobs.co.uk>

UK: 01604 824290

UK Team Leader Number: 0343 290 8899

USA: 347-943-0209

AUSTRALIA: 02 4312 7220

CANADA: 647-313-3077

Office opening hours are 9am-5pm, Monday-Friday GMT.

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

APPLICATION FORM – LIVELINESUKJOBS.CO.UK**Position of Self Employed – Non-Exclusive Operator****PLEASE PLACE AN X IN THE POSITION YOU ARE APPLYING FOR****ADULT CHATLINE OPERATOR****TAROT / PSYCHIC / MEDIUM OPERATOR**

FULL NAME	
POSTAL ADDRESS (INCLUDING POSTCODE)	
HOME TELEPHONE NUMBER (where calls will be received)	
MOBILE TELEPHONE NUMBER	
EMAIL ADDRESS	
DATE OF BIRTH & AGE (You must be over 18 years old to apply)	
Can you do 1 x Allocated Shift per week? (Please see page 2 for further information)	

UK PAYMENT DETAILS (For revenue payments)	
SORT CODE	
ACCOUNT NUMBER (Must be an 8-digit number)	
Reference or Roll Number if Applicable	
CHEQUE (yes/no)	

- Please note that we only request your bank details so that we can make payments to you for your calls. You can provide us with these details after your telephone training if you prefer.
- If you would like to post your application form and contract back to us, please post to:
LiveLines UK Ltd | 35 Marefair | Northampton | NN1 1SR.
Alternatively, you can scan the forms to us: lauren@livelinesuk.com or you can apply online:
www.livelinesukjobs.co.uk/apply

LIVELINES UK LTD NON-EXCLUSIVE, INDEPENDENT SELF-EMPLOYED OPERATOR CONTRACT

1. PROVISION OF THE SERVICES: The operator shall supply the Services described in the relevant handbook 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 on the service will have their Contract terminated. 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 revenue statement which will be uploaded to the operator's online login section.

Payment schedule for Tarot & Psychic Operator Calls

✓ Service	UK Normal Rate Calls	UK Higher Rate Calls *	UK Mobile (all hours)	USA Normal Rate Calls	USA Higher Rate Calls
Tarot & Psychic Calls	£0.16 per/min	£0.21 per/min	£0.14 or £0.19 per/min	\$0.20 per/min	\$0.26 per/min
		UK Higher Rate Calls * (20+ hrs)			
Tarot & Psychic Calls	N/A	£0.23 per/min	N/A	N/A	N/A
SMS Service	£0.10 per/msg	£0.15 per/pic			

Payment schedule for Adult Chat Line Operator Calls

✓ Service	UK (0-25hrs)	UK (25+ hrs)	UK Mobile (all hours)	USA (all hours)	AUSTRALIA (all hours)
Adult Chat calls	14p per/min	15p per/min	12p per/min	\$0.17 per/min	\$0.22 per/min
Party Chat calls	10p per/min	10p per/min	10p per/min	\$0.12 per/min	\$0.16 per/min
SMS Service	£0.10 per/msg	£0.15 per/pic			

Operators who do the following hours receive a higher rate per minute, this excludes operators receiving calls on their mobile and international operators not using a UK VOIP number.

Adult Chat – Increases to 15p per minute if 25+ hours log on time are completed per week of the pay run.

Tarot / Psychic Chat – The £0.21 rate increases to £0.23 per minute if 20+ log on hours are completed per week of the pay run.

* There are two rates for the tarot and psychic chat, either £0.16 or £0.21 – the rate you are paid depends on where the caller dials from as some callers pay more than others. There are a large % of £0.21 per minute calls.

✓ **The rates for international operators are a guide only as conversion rates do go up and down.** To convert the UK rate into your currency, please visit: <http://www.xe.com/currencyconverter>
Please note that your revenue statement will show your revenue in British Pounds. Also, your call times and log on hours will be shown in British time, GMT.

Operator 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 your chosen payment method. We charge each Operator a **one off** £10 Admin Fee; this is deducted from the Operator's first revenue payment.

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 this 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 we have stipulated have not been adhered to by the Operator.

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Telephone UK: 01604 824290 | USA: 347-943-0209 | Australia: 02 4312 7220 | Canada: 647-313-3077
Company Registration Number: 04145064

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. All live calls are recorded.

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 disclose to anyone any confidential information concerning the affairs of Livelines UK LTD. LiveLines UK Ltd will keep all information strictly confidential and will only disclose information to recognized Authorities, if requested.

7. TAXATION: Livelines UK LTD shall have no liability for any TAX, National Insurance or similar Payments in respect of the sums paid by Livelines UK LTD to the Operator. The Operator 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 because of the payments made by Livelines UK LTD to the Operator.

8. Phone-Paid Service Authority The supplier warrants that they have read the relevant and up to date handbook 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 always. Full and complete copies of the code are available upon request or available at <http://psauthority.org.uk/> The Operator must be terminated a call straight away if they believe the caller is an obvious minor (under 18 years old).

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

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.

12. PERSONAL DETAILS: You confirm that you have provided LiveLines UK with valid and correct details. You agree that you are applying with your real name and that you have supplied the correct Date of Birth.

By signing this agreement, you agree that you are entering into a self-employment contract offering Operator services to LiveLines UK Ltd on a non-exclusive basis. You agree that you are not an employee of LiveLines UK Ltd and that all tax and national insurance contributions will be paid by yourself. By signing below, you agree to all terms of the contract and that you have read and understood the relevant handbook.

Full Name	
Signature	
Date of Signature	