System Specifications
Tele Pay USA Call Center
Log On/Off

Toll Free Log on Number  Back up Log on Number
1-888-753-8595 1-954-660-2700

Please remember the following in order to have a positive experience when logged into our system:

**Log On/Off**

1. Dial the log-on/off number 1-888-753-8595.

2. The automated system will ask you to enter your ID number followed by the pound sign & your password (your current password is the last 4 digits of your phone number) followed by the pound sign.

3. HANG UP your phone and be ready to accept calls. Your extension is now logged on, callers are able to select YOUR extension.

4. **1st Ring pick up is important:**
   a. Make sure to answer your phone on the 1st ring.
   b. Listen to the whisper message one time only.
   c. Push one (1) to accept the call and say HELLO right away. **(Note: the system only allows a certain amount of rings for you to answer, so if you don’t answer right away your call will go to another agent.)**
   d. Give the callers a realistic name. Such as Jennifer, Nicole, Kim, etc, etc; DO NOT use name like Bubbles, Honey, Mercedes, Sugar, Porsche, etc... Etc. ....
   e. When you are done with your call hang up, this lets the system know you are ready for your next call.

5. You MUST accept ALL calls while logged in.

6. Give callers your EXTENSION number. This is the only way a caller can get back to you so make sure that somewhere in the conversation you give out your EXTENSION number.

7. DO NOT give any personal information, e-mail address, website or solicit for another company. Never ask a caller how many minutes they paid for. Never ask a call what number they dialed. We are a service bureau and our job is to answer the calls only!

8. When you are ready to stop taking calls, make sure you call 1-888-753-8595 to log OUT. If you don’t the system will continue to send calls.

***Remember, you can log yourself in as much as you want. We are open 24 hours a day/ 7 days a week. We will call to ask you if you are able to log in to take calls. (Yes, even at night time!!! ☄️)***

Please if you do not want to be disturbed at any given time of the day or night, turn your ringers off!!!

It’s not how many calls you take but HOW LONG you keep EACH caller on your phone. The LONGER your calls are the better your overall hold time the more money you make.

Please direct ALL your questions to:
questions@telepayusa.com
Check your Stats Online Here’s how:

Call Dispatch at 1-800-470-1001 or e-mail questions@telepayusa.com for your password. Give them your 4 digit EXTENSION number and let them know you are requesting your PASSWORD for the online stats.

Log on to www.icminutes.com.

Simply type your ID, password and the date(s) you want. Remember all stats are for the prior day. The numbers are NON AUDITED and only ballpark.

See example below:

IC Realtime Reporting System

If you do exactly as shown above you will get the following:

All Calls for Independent Contractor: 7086

<table>
<thead>
<tr>
<th>Time</th>
<th>ANI</th>
<th>Dnis</th>
<th>Minutes</th>
<th>Avg. Hold</th>
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</thead>
<tbody>
<tr>
<td>2015-08-12 17:07:00</td>
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<td>4.55</td>
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<td>4252</td>
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<td>11.47</td>
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</tr>
<tr>
<td>Calls: 2</td>
<td></td>
<td></td>
<td>16.02</td>
<td>8.01</td>
</tr>
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All for: 2015-08-12 Independent Contractor: ALL

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<tbody>
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<td>Calls: 2</td>
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<td>8.01</td>
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</table>

All for: ALL DATES Independent Contractor: ALL

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Remember

In order to keep this Extension Number active, you must log in at least once a week and actually take calls. If you are unable to, please email us.
Extra help is ALAWYS appreciated!!

Especially between:

5am to 2pm Eastern Time
4am to 1pm Central Time
3am to 12pm Mountain
2am to 11am Pacific

Please refer to the map for your state and appropriate time zone.

Rember if you have any questions please call The Dispatch Center @ 1-800-470-1001.