

# Alorica-at-Home

**DATE:** 11/5/18

**TO:** All Alorica-at-Home Employees

**FROM:** Alorica Management and IT

**SUBJECT:** Alorica-at-Home IT Support Process and Employee Acknowledgement

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Welcome to the Alorica-at-Home Team!

As we all know, technical difficulties, system downtime, and other IT issues will occur from time to time. When technical issues arise, we want you to know and follow Alorica's process for reporting and resolving these issues.

## **Technical Resolution Process**

- First, call a support staff member as soon as possible. This call is to simply alert that you are experiencing difficulties. When you are experiencing issues that prevent you from working, we expect these issues to be reported to a support staff member within five (5) minutes. Please leave a voicemail message if a support staff member is not available. Also, send a follow-up email to a support staff member if possible.
- Second, call the IT Service desk at (800) 709-8665 to report the problem. Alorica has IT agents standing by 24 hours a day, 7 days a week to assist with any technical issues that are preventing you from working or logging on. All technical issues should be reported to the IT Service Desk within seven (7) minutes of experiencing the problem. If an IT agent is not available to take your call, you will be prompted to leave a voice mail. You will receive a return call as quickly as possible.

## **Pay During Downtime Due to Technical Issues**

Our goal is to resolve your technical issue, so you can return to work as quickly as possible. However, at times, there is no "quick fix."

### ***Alorica-Technical Issues:***

- If your problem is Alorica-owned, such as Company/Client Network/Application Issues, Password Lock/Rests, Internal Licensing Issue, Broken Equipment.

- The IT Service Desk will troubleshoot and attempt to resolve the issue within 30 minutes of receiving. If IT is unable to resolve the issue within 30 minutes, you must provide a good contact number (usually a cell number), log out of Alorica's timekeeping system, and go about your day until the issue can be resolved. You will be paid for a maximum of 30 minutes.
- The support staff member will inform you of the expected time for the issue to be resolved or will schedule a follow-up call to further probe and attempt to resolve the issue.
- You will not be paid while Alorica attempts to resolve the issue and you are free to conduct personal business, leave your home, etc.
- The support staff member will call you when you are able to log on.
- Alorica-at-Home is a Bring Your Own Device (BYOD) program. However, if any other equipment is provided by Alorica or the Client, and it cannot be fixed remotely, you will need to return the damaged/non-working piece of equipment to the appropriate office. Your time spent traveling to and from the location is compensable. If you are not located near an Alorica site, the business will provide you with mailing labels to return the equipment at Alorica's expense.

***Employee Technical Issues:***

- When the problem stems from employee-owned issues, such as internet issues, slow internet, utilizing non –approved desktop technology, or broken equipment, IT or a support staff member will ask you to log out of Alorica's timekeeping system and contact your local provider or local repair-person for assistance.
- You will not be paid while resolving any employee-owned issues.
- You are required to regularly check in with your support staff member (at least once each day from the time you first reported the issue), explain what you're doing to resolve the issue along with the expected time for the issue to be resolved. Communication is key and necessary.
- You are also required to follow regular call-in procedures if the issue is not resolved the same day.

I acknowledge reviewing this **Work-at-Home IT Support Process and Employee Acknowledgement** and agree to follow this process when/if I experience any technical issues that prevent me from working during my scheduled shift. I understand this document does not alter the “at will” employment relationship or create a contract. I further acknowledge that violation of this policy will result in progressive discipline, up to and including termination of my employment.