

The following policies have been established by Arise pursuant to section 3 of the Arise Master Services Agreement (the "Agreement"). Violation of the foregoing policies by the Virtual Services Corporation shall constitute a breach of this Agreement and may result in Arise terminating the Agreement for cause or Arise suspending the Virtual Services Corporation as an authorized vendor to provide service to Arise under the Agreement.

# Arise Certified Professional Workstation Requirements, Restrictions and Security Protocol

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\*\*\*\*\* **WINDOWS VISTA AND WINDOWS 7 ARE NOT CURRENTLY SUPPORTED** \*\*\*\*\*  
\*\*\*\*\* **Mac OS is ONLY supported for Select Opportunities** \*\*\*\*\*

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## Computer Equipment

- Processor: 750MHz or better (1.2 GHz or better HIGHLY RECOMMENDED)  
*If upgrading from a slower processor, consider purchasing a new system, it is usually more cost effective.*
- RAM: 512 Megabytes for Windows XP - 1 Gigabyte or more is HIGHLY RECOMMENDED
- Hard Drive: 20 Gigabytes with at least 10 Gigabytes of free space
- Modem: 56Kbps Internal or External modem
- CD-ROM & Floppy Drive: 32X Speed CD-ROM R/W, R/W DVD, or a 3 1/2 Floppy (*one backup device is needed: CD, DVD, or floppy*)
- Sound Card & Speakers: 24 bit sound card and a set of speakers
- Monitor: 17" Color monitor capable of 1024x768 resolution or higher

## Additional Hardware and Service Requirements

- DSL or Cable Modem: DSL, Cable, or Fiber Optic internet service is a requirement. Connection must be capable of 1.5megabit/s downloads or better. Your Internet Service Provider provides the hardware. All network connections must be wired with Ethernet cables.  
*(All wireless connections must be disabled)*  
  
*(Satellite Internet, Electrical Outlet Internet and Wireless Internet connections are not allowed at this time.)*
- E-mail Service: E-mail address must be provided by ISP or [Gmail.com](https://www.gmail.com). This email account must be accessible using POP3 ([Enable Gmail POP3](#)) have 5 megabytes or more storage space available at all times and pulled to your Microsoft Outlook or Outlook Express program.  
*(Webmail email services are not supported at this time)*
- Back up ISP: A back up ISP is required. It can be a dial up as long as it is not the same provider as your primary ISP.  
*(Not used to service your client - for minimal internet access to your email and Arise scheduling system)*
- Printer: Color Printer is recommended but not required
- UPS Battery Back-up w/ Surge Protection: Used to safely shutdown your PC during a power outage.
- Telephone Line: Standard analog POTS line dedicated to your business w/ no special features, ONLY Touch Tone and Dial Tone on the line. This service must be provided by your local telephone company.  
**VoIP and Digital phone services are strictly prohibited.**  
*(It must be provided within the United States, excluding Hawaii. It may not be provided by a cable television or Cellphone provider)*  
*(No Fax or Answering Machines/Services on the line, and no one should have this number other than your Client & Arise.)*

Please add your Virtual Services Corporation's phone line number to the "National Do Not Call" list at: <https://www.donotcall.gov>

- Telephone: Hold, Flash and Headset functionality
- 2 Headsets w/ Microphone: Telephone Headset and a VoIP Headset  
*(VoIP - Voice over Internet Protocol. This type of headset connects to your computer with either 3.5mm jacks or a USB connector)*

NO WIRELESS PHONES, WIRELESS HEADSETS or any combination thereof.

## Installed Software

\*\*\*\*\* WINDOWS VISTA AND WINDOWS 7 ARE NOT CURRENTLY SUPPORTED \*\*\*\*\*  
\*\*\*\*\* Mac OS is ONLY supported for Select Opportunities \*\*\*\*\*

- **Operating System:** Windows XP Professional, Windows XP Home, or Windows 2000 Professional, 32-bit only with the latest service pack installed. Please visit [Windows Update](#) to ensure all critical updates are installed.
- **Web Browser:** Internet Explorer 6.0 or 7.0 w/ latest updates
- **Java:** Java 5.0 update 1 up to Java 5.0 update 6, You should only have 1 of these versions of Java installed. Java 5.0 Update 1 works best with our Applications *(There may be client specific java requirements in addition to these supported versions)*
- **Supported Anti-Virus Software:** *(One of the below Anti-Virus products must be installed, active and updated with the latest virus definitions at all times)*
  - Grisoft AVG Anti-Virus (8.x) (Free edition, Recommended) - [Download](#)
  - McAfee Internet Security (6.x - 8.x)
  - McAfee VirusScan (8.x - 10.x)
  - Norton AntiVirus 2004 - 2006 (10.x - 12.x)
  - Norton AntiVirus Corporate Edition (7.x)
  - Norton Internet Security (7.x - 8.x)
  - Symantec AntiVirus (9.x - 10.x)
  - Symantec Client Security (9.x - 10.x)
- **Supported Firewall Software:** *(One of the below Firewall product must be active at all times)*
  - Windows XP SP2 firewall - [Instructions for enabling Windows Firewall](#)
  - Sygate Personal Firewall Pro (5.x)
  - McAfee Personal Firewall Plus (6.x)
  - McAfee Desktop Firewall 8.0
  - Symantec Client Security (9.x)
  - Notrton Personal Firewall 2005 (Corporate Edition) (8.x)
- **Supported Anti-Spyware Software:** *(One of the below Anti-Spyware product must be installed, active and updated with the latest spyware definitions at all times)*
  - Lavasoft Ad-aware 2008 (Free edition) - [Download](#)
  - Microsoft Defender
- **Microsoft Office Suite:** Office 2000, Office 2003, Office XP, or free editions of the Microsoft Office 2003 Viewers are required. Microsoft Office 2007 is currently not fully supported. (Free Versions) - [Word Viewer](#) [Excel Viewer](#) [PowerPoint Viewer](#)
- **E-Mail Viewer:** Microsoft Outlook (included when purchased with

Microsoft Office 2000, Office 2003, and Office XP suites) or Outlook Express (included free with Windows XP and 2000)

- PDF File Viewer: Adobe Acrobat Reader 8.x or Later - [Download](#)

## Security Protocol

Every time that an Arise Certified Professional employee of a Virtual Services Corporation seeks to connect to Arise's systems, Arise's systems will check to determine whether or not the Virtual Services Corporation has complied with the above requirements relating to anti-virus, firewall and anti-spyware software. The failure to comply with the above requirements relating to anti-virus, firewall and anti-spyware software will result in the Virtual Services Corporation being unable to connect to Arise's systems and constitute a breach of the service agreement entered between Arise and the Virtual Services Corporation.

Virtual Services Corporation shall only provide customer service representative ('CSR') services in an office (whether home based or other office facility that is non-public and in the possession, custody and control of Virtual Services Corporation) that is under Virtual Services Corporation's dominion and control, and is kept locked when not in use by Virtual Services Corporation (the "Secured Office"). No Confidential Information, as defined in the service agreement between Arise and Virtual Services Corporation shall ever be removed from Virtual Services Corporation's Secured Office. All entry doors to Virtual Services Corporation's Secured Office shall be kept closed while Virtual Services Corporation is performing CSR services. No employee of a Virtual Services Corporation, other than the employee Arise Certified Professional authorized to handle a specific Client application, shall be permitted to be within eyesight of the computer screen while such CSR services are being provided to a Client.

Arise's systems will also check Virtual Services Corporation's computer for Malware, including Trojan horse applications and key loggers. Virtual Services Corporation acknowledges that Arise's systems will automatically remove any and all such Malware from Virtual Services Corporation's computer each such time that Virtual Services Corporation attempts to connect to Arise's systems. Virtual Services Corporation computers must be configured to lock the terminal after 10 minutes of idle time. This can be done simply implementing a password protected screen saver.

Virtual Services Corporation must also have UPS attached to all critical systems (phone, computers and broad band connectivity equipment) and secondary phone lines in place for business continuity.

Virtual Services Corporation shall be prohibited from using any wireless

networking equipment - even if Virtual Services Corporation's systems are encryption enabled.

In the event that Virtual Services Corporation has a reason to believe that any of Arise's system security protocol has been violated, or that there has an unauthorized access to Virtual Services Corporation's computer systems, or that otherwise been a breach of False Security Reports: All users in receipt of information about system vulnerabilities must forward this information to the Arise Support desk, which will determine what action is appropriate.

Virtual Services Corporation shall assure that its Arise Certified Professional employees shall not misrepresent, obscure, suppress, or replace their own or another user's identity when logged into the systems of Arise or the system of any Client. In all instances, the user name, electronic mail address, organizational affiliation, and related contact information must reflect the actual originator of a message or posting. The use of anonymous re-mailers or other identity-hiding mechanisms is forbidden. The use of web browsers, anonymous FTP log-ins or other methods to hide the actual identity of the Arise Certified Professional employee is prohibited.

## Workstation Restrictions

***RESTRICTED: DO NOT USE*** the following as they are incompatible with Arise Applications and must ***NOT*** be present on your work computer. This is not an exhaustive list. More may be added as we find incompatibilities.

- Operating Systems: **Windows ME, Windows 98, Windows Vista** and all 64-bit OS  
(Mac OS 10.5.x is only supported for Select Opportunities)
- System Configurations: **Dual Booting workstations, Multiple Hard Drives, Multiple Partitioned Hard Drives**  
(Operating System and Applications must reside on Drive C:)
- Network Hardware: **Wireless routers or modems, USB connected broadband modems, phonline or electrical outlet network equipment**  
(Modems and routers may only be connected with Ethernet cables)
- Primary Internet Service Providers: **Satellite, AOL, Prodigy, MSN, CompuServe, NetZero, Juno, BlueLight**  
(Dial-up service as a backup ISP is allowed, but not for E-mail services)
- Restricted Hardware Manufacturers: **2-Wire, Durabrand, Lennox**
- Restricted software: **Games, Pop-up Blockers, Spam Blockers, GoBack Norton SystemWorks, Norton 360, Browser Toolbars, Go Back, Opera,**

Netscape, Mozilla, Bonjour, BonzaiBuddy, Skype, Bigfix, ANY P2P or File-sharing software (Limewire, Gator, Morpheus, etc.), Unsupported Anti-Virus, or Network Software

## Agent Software Piracy Notice

Some of you may not be aware that it is a crime to copy, install or resell software (including Operating Systems such as Windows 2000 and Windows XP).

Should you bring a computer that has such illegally installed software into a service provider, it is very likely that the service center will report it.

Please click here to view Microsoft's site on this topic. (\*)

This can inadvertently happen by using unauthorized service technicians or by purchasing software from an auction. To the extent that you are looking to upgrade your operating system, please be aware that if the deal you have been offered sounds "too good to be true", it probably is.

Illegal, pirated software is common on auction sites. Software buyers need to be wary. You could end up spending hundreds of dollars for a copy that isn't worth the media it's burned on. When you purchase software you should be sure that you receive all the normal accompanying materials, including a license agreement, manuals, box and certificate of authenticity. You should have a sales receipt and registration card.

We trust that none of you would be intentionally involved in installation of copied software or resale of software.

As a result of this communication, should any of you believe that it was possible that such software was installed on your computer without your knowledge that it was pirated, then we suggest you:

1. Remove the software
2. Purchase a legal copy
3. If it is your Operating System software, contact an authorized technician to reformat your system
4. You should receive a copy of your software with the activation key and license
5. Maintain your software copy in an easily accessible and safe place

**Please understand that we will terminate our contract with any Virtual Services Corporation, and revoke the certification of any its employee Arise Certified Professionals who have installed pirated software.**

## Recommended Phones, Headsets, & Phone Line Requirements

Hold, Flash and Head set functionality

**RECOMMENDED:** Smith Corona or VXI DA-202

**RESTRICTION:** Do not use wireless (cordless) phone and/or headset combination.

*Why? Using a wireless phone has been shown to lose calls; this affects service to your client and your schedule adherence. You may also suffer interference and they lack security.*

Computer VOIP Headset, w/Microphone (voice over IP)

**RECOMMENDED:** Labtec, VXI and Plantronics

*Why? To attend your Virtual Certification Programs. You will plug this headset, w/microphone into you computer to listen and participate with your attendees and certification instructor.*

Dedicated Business Telephone Line for VACD calls

**MUST BE a standard POTS line (Plan Old Telephone Service)**

**NO OPTIONS ON YOUR VCMS BUSINESS LINE !!!**

**Used only by your Virtual Corporation to service calls (not for personal calls)**

**Only Arise should have your dedicated business phone number**

**This service must be provided by your local telephone company**

**VoIP and Digital phone services are strictly prohibited**

**It may not be provided by a cable television or Cellphone provider**

**It must be provided within the continental 48 United States**

**You should only have Dial Tone and Touch Tone on your VCMS phone line (your business line to take calls)**

**NO VOIP (Voice Over Internet Protocol ) or digital phone service providers**

**NO Fax Machines (stand alone) or Services**

**NO Answering Machines (stand alone) or Services**

**NO Call Waiting,**

**NO Voicemail NO, \*69 service Etc ...**

**ABSOLUTELY NO ADDITIONAL SERVICES ON THE LINE.**

Recommended Noise-canceling microphones

**RECOMMENDED:** VXi / Smith Corona Aries Monaural or VXi / Smith Corona Aries Binaural.

**FORBIDDEN:** Wireless (cordless) phone and/or headset combination

*Why? Using a wireless phone has been shown to lose calls; this affects service to your client and your schedule adherence. You may also suffer interference and they lack security.*

**RECOMMENDED:** A sturdy desk and a comfortable chair.

*Why? To ensure your health and comfort.*

**RECOMMENDED:** An in-home maintenance contract for your computer.

*Why? To reduce your down time and preserve your efficiency. If your computer breaks down your income will drop to zero.*

Before your Virtual Services Corporation purchases a computer, please make sure your computer vendor understands all of the hardware and software requirements set forth above. If you have any doubt about your purchase, please call the Arise Support Desk at, (305) 357-9463, (Outside Dade County area only: (866) 771-0041, Opt. 3) we are here 24/7/365 to help you.

We have also interviewed several vendors who understand our requirements and will be able to supply you with the proper equipment. Some will make house calls to help you fix problems. Please mention that you are an Arise Certified Professional when you start discussions with these companies.

## Computer Equipment Sources

### The Computer Doctor

Contact: Dr. Denise Jeffreys

332 SW 22 St. Ft. Lauderdale, FL 33315

Tel: (954) 648-8194 or 800-667-1973 access code 02

Text Message: 9546488194@mobile.att.net

Email: denise@djeffreys.com

Web: <http://www.djeffreys.com>

### Dell Computer Corporation

[www.dell.com/eppbuy](http://www.dell.com/eppbuy)

Enter MEMBER ID: PS96278473

### PC Universe

Contact: Aniruve Amin

Toll Free: 800-PCUniverse (728-6483)

<http://www.pcuniverse.com/> (*Discounts on Desktops and Laptops for web purchases*)

## Telephone Equipment Sources

### The Phone Depot

Contact: Bill Mayol

13501 SW 128 St., Suite 109 Miami FL 33186

Tel: (305) 252-5000

Email: [phonedepot@aol.com](mailto:phonedepot@aol.com)

### COMFORT Telecommunications

Contact: Craig Claus

Tel: 800-399-3224 x 522

Email: [craig@comfortel.com](mailto:craig@comfortel.com)

Web: <http://www.comfortel.com/>

Web: <http://www.smithcoronaheadsets.com>

### VXI

Contact: Sara Benoit

Tel: 800-742-8588 x 1077

Email: [benoit@vxicorp.com](mailto:benoit@vxicorp.com)

Web: [www.vxicorp.com/arise](http://www.vxicorp.com/arise) (*Your Virtual Storefront for purchasing equipment*)

### TELESOURCE ONE

Contact: John Hammond

Tel: 800-296-2437

Web Site: <http://www.telesourceone.com/tso-wath/> (*Your Virtual Storefront for purchasing equipment*)

## Appendix A: Macintosh Requirements

- Processor: 1.6 GHz or better Intel-based processor  
*(Older Processors such as the G4 or G5 are not supported at this time)*
- RAM: 1 Gigabyte (higher recommended)
- Operating System: Mac OS X 10.5.x Leopard
- CD-ROM & Floppy Drive: 32X Speed CD-ROM R/W, R/W DVD, or a 3 1/2 Floppy *(one backup device is needed: CD, DVD, or floppy)*
- Sound Card & Speakers: 24 bit sound card and a set of speakers
- Monitor: 17" Color monitor capable of 1024x768 resolution or higher
- Hard Drive: 20 Gigabytes with at least 10 Gigabytes of free space
- Required Java Software: Java 12.1.0 (Release 1) for Mac OS X 10.5.x
- Required Browser Software: Safari 3.x.x for Mac OS X 10.5.x, (Darwins IE 6.0 CrossOvers or Parallels)  
*(Safari 4 is not supported at this time)*

You may contact Arise Service Desk via the Arise Portal to enter Live Support or create a non-urgent ticket

*(In Admissions please only please us: <http://support.arise.com>)*

(305) 357-9463 (Dade), (Outside Dade County area only: (866) 771-0041, Opt. 3)

Appendix B:

**SUPPORTED**

Operating Systems	Hardware	Internet Service Providers (ISP)	E-Mail Services	Applications
<p>Windows 2000 Windows XP Home or Professional Mac OS <i>(for ONLY Select Opportunities)</i></p>	<p>Processor: 750MHZ or better <i>(1.2 GHZ or better HIGHLY RECOMMENDED)</i></p>	<p>All major business ISP like: BellSouth, RoadRunner, Comcast, Time Warner, Brighthouse, etc.</p>	<p>All major ISP's and Gmail</p>	<p>Arise Applications, Client Applications and supported Security Application versions listed previously in the Security Protocol section</p>
	<p>RAM: 512 MB for Windows XP <i>(1 Gig is HIGHLY RECOMMENDED)</i></p>	<p>Additional Hardware</p>		
	<p>Hard Drive: 20 GB with at least 10GB of free space</p> <p>Modem: 56K bps Internal or External modem</p> <p>CD-ROM &amp; Floppy Drive: 32X Speed CD-ROM R/W, R/W DVD, or a 3 1/2 Floppy</p> <p>Sound Card &amp; Speakers: 24 bit sound card and a pair of desktop speakers</p> <p>Monitor: 17" Color Monitor</p>	<p>DSL or Cable Modem: DSL or Cable fast access internet service is a requirement.</p> <p>Back up ISP: A back up ISP is required. It can be a dial up as long as it is not the same provider as your primary ISP.</p> <p>Printer: Color Printer is better but not required</p> <p>UPS Battery Back-up w/ Surge Protection: Used to safely shutdown your PC during a power outage.</p>	<p>Telephone Line: Standard POTS phone line dedicated to your business w/ no special features, ONLY Touch Tone and Dial Tone on the line.</p> <p>Telephone: Hold, Flash and Headset functionality</p> <p>2 Headsets w/ Microphone: Telephone Headset and a VOIP Headset</p>	

