

CONFIDENTIAL

BUSINESS DIRECTORY DATA MINING
BACK OFFICE / NON-VOICE
\$45/DAY PER OPERATOR, 12 OPERATORS

Information below is as submitted to BSA/U by Client:

PAYOUTS

For the BUSINESS DIRECTORY Process, we shall initially require not less than 66,000 listings per Center, with a payout of \$ 0.18 per approved listing.

The 1st payment shall be made at the end of the 2nd week; thereby we shall automatically follow a weekly pattern of payments. All invoices have to be raised along with the completed database files upload. We shall issue a reminder, in case we do not receive an invoice, within the next 48 hours of DB file submission.

WORK ALLOCATION

During the initial stages of the process, the Center shall only receive 10 Business Categories and 5 State names to work with.

We would communicate this to the Center via Email, the names of the Business categories and State Names, along with the Priority of choosing the Business Name and State.

We shall send out a Priority Email, based on which the Center shall collect and design the database.

The work shall be allocated once, thereafter, once all the listings have been uploaded, the Center shall issue a "work requirement" Email to PCT. It is suggested that the Center sends the Intimation Email 24 hours prior to the completion of the current work load. For example, the Center starts with 10 Business categories and 5 States, once they have completed all the listings, 24 hours prior to file upload they shall send out an Intimation Email to the PCT (Process Coordination Team).

WORK DISPATCH

Once the listings have been searched on search engines (designated for the process)(YELLOW PAGES, SUPER PAGES, SWITCH BOARD) completed as per the specifications and saved in to a MS-Access file (.DBF), they shall be uploaded on the FTP, using the user name and password allocated by us, along with the formation of a new folder by the name of COMPLETED DB _ File Name _ State Name _ Date.

TURN AROUND TIME (TAT)

The TAT shall depend upon the Priority Email sent out by the PCT. For Example, if a Business Category, "Florists" has to be sorted in the State of FL, CA, MA, TX, AZ, the priority Email will suggest which state to initially start with and how soon the database file needs to be completed. Using the Priority Email is a MUST.

TRAINING

On submission of NDA (Non Disclosure Agreement) and final agreement, the Centers shall receive a complete Training Document. This shall contain step by step explanation of every specification to be followed by the operators.

We shall have an OSE (Online Support Executive), who shall be available 24X7 on SKYPE to support the mechanism or resolve doubts which might arise during the conversion process.

Although the Training Document has elaborate description of BUSINESS DIRECTORY process, however there would be certain doubts which are "specific". They can be cleared once the Center starts working on the business category and State. The OSE shall try his/her best to clarify the doubts, however, if in case, the Center is not satisfied with the reply, the Center can immediately Email the queries to us. The resolution to which shall be done in the next 12 hours.

The information contained in this document is confidential and intended for the sole purpose of members of the BPO Services Association <http://www.bsau.org> +632-+632 729-7083 ext 801 (Philippines), +1 602 759-9975 (USA)

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QUALITY MEASURES

As this is a critical database Process, we have taken utmost care in being specific as far as the specifications are concerned.

- There should be no duplicate record in .DBF file The Duplicate records shall be identified based on phone numbers. If there are two companies with the same number that record would be treated as duplicate.
- We will do random QC of the records using our verification team. They would randomly call up numbers and verify the status of the business.
- We can make a confirmation call to the businesses to check whether the records are original or not.
- If there are errors in the records we shall not make payments for the same. This stands equivalent for the Duplicate records as well.

BENCH MARKS

As per the current standards and SOP, we are of the understanding that on an average, an operator shall be able to complete 250 listings in a day. Hence, we expect the Center to complete 3000 listings per day overall.

However, the database file shall be uploaded only after filtering the duplicates. With current standards, 3000 listings shall require 12 FTE, with Bench Mark being 250 listings per operator. During initial stages, as the output shall be on the lower side, the initial team size shall be 12 operators, who will over a period of time start delivering 3000 listings per day / 66000 listings per month. This is under the context of 22 working Days in a month as a standard measure.

PROCESS SUPPORT MECHANISM

- Dedicated OSE (Online Support Executive) for every Center.
- Dedicated PCT (Process Coordination Team) for every Center.
- OSE shall be the all point of contact for the Center.
- All issues to be resolved in 12 hour notice.
- Complete assistance in QC and Quality Improvement Measures.

Full contact information of the Client is available from BSA/U (e-mail, US landline, Skype). As has been BSA/U policy, BSA/U will endorse selected Members who can then communicate directly with the Client. We will endorse only 3 Members (with signed Agreement with the BSA/U). Priority will be given to Members who are or have undertaken BSA/U-referred campaigns, in good standing and with experience in the field.

The Client charges a One Time Payment of \$198 (One Hundred & Ninety Eight US Dollars). Though none of this amount goes to the BSA/U, this amount will be deductible from dues to BSA/U as part of our service to the selected Members.