PELOTON

Peloton HWSW
Hardware Software

Earn up to $17.00 CAD per hour ($8.50 CAD per interval)!

View the STAR Performance Table for additional details!

Service Revenue
$15.00 CAD per hour*
($7.50 CAD per interval)

*Hourly rate shown assumes the servicing of two, 30-minute intervals.

Service Revenue

Certification

Class Schedule*
Phase I - Instructor-Led
01/03/2023 – 01/30/2023

Phase II – Live Call-Taking
Earn While You Learn!
01/31/2023 – 02/03/2023

*No class on 01/16

Class Time Offered
9:00 a.m. - 1:00 p.m. ET

3:00 p.m. – 7:00 p.m. ET

6:00 p.m. - 10:00 p.m. ET

Servicing Times Available
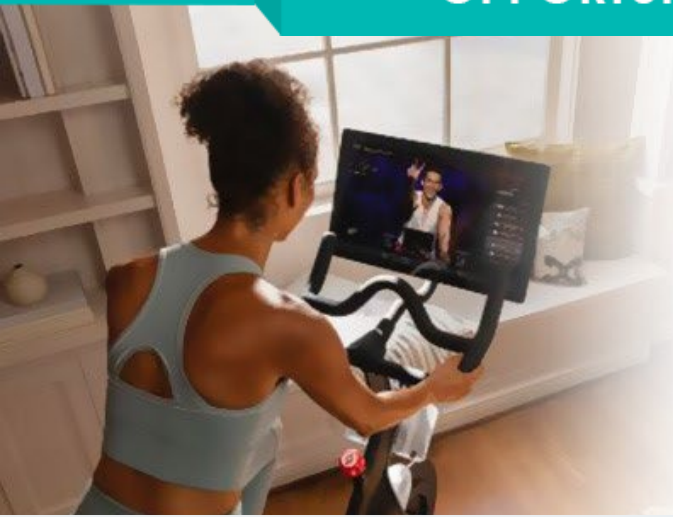
Intervals Available*
Mostly phone, with occasional chat & email
Monday – Sunday
6:00 a.m. - 12:00 a.m. ET

Weekend and Special Servicing Requirements*
- 4 hours (8 intervals) required on Saturday or Sunday, or combination of both

- 4 hours (8 intervals) on Mondays

*Subject to change based on client needs

arise

PELOTON

Peloton HWSW
Hardware Software

About the Client | Peloton

Peloton is the largest interactive fitness platform in the world, with a loyal community of more than 2.0 million members, pioneering connected, technology-enabled fitness and the streaming of immersive, instructor-led boutique classes to members anytime, anywhere. Peloton makes fitness entertaining, approachable, effective, and convenient, while fostering social connections that encourage members to be the best versions of themselves. The world-class instructors teach classes across a variety of fitness and wellness disciplines, including indoor cycling, indoor/outdoor running and walking, bootcamp, yoga, strength training, stretching, and meditation.

For more information about Peloton, review the client's website https://www.onepeloton.com/

System and Equipment
Equipment Must Meet Platform Standards
Click Here for System & Equipment Policy

Additional Client Program Technology Standards
- USB Hardwired Headset with phone quality audio required
- Service Partners MUST maintain the most recent version of Windows 10 or 11 (fully patched with no pending updates) on their computer
- Windows 8.1 is NOT supported

arise

PELOTON

Peloton HWSW

Hardware Software

What to Expect When Servicing

What to Expect

This is not an email only opportunity. Service Partners must service phone only or majority phone and some email.*

Please note: Service Partners will primarily provide technical support to the customers.

Ensure a seamless, on-brand experience throughout the end-to-end Peloton member journey. Providing personalized and elevated support for Peloton's members whenever they need assistance.

Essential functions & duties:

- Provide exceptional customer service via phone, email and occasional chat.

- Earn the trust of the customers

- Educate customers on the product for optimal understanding and ease of use & accessibility

- Offer solutions quickly and be conscious of their time as well as your own

*Subject to change based on client needs

Capabilities of Top Performing Service Partners for this Program

- Outstanding problem-solving skills

- Application of soft skills

- Display patience, empathy, an ability to manage stress, the ability to work under pressure

- Skilled and efficient in written and verbal communication in the English language

- Provide knowledgeable, friendly and eloquent customer service in the English language

arise

PELOTON

Peloton HWSW
Hardware Software
CERTIFICATION DETAILS

To secure code submission for each learner, learners MUST attend day 1 of certification. Those who do not attend day 1 will be unable to continue with this opportunity.

Instructor-Led Learning & Self Paced Work

In this phase

Registrants will learn about the client, how to navigate systems, how to address customer inquiries related to order experience/management and how to deliver exceptional customer experiences.

This phase requires strong attention to detail, lengthy periods of intense concentration, and a great deal of learner involvement and class participation.

- 4 hours of instructor-led content per day and up to 2 hours of self-paced content
- It is imperative all self-paced assignments are completed prior to instructor-led sessions in order to participate in instructor-led activities.

Certification
Live Call-Taking
Earn While You Learn

In this phase

Real-Time Quality Evaluations completed by Support Resource.

During the Certification SOW, Service Partners are required to service a minimum of 15 hours (30 intervals) per week, during times posted in Starmatic and as outlined in the SOW.

Agents must successfully pass Quality Evaluations during the Certification SOW.

Time to earn revenue!

No class time, Service Partners will only be taking calls.

100% attendance in instructor-led sessions is highly encouraged for success

arise

PELOTON
Peloton HWSW
Hardware Software
CERTIFICATION DETAILS

To secure code submission for each learner, learners MUST attend day 1 of certification. Those who do not attend day 1 will be unable to continue with this opportunity.*

Certification Completion Criteria

- Complete 100% of pre-course work prior to day 1 of class
- Attend class daily
- Successfully pass all quizzes and exams scoring 85% or higher (2 attempt MAX)
- 100% completion of daily self-paced work (Learners who are not complete with all self-paced and classroom work up to day 6 by day 6 could be dropped from class)
- Meet all service level and performance metric requirements as outlined in the Certification SOW
- All learners must complete the Service Partner Security Awareness self-paced course and score 85% or higher on the assessment before the last day of class in order to be certified

*If learner does not attend day 1 of certification, learner will be dropped from the opportunity. Learner will have the option to attend a future class, if available, or learner will be dropped from class. A refund will not be provided.

We highly suggest that you attend class every day - as this is critical to your company's success. If you are not able to attend a class, please advise your instructor. Failure to notify your instructor could result in being dropped from class.

Important: If you do not show up to class on the first day, you will be dropped from the class with no exceptions. The No-Show fee of $20.00 will be charged and you will need to enroll in a new opportunity if you wish to service the client.

Read complete course policies here

arise

PELOTON

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK
AND AFFIDAVIT OF IDENTIFICATION

You will be prompted to complete a background check during the enrollment process. Details on the type of background check and the requirements to pass it will be provided as you proceed through enrollment on the Arise® Portal.

AFFIDAVIT OF ID

A completed, Affidavit of Identification with photo ID must be on file.
- To access the Affidavit of Identification form, log on to the portal, click on the AVA icon on the bottom right, select Affidavit Form and click on Affidavit Instructions and Requirement Canada
- Make sure to follow all instructions and once completed, submit the form to: AriseAffidavits@arise.com

Please note:
- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.

arise

PELOTON

Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirements		Metrics Definition
Commitment Adherence	90%	% of intervals serviced compared to the intervals scheduled and committed to service. Commitment Adherence is calculated as: [(Serviced Minutes + Excused No Show Minutes) / (Selected Minutes + Released Lockdown Minutes)]x100
Quality Score	≥ 85%	% of evaluated calls receiving a Quality score of 85% or higher / total calls evaluated
CSAT	≥ 82%	Level of happiness expressed by the customer at the end of the call
Phone/Chat Acceptance Rate	> 97.99%	

Metric	*	**	***
Intervals Service (Per Revenue Period)	60.00 – 79.99	80.00-119.99	120+
CSAT		≥ 83%	≥ 83%
Phone/Chat AR		≥ 98%	≥ 98%
INCENTIVE (Revenue)	$0.25 per interval	$0.50 per interval	$1.00 per interval

If a Service Partner meets the metrics listed above but does not have a CA of 90% or a minimum of 4 surveys received, no Star Service Revenue Incentives will be paid.

arise

PELOTON

Log-in codes are confidential, user-specific and will only be generated for confirmed course attendee

- All business's must ensure that their agents have a professional work environment, when in class and when servicing.

- Commitment Adherence is critical to this program. Businesses are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

You DO NOT QUALIFY to participate in this program if any of the following applies:

- Are already in "interested" status for another opportunity.
- The dates and/or times of the class for this opportunity overlap with a class for another opportunity you are already enrolled in.
- Were servicing one or more SOWs that were terminated for cause, including a 'Breach of SOW Client Policy' for this client program.
- Have a dropped status from 3 or more opportunities within the last 90 days, regardless of whether it is this program or a different one.
- Have a Commitment Adherence below 90%.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.