



LiveLines UK Ltd & Trusted Psychics

Tarot & Psychic Independent Operator Platform User Guide

Welcome

Welcome to LiveLines UK Jobs and Trusted Psychics!

We're delighted you've chosen to join our network of gifted Psychic, Tarot, Clairvoyant and Medium Readers.

Our role is simple: we connect independent, self-employed Readers with customers from around the world who are looking for guidance, insight, and support.

As an independent Operator, you decide when you make yourself available, where you work from and how you conduct your readings, whilst using our Platform in accordance with the Operator Agreement and this Operator Platform User Guide.

This guide explains everything you need to know before taking your first call.

Whenever we refer to "the Platform", we mean all LiveLines UK Ltd and Trusted Psychics services, including telephone readings and Messenger services.

Quick Start Checklist

Before taking your first customer, please make sure you have:

- ✓ Signed your Independent Self-Employed Operator Agreement.
- ✓ Completed Account Activation.
- ✓ Had your photo ID verified.
- ✓ Recorded your introduction greeting.

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Victory House, 400 Pavilion Drive, Northampton Business Park, Northampton, England, NN4 7PA.

Company Registration Number: 04145064 | Guide Version: 1.0

- ✓ Submitted your Reader Profile.
- ✓ Added your payment details.
- ✓ Received confirmation that your account is active.

Once you've completed the above, you're ready to start receiving customers.

About Trusted Psychics

Trusted Psychics is one of the UK's busiest Psychic Reading platforms.

Every day, we connect customers with experienced independent Readers across:

- Tarot Readings
- Psychic Readings
- Clairvoyance
- Mediumship
- Angel Cards
- Spiritual Guidance

Customers contact us from the UK and many countries around the world, 24 hours a day.

Our goal is simple:

To provide affordable, ethical and supportive psychic guidance to everyone who contacts us.

Your Independent Business

When using our Platform, you remain an independent self-employed Operator.

That means:

- ✓ You decide when you make yourself available.
- ✓ You decide where you work.

- ✓ You provide your own equipment.
- ✓ You may provide services to other businesses, including competitors.
- ✓ You are responsible for your own Income Tax and National Insurance.
- ✓ Your revenue share depends upon customer demand and Platform usage.

LiveLines UK Ltd does not guarantee any minimum amount of work or revenue share.

Getting Started

Before accessing the Platform, you will complete our Platform Account Activation process.

This includes:

- Identity verification
- Reading this Operator Platform User Guide
- Recording your greeting
- Creating your Reader Profile
- Understanding the Platform Policies

Once complete, your account will be activated, and you'll be ready to receive customers.

Logging On

Logging on is simple.

1. Dial the Log On number. The number is given to you during Account Activation.
2. Enter your PIN and PASS.
3. Select Log On.
4. End the call.

You are now available to receive customers.

When you wish to stop receiving customers, simply log off using the same process.

Online Portal

You can also log on and off using our Online Portal.

We'll provide your online login details once your account activation is complete.

Regular Availability Windows

To maximise your independent revenue, many Operators choose to publish a **Regular Availability Window** (or “blocks”) each week. This is simply a commercial tool to let returning customers know when they are most likely to find your business online, helping you build a loyal customer base and allowing the platform to display your next expected availability to regular callers.

To assist in managing platform traffic, you can select from commonly utilised availability profiles, including:

Overnight

- 12:00 am – 6:00 am (any night)
- 11:00 pm – 5:00 am (any night)
- 10:00 pm – 4:00 am (any night)
- 9:00 pm – 1:00 am (two evenings each week)
- 10:00 pm – 2:00 am (two evenings each week)

Morning & Weekend

- 6:00 am – 12:00 pm (any morning)
- 10:00 am – 4:00 pm (Saturday or Sunday)

You have absolute discretion to determine your own pattern, choose whichever window best suits your business, or operate entirely outside of these suggested blocks.

Your published availability is strictly for customer navigation purposes. It does not guarantee customer volume, nor does it create any mutuality of obligation for either you or LiveLines UK Ltd to provide or accept work.

You are free to alter, adjust, or withdraw your availability status at any time by updating your preferences or notifying the administration team so that your profile can be adjusted accordingly for customer visibility.

High Demand Periods

Customer demand naturally varies throughout the day and week.

Based on historical Platform activity, some periods consistently receive a higher number of customer enquiries than others. These are referred to as **High Demand Periods**.

Operators who choose to make themselves available during High Demand Periods often have more opportunities to answer calls and build repeat customers.

From time to time, LiveLines UK Ltd may operate voluntary Commercial Revenue Share Programs that recognise Operators who choose to make themselves available during published High Demand Periods.

Participation in any Commercial Revenue Share Program is entirely voluntary.

Current High Demand Periods may change as customer demand changes, and updated high-demand periods are published transparently via the Operator Portal or can be requested from the Administration Team.

Receiving Customers

Once you're logged on, your phone is ready to receive customers.

Customers are connected to available Readers through our Platform. Calls can arrive at any time while you're logged on, so it's important to make sure you're ready before making yourself available.

Before You Log On

Before logging on, please check that:

- ✓ You're in a quiet environment.
- ✓ Your phone or VoIP connection is working correctly.
- ✓ You have everything you need for your readings.

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✓ You have enough uninterrupted time available.

✓ You're ready to answer customers promptly.

Being prepared helps provide a smooth experience for both you and your customers.

Answering Customers

When your phone rings:

1. Answer the call promptly.
2. Enter your PIN when requested.
3. The Platform will identify the call as a Trusted Psychics reading.
4. You'll then be connected directly with your customer.

From that point, your reading begins.

Providing Great Readings

Every customer contacts us for a different reason.

Some are excited.

Some are nervous.

Some are going through one of the most difficult periods of their lives.

A calm, welcoming and professional approach helps customers feel comfortable from the very beginning.

Many of our customers return regularly because they feel listened to, respected and understood.

Great readings are built on:

- ✓ Listening carefully.
- ✓ Showing empathy.
- ✓ Allowing the customer to speak.

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- ✓ Providing thoughtful spiritual guidance.
 - ✓ Being honest about what you perceive.
 - ✓ Remaining professional throughout the conversation.
-

Building Your Customer Base

One of the advantages of our Platform is that customers often return to Readers they've enjoyed speaking with before.

Many successful Readers build a loyal customer base over time simply by providing a consistently positive customer experience.

The more often customers enjoy speaking with you, the more likely they are to look for your profile again in the future.

Consistency, professionalism and genuine care often lead to repeat customers.

Your Reader Profile

Your Reader Profile helps customers decide who they'd like to speak with.

Readers with completed profiles generally receive significantly more customer calls than those without one.

Your profile should give customers a genuine feel for:

- Your reading style
- Your spiritual abilities
- Your experience
- The subjects you particularly enjoy reading about
- Your personality and approach

Your profile should always be welcoming, honest and professional.

To comply with advertising regulations, please avoid making absolute claims such as:

✗ "100% Accurate"

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X “Guaranteed Results”

X “I never get it wrong”

Instead, simply describe your style and experience in a natural way.

Recording Your Introduction Greeting

Your greeting is often the first thing a customer hears before choosing to speak with you.

A warm, friendly greeting can make a real difference.

Your greeting should normally include:

- Your Reader name.
- Your reading style.
- Your experience.
- Your favourite reading subjects.
- A little about your personality.

Please remember to:

- Speak naturally.
- Create a greeting between 50-60 seconds long.
- Instructions for recording your greeting are provided during Account Activation.

Imagine you’re welcoming someone into your reading room rather than reading from a script.

Our Support Team will review your greeting before your account is activated to ensure it meets the Platform requirements. If you need any support with your greeting, please email support@livelinesuk.com

Need Help?

Our Support Team is always happy to help if you have any questions about:

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- Logging on.
- Reader Profiles.
- Technical issues.
- Platform features.
- General Platform guidance.

If you're unsure about anything, please contact us at support@livelinesuk.com before continuing.

We're here to support you.

Platform Rules & Customer Protection

Our Platform is built on trust.

Customers contact Trusted Psychics because they want guidance, reassurance and a safe place to talk.

These Platform Rules help us provide a positive experience for every customer while ensuring we comply with legal and regulatory requirements.

Keeping Customers Safe

Always treat every customer with kindness, respect and professionalism.

Many callers may be experiencing difficult situations, so a calm, supportive and non-judgmental approach is important.

Please remember:

- ✓ Listen carefully.
- ✓ Be respectful.
- ✓ Allow customers time to speak.
- ✓ Be honest about what you perceive.
- ✓ Respect personal boundaries.

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Subjects We Cannot Read On

To comply with industry regulations, please do not provide readings or advice about:

- Medical conditions or pregnancy
- Legal matters
- Financial or investment advice
- Tax advice
- Gambling decisions
- Emergency mental health situations

If a customer asks about one of these subjects, simply explain:

“I’m sorry, but I’m unable to read on that subject. I’d be happy to look at another area of your life if you’d like.”

Customers Under 18

Trusted Psychics is an adults-only service.

If you believe a customer may be under 18 years old:

- Politely ask their date of birth.
- If you still believe they are under 18, end the conversation immediately.

If you’re ever unsure, please always take the cautious approach.

Personal Contact Details

For everyone’s safety and privacy, please do not:

- ✗ Share your personal phone number.
- ✗ Share your email address.

- ✗ Share social media accounts.
- ✗ Arrange private readings outside the Platform.
- ✗ Accept payments directly from customers.

Customers who first meet you through Trusted Psychics should always continue using the Platform.

Illegal or Inappropriate Requests

Please end the conversation if a customer:

- Encourages illegal activity.
- Admits to using a stolen phone.
- Requests prohibited advice.
- Becomes abusive or threatening.
- Continues asking about prohibited subjects after you've explained the restrictions.

If you're unsure how to handle a situation, contact the Support Team.

Confidentiality

Customer conversations are private.

Please do not:

- Record customer details.
- Take screenshots.
- Save customer information.
- Share customer information with anyone else.
- Discuss customer conversations outside the Platform.

All customer information should remain confidential.

Call Quality & Platform Standards

Customers expect a professional experience every time they call.

Before logging on, please make sure:

- ✓ Your phone or internet connection is reliable.
- ✓ You are ready to receive customers.
- ✓ Your equipment is working correctly.
- ✓ You are in a quiet environment.

If technical issues prevent you from providing reliable service, simply log off until the issue is resolved.

To protect customers and maintain the quality of the Platform, LiveLines UK Ltd may temporarily suspend Platform access in the event of significant technical issues, repeated missed customer calls or messages, regulatory concerns, or other issues that materially affect the operation of the Platform.

Looking After Vulnerable Customers

Occasionally, you may speak to someone who is extremely distressed.

If a customer:

- Mentions self-harm.
- Appears suicidal.
- Says they are in immediate danger.

Please encourage them to contact the appropriate emergency or support services immediately.

You should never attempt to replace professional emergency or medical support.

If You Need Help

You're never expected to deal with difficult situations alone.

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If you're unsure about:

- A customer.
- A regulatory issue.
- A safeguarding concern.
- A technical problem.

Please contact our Support Team support@livelinesuk.com before continuing.

We're always happy to help.

Payments & Commercial Revenue Share

One of the benefits of working with Trusted Psychics is that you're paid based on the time you spend connected with customers through our Platform.

Your revenue share depends on customer demand, the amount of time you choose to make yourself available, and the level of customer activity on the Platform.

There are no guaranteed revenue share payments, but many Operators build a loyal caller base over time by providing enjoyable conversations and making themselves available regularly, which increases their revenue share payments.

When You'll Be Paid

Revenue statements are normally available every two weeks through your online Revenue Portal.

Payments are then made using your chosen payment method.

Your Revenue Portal allows you to view:

- Revenue statements
- Call activity
- Messenger activity
- Log-on history

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- Revenue earned

How Revenue Is Calculated

Revenue is generated from the time you spend connected with customers through the Platform.

For telephone and messenger readings, the first minute of each conversation is not included in the revenue calculation.

Revenue is then calculated using the applicable Revenue Share shown below.

Revenue is paid every 2 weeks on a Friday.

You can view and download your revenue statements through your online revenue portal:

 <http://llops.livelinesuk.co.uk>

Login details will be provided during your account activation.

The revenue week runs from Monday to Sunday midnight GMT.

The Enhanced Revenue Share tiers listed below are purely commercial incentives designed to reward high platform traffic volume and customer satisfaction. Operators voluntarily qualify for the Enhanced tier by meeting objective, non-time-controlled performance metrics during a fortnight billing cycle, including: (a) maintaining an average user call hold-time exceeding a specific commercial threshold as agreed, or (b) electing to make their services available on the platform during designated high-demand peak traffic windows.

Tarot & Psychic Telephone Readings Revenue Share

UK Landline Calls

Standard Revenue Share

- £0.16 per minute
- £0.23 per minute

Enhanced Revenue Share

- £0.16 per minute

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- £0.25 per minute

UK Mobile Calls

Standard Revenue Share

- £0.14 per minute
- £0.22 per minute

Enhanced Revenue Share

- £0.14 per minute
- £0.23 per minute

The applicable Revenue Share depends on the customer's access route and the type of call received.

- UK Landline means Operators receiving calls on their Landline from any country (listed) and operator in the US using their cell phone numbers.
 - UK Mobile means Operators receiving calls on their UK Mobile.
 - Please note that your revenue statement will show your revenue in British Pounds (GBP). Your call times and log-on hours will also be shown in British time, GMT.
-

Messenger Readings

Standard Revenue Share

- £0.19 per minute per conversation

Enhanced Revenue Share

- £0.21 per minute per conversation

Where available, you may be able to speak with more than one customer at the same time using Messenger.

Commercial Revenue Share Opportunities

From time to time, LiveLines UK Ltd may offer enhanced Revenue Share opportunities.

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These programs are designed to reward Operators who contribute to the Platform's continued success.

Eligibility may take into account a range of commercial factors, including:

- Customer engagement
- Customer satisfaction
- Complaint history
- Participation during periods of higher customer demand
- Overall commercial contribution to the Platform
- Compliance with the Operator Agreement and this Operator Platform User Guide

Participation in any enhanced Revenue Share program is entirely voluntary.

The availability and terms of these programs may change from time to time.

Your Tax Responsibilities

As an independent self-employed Operator, you are responsible for your own:

- Income Tax
- National Insurance Contributions
- VAT (if applicable)

LiveLines UK Ltd does not deduct tax or National Insurance from your payments.

If you're unsure about your tax obligations, we recommend speaking with an accountant or tax adviser.

Questions About Payments?

If you have any questions about:

- Revenue statements
- Revenue Payments

- Revenue calculations
- Payment methods

Our Support Team at support@livelinesuk.com will be happy to help.

Support Team

You're never working alone.

Although you're an independent Operator, our Support Team is here to help you get the most from the Platform.

Whether you've just completed Account Activation or have been using the Platform for years, we're always happy to answer questions and provide guidance about using our services. Our support team is always available. Please email them at support@livelinesuk.com.

Contacting the Support Team

Email: support@livelinesuk.com

UK Office: 01604 824290

UK Support System Team: 0343 290 8899

USA: 646 513 2916

Australia: 03 9961 0198

Canada: 613 699 9263

Office opening hours are 9am-5pm, Monday-Friday GMT.

Keeping Your Details Up To Date

Please let us know as soon as possible if any of the following changes:

- Telephone number

- Email address
- Payment details
- Postal address
- Your preferred Reader name

Keeping your details up to date helps us make sure payments and Platform communications reach you without delay.

Useful Links

Revenue Portal

View your revenue statements, activity and payment information:

<https://llops.livelinesuk.co.uk>

Trusted Psychics

<https://www.trusted-psychics.co.uk/>

LiveLines UK Jobs

<https://www.livelinesukjobs.co.uk/>

Apply Online

<https://www.livelinesukjobs.co.uk/apply>

To contact us, please email support@livelinesuk.com

Revisions and changes to this pack and contract may be made at our discretion; full updates are available at <https://www.livelinesukjobs.co.uk/apply>

Thank You

Thank you for choosing to work with Trusted Psychics.

Every day, our independent Readers help people looking for reassurance, clarity, and guidance during important moments in their lives.

We're proud to provide the Platform that allows talented Readers like you to connect with customers from around the world.

We wish you every success and look forward to supporting your journey with us.

The Trusted Psychics Support Team

Quick Reference Checklist

Before logging on each day, remember:

- ✓ You're ready to receive customers.
- ✓ Your phone or internet connection is working correctly.
- ✓ You're in a quiet environment.
- ✓ Your greeting and Reader Profile are up to date.
- ✓ Your payment details are correct.
- ✓ You're ready to provide a professional, supportive customer experience.

That's it, you're ready to start your day.