



Adult Chat Line Operator Handbook

Thank you for your interest in becoming an Adult Chat Line Operator with LiveLines UK. We are pleased to have you on board! This Information Pack will provide you with lots of information about taking calls from home and hopefully will answer many of your questions.

If you do have any further questions, please email our support team at support@livelinesuk.com

Becoming an Adult Chat Line Operator is a fun and flexible way of earning money from home and we are here to support you all the way, with our Support team available 24 hours a day.

All about becoming an Adult Chat Line Operator

- ✓ You receive calls when you want to, there are calls available 24 hours a day
- ✓ No previous experience necessary
- ✓ This is a flexible way of working to suit you
- ✓ You set your own hours to take calls, you can log on and off when you like
- ✓ Great rates of pay
- ✓ Paid every 2 weeks, via bank transfer or Transferwise
- ✓ A very busy service, with lots of calls to answer
- ✓ 100% Confidential, callers do not know your details or telephone number
- ✓ You must be bubbly, friendly and outgoing and a real chatterbox
- ✓ Open to women of all ages, over 18 years old

Becoming an Adult Chat Line Operator is all about entertaining callers on the phone. Our callers like to speak to broadminded ladies who want to have fun and have a chatty nature on the phone. Becoming an Adult Chat Line Operator is a fantastic way to earn money from home at your own flexible pace. We will help you to make as much money as possible, giving you all the support and training that you need. All our new operators are given an automated telephone training session. This training will help you with taking calls and will give you general information about becoming an Adult Chat Line Operator. The automated training can be done anytime 24/7.

What are the requirements?

To become an Adult Chat Line Operator with LiveLines UK, you must be over 18 years old. You must have a **good telephone manner** that is bubbly, fun and you must be friendly on the phone!

Currently we can send calls to the following countries:

UK: You must have a UK Landline or mobile phone

USA: You must either have a landline or cell phone

Australia: You must have a landline

Canada: You must have a landline

Other countries: We can send you calls through Skype or your chosen VOIP provider. To do this, you need to purchase a **UK landline 01 or 02 number** through Skype or your alternative VOIP provider. Once we have your Skype or VOIP telephone number, we can then send you calls. To take calls on Skype, you will need to have a very good broadband connection, with excellent quality headphones and microphone.

How much can I earn?

There are great opportunities to earn money and we pay you every 2 weeks on a Friday, always on time. Our pay rates are as follows:

Adult Chat Calls = 14p per minute (of talk-time) – increases to 15p per minute if you log on for over 20 hours per week, in week 1 and week 2 of the pay run.

Party chat calls*, all times = 10p per minute for your talk time

Receiving calls on your mobile (UK Operators) – If you receive calls on your mobile, your rate of pay is reduced by 1p per minute as it is very expensive to divert calls to mobiles. You will be paid 13p per minute of your talk time.

* We hardly receive any party chat calls (you will mostly be taking normal calls.) We take these calls as our partners provide us with overflow traffic that is charged to the caller at a lower rate than normal.

Please note that we pay you for your talk time on the phone to the callers and not your log on time. We pay you every 2 weeks on a Friday by your chosen payment method. Your first payment date will be sent to you, upon set up of automated training.

What do I say on the calls?

To make the most money from your calls, you must keep the callers on the phone for as long as you can. We have put together a useful blog that is full of tips and helpful advice when it comes to taking your calls. Please visit: <http://blog.LiveLinesukjobs.co.uk> or <https://www.livelinesukjobs.co.uk/vacancies-jobs/livelines-uk-jobs-blogs/>

Most of the calls will be of an adult nature, so you must ensure that you are ok to talk about sexual, legal topics. [We only allow legal content on our service and when you are trained, we will let you know what you cannot talk about.](#)

When you are taking calls, you must have lots to talk about. For example, you must think about your phone sex character. What does she look like? What is her name? Where does she work and what are her hobbies? You need to get a notebook and write down points about your character. This will help you when you receive calls, as you will have lots to talk about. Also, you can talk about the news, politics, hobbies, food, going out etc... The more content you have, the longer your calls will be, which means you will earn more money.

To be a good Chat Line operator, not only do you have to be friendly and flirty, you need to do your research. Look up phone sex sites online, read our blog, read sex stories and keep up to date with current fetishes.

The longer you keep the callers on the phone, the more money you will earn!

LiveLines UK Ltd | 35 Marefair, Northampton, England, NN1 1SR | support@livelinesuk.com

Telephone UK: 01604 824290 | USA: 347-943-0209 | Australia: 02 4312 7220 | Canada: 647-313-3077

Company Registration Number: 04145064

Regular Callers

Regular callers make you a lot of money, as they will call you frequently. They also normally stay on the phone for the full duration of the call. Some operators log on and only take regular callers, as they have so many! You too, want to be in this position, as these types of callers make you a lot of money.

Promote yourself as much as possible, by giving your PIN number to callers. Ask them to call you back!

When should I work?

It is completely up to you! We receive calls 24 hours a day, 7 days a week. You can log on whenever you are free to receive calls. The more log on hours you do, the more calls you will receive and the more money you will make. Your regular callers will want to get back through to you, so it is best to do as many log on hours as you can. At all hours of the day and night, we're very busy. You will find the best times to log on for yourself personally, that work around your personal life.

Designated Shift

During your training, we will ask you if you can do an **"Designated Shift."** This shift is **only once a week** and you can choose from the following allocated shifts:

Night Shift: 12-6am

Split Night Shift: 10pm-1am (twice a week)

Morning Shift: 6am-12pm

Weekend afternoon shift: 12pm-6pm

(Every week we have an updated list of Designated Shifts available. You can request to see the other designated shifts, when we set you up for training. There may be more suitable designated shifts for you in this list.)

We ask you to do 1 x designated shift a week because we are so busy during the designated shift times. It helps us to cover the calls better, so that in turn we receive **more calls overall**. If you cannot do a designated shift, please inform us when we set you up for your telephone training.

Important Information on how to take calls on our service

To receive calls, you need to be **'Logged on'** - how to log on is explained below:

The Log on Line explained – How to log on and take calls

- To log on for calls please call the **"Log on Number"** You will be given this number during your training session.
- Enter your PIN and PASS number when prompted
- You will then hear a management message, please press the "hash" key if you would like to skip this.

- Then press **option 1 to Log On**. Once you've pressed option 1 the system will tell you that, **"You are now logged on."**
- You then end the call, and you will start to receive calls shortly.

You can also log on/off using the Online Portal. We will provide you with these details when we set you up for automated training.

The Log on Line explained – How to log off & stop receiving calls

- When you want to stop taking calls please dial the **"Log on Number"**
- Enter your PIN and PASS number when prompted ➤ Then press **option 1 to Log Off**.
- Once you have pressed option 1, the system will tell you that, **"You are now logged off."**
- You then end the call, and the calls will stop coming through.

Once you are logged on the phone will ring, please answer the phone and enter your PIN number when the service asks you to. Once you have entered your PIN number the system will tell you the group number of the call (the groups are explained below.) After this, the service will connect you live to the caller.

When you are logged on, you must answer every call that we send to you. Also, your phone line must not be engaged with personal calls.

The Groups

The groups you will receive calls on are as below:

Group 1: Strictly clean chat

Group 3: Australian strictly clean chat (Customers from Australia call this service)

Group 4: Hardcore chat

Group 5: Domination / Kinky chat

Group 9: Granny / Mature chat

The groups explained

Group 1 Strictly clean chat > This is the clean and friendly service. You cannot talk about anything sexual on these calls. So, if the service tells you that this call is from group 1, you know that the call must be kept strictly clean. You can talk about your hobbies and ask the customer clean questions. Remember this group this is a **flirty but NOT dirty chat service!**

Group 3: Australian clean chat > When a call comes through on group 3 you know that this will be a customer calling from Australia. Please remember that they are on a different time zone and they are approximately 10-11 hours ahead of us. Australian group 3 calls are clean chat calls which means that you cannot talk dirty on these calls.

Group 4: Hardcore chat > As it says on the tin really! You can be as hardcore (within legal limits) as you like on calls that come through on this group. There are no restrictions; however as always everything you talk about must be legal. Just to remind you that Anal sex is legal, and you can talk about it! To maximize your revenues, it is still an excellent idea to keep group 4 calls clean but flirty for as long as possible, so you can build up your minutes. If you rush into sex chat, the call will not last that long.

Group 5: Domination / Kinky > Not many calls come through on this group, but it is a good idea to do your research into the fetish world as these customers like long and repetitive calls. This group covers domination, submission and kinky fetishes e.g., PVC and spanking. If possible, look on the internet and do some research into the 3 categories above. Our blog gives tips and advice on Domination calls. Please visit:

<http://blog.LiveLinesukjobs.co.uk/2016/08/domination-phone-sex-for-chat-line.html>

<http://blog.LiveLinesukjobs.co.uk/2016/02/phone-sex-domination-maximise-your-calls.html>

Group 9: Granny / Mature chat > This is a very popular group, and you will receive quite a few calls on group 9! It is true that not every man likes a 21-year-old young thing - and here is the evidence! Customers calling a group 9 line like their ladies to be slightly older. You can chat sexual on this service but again I would chat clean for as long as possible so you can build up your minutes. Imagine your character but as an older version. Do not worry if you have a younger sounding voice as it is all about the fantasy and of course a lady never tells her age! Just because it is the granny chat line, don't tell the caller your age because you do not know how old he wants you to be. You can say that you old enough and full experienced in all sexual matters.

Please remember

Group 1: Strictly clean chat – **NON-SEXUAL**

Group 3: Clean chat from Australia –**NON-SEXUAL**

Group 4: Hardcore chat - **SEXUAL**

Group 5: Domination / Kinky chat – **SEXUAL**

Group 9: Granny / Mature chat – **SEXUAL**

PLEASE NOTE, YOU WILL BE RECEIVING CALLS FROM ALL THE GROUPS AND YOU CANNOT REQUEST TO ONLY TAKE CALLS FROM ONE GROUP.

Your Introduction messages >

You will need to record a message for each group above and this only has to be done once! Once verified, your messages will always be there when you log on.

Each Message must be between 50-60 seconds long.

Once you have completed your automated training, we will email you an example message for each group. You can use these messages as templates and a guide, to help you write your own messages.

Tips for Message / Group 1 – Clean Chat

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This message must be clean; you can be suggestive, but you can't mention anything rude! It's best to go along the lines of describing what you look like in detail. If your fantasy character has blonde hair and blue eyes, elaborate that in greater detail, for example "I have shoulder length blonde flowing hair, huge big blue eyes and a beautiful smile." Because group 1 is clean you must put in that extra effort to make it sound interesting. Mention your hobbies, your holidays, what foods you like to eat or which restaurants you like to visit. Group 1 is all about igniting the imagination without discussing anything sexually related.

Tips for Message / Group 3 – Australian Chat

Callers coming through on group 3 are from Australia! Your Introduction message on group 3 must be clean and it can be the same as your group 1 message.

Tips for Message / Group 4 – Hardcore Chat

In this message, you can be sexually explicit, although it is best to keep the caller in suspense about some things, as you need something to talk about when the caller comes through to you. Keep the same character as you did in group 1 but add things in the message that are of an adult nature. E.G bums, boobs and what kinds of things your character likes sexually. Keep this message flirty, sexy but not overtly dirty.

Tips for Message / Group 5 – Domination / Kinky Chat

A lot of men have Kinky fantasies that can include Gangbangs, leather, PVC, Domination, Submission, bondage, water sports, foot worship and punishment. The list is endless! You can keep the same character as message 4, but you must mention that you like kinky things, or that you are a domineering Mistress or a Submissive Slut. You must include some Kinky keywords like PVC, Mistress, Submission, Water sports etc... This will inform the caller that he is through to the Kinky service.

Tips for Message / Group 9 - Mature ladies / Granny Chat

The callers that come through on the mature lady line or granny line as we like to call it, want to speak to a mature lady. If you have a young voice, you can say that you are in your late 40's. If you can pass for any older - that is even better! You can use what you put in your group 4 hardcore message; keep the same character - just change her age to one slightly older.

Please remember that if you are having difficulty with your messages then you can contact the support team at support@livelinesuk.com

Important > The messages are the first thing the customer hears, so you must make them exciting, personal and friendly. You are trying to make the caller come through to you, he wants an exciting and personal experience, and your message will entice him to come through to you.

How to record your messages

Dial the **“ Log on Number”**. Then enter your PIN and PASS number when prompted. You can then press the “hash” key to skip the management introduction message. The service will then tell you that you need to record your introduction messages. It will ask you to enter a code group number

e.g. 1 for clean, 3 for Australian etc.... Start with your group 1 message, enter 1 on your telephone keypad. Record your message and select option 3 at the end to save it. The service will give you other options to re-record the message and listen to the message. You repeat this process with all 5 messages.

Please remember to select option 3 at the end of each message, to save the message.

Once your messages have been recorded, we will verify them. Once they are verified, a Supervisor will contact you and let you know you can start taking calls. This is a great time to ask any questions. Our Supervisors have all taken calls and know how to take great calls.

Important things to remember when taking calls

- All calls must be answered within **three** rings of your phone, **two rings** if you live outside of the UK.
- Your phone must not be **engaged** whilst you are logged on.
- You must not miss calls whilst you are logged on.
- Please try to make and receive personal calls when you are logged off.
- Our system will tell us if you have missed calls when you are logged on, if you miss calls, the service will log you off.
- You must not have **call waiting, ring back service, withheld call barring, call guardian, or any voicemail service** on your phone line whilst you are logged on. These services normally stay on your line permanently so you must call your Service Provider and ask for them to be removed, this usually take 1-2 days to complete.
- All calls are recorded in compliance with the 'Phone-Paid Services Authority' code of practice. Your personal details are kept completely confidential always. No-one, except management have access to your voice recordings.
- LiveLines UK Ltd is registered with the Data Protection Act (1998) and your personal data is kept private and in compliance with the Act. All your details are kept completely confidential at all times.
- If your PIN or PASS number is inactive for 20 days, we will remove your account from the service. If this happens, and you would like to return, please contact us.
- Never hang up on a caller or stop speaking to a caller if the caller has not done anything wrong. All our customers are paying customers and hanging up on callers, causes a lot of complaints.

We are licensed by the Phone-Paid Services Authority, the regulator for Premium Rate Phone services. We must adhere to certain regulations whilst taking calls and they are listed below. If you do not fully understand the regulations, then you must speak to the support team before you start to take calls. We listen to calls to ensure that regulations are being met by all operators.

The Regulations

Regulation Notice:

When you receive your telephone training, we will inform you of the regulations again. If you have to terminate a call, due to regulations please say to the caller, "I am terminating this call, because" You then give a short reason and put the phone down.

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Personal Details & Meeting:

Never give a caller any of your personal details, it doesn't matter how genuine the caller sounds. The same applies to the caller; you must not agree to ring him on his personal phone, agree to meet with him or take down any of his personal details.

Do not give callers any telephone numbers or website addresses on the call, this includes your own or another Premium Rate Number.

If a caller has a complaint, they can email: payments@livelinesuk.com

Underage Callers:

If you think that a caller sounds under the age of 18 years old, please ask for their Date of Birth. If they get the date wrong, hesitate or you still have any suspicions, please terminate the call.

Underage callers are obvious, and we must not prolong these callers in any circumstances.

Silent Callers:

You may receive some callers that will not speak on the phone. We have around 30 seconds from the start of the call to try and get them to speak to us. If the caller does not say anything then we must terminate the call. We must do this as the caller may be under the age of 18 years old.

Incest and Underage Sex:

We are not allowed to talk about underage sex (**under the age of 18 years old**) or anything on the topic of incest. If a caller mentions these topics on the phone, we must terminate the call immediately.

Caller not paying for a call or using a stolen phone:

If a caller informs you that he is using a stolen phone or that he is using someone's phone without their permission, we must terminate the call immediately.

Subjects to be avoided.....

- Encourage or incite the caller to commit a criminal offence.
- Cause a grave offence by reason of sexual or violent content.
- Induce or promote racial disharmony.
- Encourage, incite or suggest to any caller the use of harmful substances
- Induce an unacceptable sense of fear or anxiety.
- Result in any unreasonable invasion of privacy.
- Misled any person with respect to the content or cost of the service being offered.
- Sexual entertainment services must not contain any reference to involvement of persons under the age of 18 at any time.
- Violence, rape, drugs, bestiality, terrorism and animal sex must not be talked about on the service.

These regulations may seem a bit daunting, but if you have any questions – please contact: support@livelinesuk.com

Terminating a call is quite rare as all the callers know that the calls are recorded.

The Payment Structure

Your revenues are paid by your chosen payment method every two weeks on a Friday; you can download your revenue statements from your on-line revenue section. During your training, you will be told your first payment date.

Our working week is from Monday to Sunday midnight.

Revenue Out payments

✓ Service	UK Landline (0-20 log on hours p/w)	UK Landline (20+ log on hours p/w) Higher Rate	UK Mobile (0-20 log on hours p/w)	UK Mobile (20+ log on hours p/w) Higher Rate
Adult Chat calls	14p per/min	15p per/min	13p per/min	14p per/min
Party Chat calls	10p per/min	10p per/min	10p per/min	10p per/min

✓ Please note that your revenue statement will show your revenue in British Pounds. Also, your call times and log on hours will be shown in British time, GMT.

- You are paid for your talk time on the phone to the caller.
- You are not paid for the first minute of each call.
- You are classified as a freelance, non-exclusive Adult Chat Line Operator; therefore, we do not deduct any tax or national insurance from your revenues.
- Please note for party chat calls you will be paid at 10p per minute, these calls are listed under your revenue statement as “cheap chat calls”
- To receive the higher rate per minute – you must complete 20 hours log on time, in week 1 and week 2 of the pay run.
- Your revenue statements are uploaded on Wednesday afternoons, prior to the Friday pay date.
- UK Landline means Operators receiving calls on their Landline
- UK Mobile means Operators receiving calls on their Mobile.

You're On-Line Revenue Section

You can see your call stats; log on hours and revenue statements, using the following link: <https://secure.LiveLinesuk.co.uk/> during your training, you will be given your login details.

What happens next?

Once we have received your application form, we will contact you to set you up for automated training. Once your training has been completed and your messages have been verified, you can log on and start taking calls.

What happens during the training session?

The training session is not a test! We are simply informing you of the regulations, how you log on and off the service, how you record your messages and we also give you some tips regarding the calls. The training process takes around 20-30 minutes and is all automated, so you can complete this when you are free.

How do I apply?

You can apply at www.LiveLinesukjobs.co.uk/apply

Useful Information

To contact us, please email support@livelinesuk.com

LiveLines UK Ltd contact information:

35 Marefair
Northampton
England
United Kingdom
NN1 1SR

(w) www.LiveLinesuk.com

(w) www.LiveLinesukjobs.co.uk

(w) www.LiveLinesukjobs.co.uk/apply

(w) <http://blog.LiveLinesukjobs.co.uk>

UK HEAD OFFICE: 01604 824290

UK Supervisor's Line: 0343 290 8899

USA: 347-943-0209 (option 3)

AUSTRALIA: 02 4312 7220 (option 3)

CANADA: 647-313-3077 (option 3)

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

Revisions and changes to this pack may be made at our discretion; full updates are available at www.LiveLinesukjobs.co.uk/apply

LIVELINES UK LTD NON-EXCLUSIVE, INDEPENDENT SELF-EMPLOYED OPERATOR CONTRACT

- 1. PROVISION OF THE SERVICES:** The operator shall supply the Services described in the relevant handbook on a non-exclusive, self-employed basis to LiveLines UK LTD. The services shall be supplied to the best skill and ability of the Operator. LiveLines UK LTD shall be under no obligation at any time to supply the services.
- 2. LOYALTY:** The Operator will not promote, sell or in any way discuss other services or products with users of LiveLines UK or any other third party. Any Supplier found to be promoting or selling unauthorized services or products on the service will have their Contract terminated. LiveLines UK Ltd may also be liable to claim for loss of profits arising from their actions.
- 3. PAYMENT:** Shall be calculated based on the current pay scale as described below. LiveLines UK will produce a Fortnightly revenue statement which will be uploaded to the operator's online login section.

Payment schedule for Adult Chat Line Operator Live Calls

✓ Service	UK Landline (0-20 log on hours p/w)	UK Landline (20+ log on hours p/w) Higher Rate	UK Mobile (0-20 log on hours p/w)	UK Mobile (20+ log on hours p/w) Higher Rate
Adult Chat calls	14p per/min	15p per/min	13p per/min	14p per/min
Party Chat calls	10p per/min	10p per/min	10p per/min	10p per/min

Payment schedule for Tarot & Psychic Operator Calls

✓ Service	UK Landline (0-20 log on hours p/w)	UK Landline (20+ log on hours p/w) Higher Rate	UK Mobile (0-20 log on hours p/w)	UK Mobile (20+ log on hours p/w) Higher Rate
Tarot & Psychic Calls	£0.16 per/min & £0.21 per/min	£0.16 per/min & £0.23 per/min	£0.14 per/min & £0.20 per/min	£0.14 per/min & £0.21 per/min

Adult Chat – The Higher Rate applies if 20+ log on hours is completed in week 1 and week 2 of the pay run.

Tarot / Psychic Chat – The Higher Rate applies if 20+ log on hours is completed in week 1 and week 2 of the pay run.

* There are two normal rates for the tarot and psychic chat, either £0.16 or £0.21 or £0.14 & £0.20 (depending on if you're receiving calls on a landline or mobile) – the rate you are paid depends on where the caller dials from as some callers pay more than others. There are a large % of £0.21 & £0.20 per minute calls.

- UK Landline means Operators receiving calls on their Landline
- UK Mobile means Operators receiving calls on their Mobile.

Operator revenues are calculated by the amount of talk time minutes they generate on the service (s) minus the first minute of each call. Revenues are paid fortnightly via your chosen payment method.

- 4. TERMINATION:** This Agreement may be terminated by LiveLines UK immediately in writing or by a telephone call from a manager to the Operator. The Operator may terminate this agreement forthwith immediately in writing or via a telephone call to LiveLines UK LTD. LiveLines UK Ltd can terminate this agreement at any time if the regulations we have stipulated have not been adhered to by the Operator.

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5. **COPYRIGHT:** All and any rights of Copyright, Design, Patent, Trademarks or any other Intellectual Property Rights or any Voice Recordings, Text-Chat messages or webcam images created by the Operator are hereby as beneficial owner assigned to LiveLines UK LTD free of charge. All live calls are recorded.
6. **CONFIDENTIALITY:** Both LiveLines UK LTD and the Operator have a duty to keep confidential all information given or gained in confidence. The Operator agrees not to either during the appointment or after its termination disclose to anyone any confidential information concerning the affairs of LiveLines UK LTD. LiveLines UK Ltd will keep all information strictly confidential and will only disclose information to recognized Authorities, if requested.
7. **TAXATION:** LiveLines UK LTD shall have no liability for any TAX, National Insurance or similar Payments in respect of the sums paid by LiveLines UK LTD to the Operator. The Operator will keep LiveLines UK LTD indemnified against any claim for Taxation or National Insurance Contributions (including Interest and Penalties) or any similar Taxes or Levies arising because of the payments made by LiveLines UK LTD to the Operator.
8. **Phone-Paid Service Authority** The supplier warrants that they have read the relevant and up to date handbook including the extracts from the current Code of Practice, and all requirements of the Code of Practice are understood. The Operator shall comply with all requirements of the Code of Practice always. Full and complete copies of the code are available upon request or available at <http://psauthority.org.uk/> The Operator must be terminated a call straight away if they believe the caller is an obvious minor (under18 years old).
9. **AGE:** The Operator warrants that at the time of entering this Agreement with LiveLines UK LTD that they are over the age of eighteen years old.
10. **INDEMNITY:** The Operator shall indemnify LiveLines UK LTD, against any Claims, Demands, Expenses or Liabilities which LiveLines UK LTD may incur arising out of the Services performed by the Operator.
11. **LAW:** This Agreement shall be constructed in accordance with the Laws of England and the High Courts of Justice in London shall be the Sole Courts of Competent Jurisdiction.
12. **PERSONAL DETAILS:** You confirm that you have provided LiveLines UK with valid and correct details. You agree that you are applying with your real name and that you have supplied the correct Date of Birth.

By signing this agreement, you agree that you are entering into a self-employment contract offering Operator services to LiveLines UK Ltd on a non-exclusive basis. You agree that you are not an employee of LiveLines UK Ltd and that all tax and national insurance contributions will be paid by yourself. By signing below, you agree to all terms of the contract and that you have read and understood the relevant handbook.

Full Name	
Signature	
Date of Signature	