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#### **EXAM OVERVIEW**

**Q. What does the exam involve?**

If you have a query which has not been answered by the information listed above, please email your question to us. We aim to get back to all queries within 48 hours Monday to Friday.

## **The Position**

### **Q. What does the job involve?**

A.The job will involve evaluating online advertisements in order to improve their content, quality and layout. You will be required to provide feedback and analysis on advertisements found in search engine results and provide ratings on their relevance to the search terms used. Work will be provided to you as a list of tasks through an online work system.

### **Q. Do I need any special qualification or skills for this position?**

A.The skill set for this job is not highly technical. You need to be familiar with browsing the internet, speak English, have high speed/broadband, access to the internet and an Android Smartphone (version 4.1 or higher) or IOS Smartphone (version 8 or higher) to complete tasks.

### **Q. Do I require any specific software or are there any technical requirements for this position?**

- Contributors must have a Personal Gmail address and create a new Gmail address specifically for this position in order to be considered for the position
- Tasks must be completed using Google Chrome or Mozilla Firefox Web Browser. A high-speed internet connection is also required.
- Access to and use of a broadband internet connection and associated computer and antivirus software to perform the work, all provided at your own expense

**Q. Where are we located?**

A. The Sourcing team is based in our Ballina office in Ireland. The address is: TELUS International AI, Emmet St, Ballina, Co. Mayo, Ireland.

**Q. What language will I be working in?**

A. You will be working on English tasks and tasks in the language related to the position that you applied for. For example, if you applied for the French role then you will be rating in English & French etc.

**Q. Can family members also apply for the same position?**

A. Only one member per household may apply for this role. Your work must be of an individual nature and completed in private. Sharing of material or answers is strictly prohibited. Our Quality team will be monitoring your work. Please note you CANNOT use the same computer/IP Address as another user for this position. IP addresses are logged and recorded.

**Q. Do I need to take an exam before I am hired for this position?**

A. Before you are successfully hired an exam must be completed. This exam ensures that you have the desired competencies to successfully participate on this program. You will receive more information about this exam at a later date once your application has been fully reviewed and deemed suitable.

**Q. How will the work be evaluated?**

A. Your work on live tasks will be constantly reviewed to ensure that you are meeting the quality metrics for the role. The quality of your work is very important and will be reviewed on an on-going basis from the day you start working on the Program. Reaching an acceptable quality level in your first 3-4 weeks on the program is particularly important as an Internet Ads Assessor. It is possible that if you do not reach and maintain an acceptable quality level that your access may be removed from the program at any time.

**Q. What email account do I need?**

A. The Internet Ads Assessor program requires contributors to be frequent Gmail Account users. A new Gmail account will need to be created exclusively for Internet Ads Assessor work purposes. You will use this new Gmail account to log into the rating system and to send and receive work-related emails. Your personal Gmail account will be used for Location-Based Tasks.

You can create a Gmail account at [www.gmail.com](http://www.gmail.com) simply click on the create account link and follow the instructions. When choosing a username for your new Gmail account, please select one that meets all the following conditions:

- Includes TI at the beginning
- Does not contain your first or last name
- Does not contain any personal details
- Does not contain nicknames

An appropriate username would be [tipurple1234@gmail.com](mailto:tipurple1234@gmail.com), [timydogspot@gmail.com](mailto:timydogspot@gmail.com), [tiaccount54321@gmail.com](mailto:tiaccount54321@gmail.com)

An inappropriate username would be any of the following: [john.doe12345@gmail.com](mailto:john.doe12345@gmail.com), [johnjohn98765@gmail.com](mailto:johnjohn98765@gmail.com), [doe.johnti@gmail.com](mailto:doe.johnti@gmail.com)

## Obligations

### **Q. What contractual obligations am I under?**

A. As an independent contractor you are self-employed and therefore work for yourself. You are under no obligation other than we wish to see that you are paying your taxes.

### **Q. What notice do I have to give if I do not want to continue the position?**

A. We would expect that you provide us with reasonable notice, but you are not under any legal obligations to provide us with a specific notice period as you are working in an independent capacity.

### **Q. What is the Contractor Agreement?**

A. The Contractor Agreement is not a contract of employment. It is a Confidentiality Agreement. Agreeing to the terms of this agreement means that you do not disclose, share or

duplicate any of the information that you are working on to others. We require contributors to accept this Agreement by completing our Terms & Conditions Questionnaire.

**Q. What if I am going on holiday or I am sick?**

A. We would appreciate it if you could let us know, however you are not obliged to do so as you are working in an independent capacity.

**Q. What benefits am I entitled to?**

A. Independent contractors are not provided with employee-type benefits, e.g. health insurance, holiday pay, sick pay, pensions, etc. Independent contractors may fund their own benefits, but not on a tax-free basis.

**Q. May I be permitted to leave the program for an extended period of time?**

A. Unfortunately we cannot hold positions open for long periods of time due to fluctuation in work demand.

**Q. What is the process should I wish to leave the program?**

A. You must inform the Program Management team if you wish to leave.

**Q. What if I'm moving to another country?**

A. It is required that you live in the country of the position you applied for (for cultural awareness reasons). If you no longer meet this requirement, unfortunately you will be removed from the program.

**Q. Can I increase my hours of work?**

A. Hours for this role may fluctuate at times depending on task availability.

**Q. Can I apply for two positions at the same time?**

A. Candidates are not permitted to work in this role and in a similar role with TELUS International AI Inc. or another company at any given time. This is a conflict of interest and will result in your application being ceased.

**Q. I would prefer a full-time, permanent position-is this possible?**

A. The position you are applying for is a Part-time, independent contractor position and we do not foresee this position becoming permanent.

**Q. Who should I contact if I have any further queries?**

A. For assistance with your application up until you are scheduled for exam, please contact your Sourcing Support Team member.

**Q. Am I entitled to leave of absence?**

A. Unfortunately we cannot hold positions open for long periods of time due to fluctuation in work demand. If your account is inactive on our system for more than 60 days your access will be removed from our system.

## **Payment and Taxation**

**Q. How much will I be paid?**

A. You will be paid on an hourly basis. The rate per hour will be disclosed at the Contractor Agreement stage. You need to keep track of the hours worked and tasks completed on a day to-day basis and this information is used to generate your invoice on the billing dates that will be provided from The Finance Team at a later stage.

### **Q. How often will I be paid?**

A monthly invoice will be generated on your behalf and emailed to you for work completed on the program. Invoices are paid 30 business days from the last day of the billing period. Once payment has been processed, we will send you an official remittance notice email.

Payments will be sent to you via Hyperwallet\*, with withdrawal options such as PayPal, Venmo (US only) and Bank Transfer. You will receive an activation email when we send you your first payment via Hyperwallet\*.

\* Due to certain regional restrictions, Hyperwallet is unable to process payments in the following countries (see below). Payments to AI Community members located in these countries will be paid via bank transfers:

Cuba, Iran, Iraq, North Korea, Somalia, Sudan, Syria, Turkey, Russia, Afghanistan, Myanmar , Ukraine - certain regions

### **Q. Is the Rate of Pay negotiable?**

A. These rates have been predetermined and are non-negotiable.

### **Q. Will I get a payslip?**

A. No, however a remittance advice email will be issued to you once payment has been processed. This will contain a breakdown of invoices and amounts paid.

### **Q. Who is responsible for paying tax?**

A. As an independent contractor you are responsible for paying your own taxes. In order for you to work with TELUS International AI we require that your taxes are paid and up to date and all relevant documentation is maintained. During the year TELUS International AI may contact you for evidence of this documentation. All tax queries should be directed to your local tax office.

**Q. Who will pay for my social security contributions?**

A. As an independent contractor you are responsible for paying all of your own social security contributions. You will need to register with your local authority in order to arrange for your contributions.

**Q. Can I use an intermediary/umbrella organization to assist with taxes...etc?**

A. Please note that TELUS International AI do not use any intermediary and/or umbrella organizations at present. We will work directly with “you” the individual independent contractor as per Consulting Agreement and any involvement of a 3rd party organization may result in a delay in payment.

If you have a query which has not been answered by the information listed above, please email your question to us. We aim to get back to all queries within 48 hours Monday to Friday.

**Exam Overview**

**Q. What does the exam involve?**

A. The Qualification Exam comprises an online exam and will determine your suitability for this position as all suitable contributors must pass the exam before being hired onto the program.

Prior to the exam you will receive information to assist you with your exam preparation. The key to passing the exam is reading the guidelines and learning material carefully and paying attention to detail.

You will have the option to access the exam at your convenience however you will be required to complete the exam within a specific timeframe .

The Sourcing Team will be in contact to notify you of your exam result.