



Frequently Asked Questions

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EXAM OVERVIEW

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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. What does the job involve?

This role will involve researching information online and verifying it according to guidelines provided to you. You will be rating tasks to validate data. You will be helping to authenticate data that will be used in live online search tools and applications by millions of users across the world. You will be rating tasks in your country of residence along with rating tasks for other countries. Learning Materials and support will be provided to you if you are rating tasks outside of your country of residence.

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, have experience in using online research tools, route planning, good knowledge of cultural, geographical, social media and current affairs, fluent in your native language and English and have high speed/broadband internet access.

Q. Where are we located?

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

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

A. Yes other family members can apply for this position, however 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. **Please note:** You will only be paid for work completed on production tasks if you pass qualification and are brought on board the program.

Obligations

Q. What contractual obligations am I under?

A. As an independent Contributor you are self-employed and therefore work for yourself. The payment of taxes is your responsibility and we may wish to see that you are paying your taxes. Please contact your local tax office with your tax queries.

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 if I am going on holidays or I am sick?

A. We would appreciate 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 Contributors are not provided with employee-type benefits, e.g. health insurance, holiday pay, sick pay, pensions, etc. Independent Contributors 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 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 range up to 20 hours per week however this depends on each program. Hours of work for each program are set and cannot be increased however they may fluctuate at time depending on client requirements.

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

A. In some circumstances, contributors can work on two projects however this is not universal and the recruitment team can inform you if it is possible with the positions you are applying for.

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

A. The position you are applying for is a Part-time, independent Contributor 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 sourcingteam22@telusinternational.ai

Payment and Taxation

Q. What is the rate and how often will I be paid?

A. These rates have been predetermined and are non-negotiable. You will be paid on a per task basis. The rate per task will be disclosed at a later stage. You need to keep track of the amount of tasks and type of 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.

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. 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 Contributor you are responsible for paying your own taxes. In order for you to work with TELUS International AI Inc. we require that your taxes are paid and up to date and all relevant documentation is maintained. During the year TELUS International AI Inc. may contact you to 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 Contributor 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 Inc. do not use any intermediary and/or umbrella organizations at present. We will work directly with "you" the individual independent Contributor as per Consulting Agreement and any involvement of a 3rd party organization may result in a delay in payment.

Exam overview

Q. What does the exam involve?

A. The Testing Phase comprises of 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 an email from our Exam Support Team which contains information to assist you with your exam preparation.

The key to passing the exam is reading the guidelines carefully and attention to detail. The exam must be completed within 7 days. You will have the option to access the exam at your convenience. When the exam expires after 7 days, recruitment will email to notify you of your exam result.