

Customer Service Policies

1. Customer Service hours are from 8:00 am to 5:00 pm., Monday through Thursday, and 8:00 to 4:00 on Friday, except during the busy season. Hours during the peak seasons are 8:00 am to 8:00 pm Monday through Friday. Some Saturdays may be required. You will punch in and out at the time clock located next to the Hardware Lab.
2. We have one hour each morning (8:00 to 9:00) that we are off the phone. This time is used for doing letters, faxes or other work that you are behind on.
3. From 9:00 to 5:00 you are to be on the phones a minimum of 6 hours. That 6 hour total comes from talking to customers - plus time spent logged into In calls, waiting for calls. During non-business hours (12-1) or after 5 - your phone needs to be put in Not Ready or Make Busy.
4. **Letters** - All phone reps are required to do up to 6 letters a day. This may change due to incoming number of letters. These are due at 9:00 am daily - unless there is a 8:00 am meeting, in which case they are due the following day. Look over your letters as soon as you get them, so that if you need to do some research you can complete it that day. **DO NOT HOLD LETTERS FOR THE NEXT DAY.** For every valid complaint a representative receives, ie: a complaint that has to be followed up on by management due to rudeness etc ... 1 compliment letter will be deducted.
5. **Computers** - The computers on your desk belong to ORIGIN systems. These computers are to be used for Product Support work and not for personal hobbies or endeavors. Do not load ANY unauthorized software onto your machine. If you need software, you will need to fill out a tech request and turn it into your supervisor for sign off. Then you will need to take the tech request to the Product Support PC Tech. These computers are expensive. Do NOT leave drinks or food near them that might be spilled or dropped on them. If this happens you will have to pay for a new machine.
6. **Phones** - The phones used for our phone system about \$200.00 each. Do not keep drinks or food near them that they may be spilled or dropped on them. If this happens you will have to pay for a new phone.
7. **BBS's** - are to be done on a daily basis. Daily reports on new releases need to be printed and turned into Kay on a daily basis for the first 4 weeks. weekly reports need to be done every Monday, reports are to include number of messages received and answered on each online for the week, as well as volume of messages on new releases.

8. **Breaks and Lunches** - Everyone is allowed 2 breaks a day. One 15 minute break in the morning and one in the afternoon. When going on break you must sign out so that everyone knows you have gone and at what time. You CANNOT put someone else on the break board. Breaks in the morning should be over by 11:45 and by 4:45 in the afternoon. You have one hour for lunch from 12:00 to 1:00. This may change due to number of available reps or season.

9. **Vacation Request** - in order to get a vacation you must fill out a request form and turn it in to your supervisor for approval. Give as much notice as possible.

10. **Free day off** - There are two ways to get free days off:

a. For every 6 compliment letters recieved you get a day off with pay. You will have to work out with your supervisor, in advance, when you can take you day off. These days may be taken Tuesday-Thursday only. In the event that you resign your position at ORIGIN or you are dismissed from your employment at Origin, any additional compliment letter days off that have accrued will be null and void. The compliment letter days off, is a departmental policy (not a company policy) and is in place to give an extra departmental "benefit" for doing a good job on the phones.

b. If you work three straight months without missing any days for vacation or illness, are on time every day and at work all day (not leaving for appts., etc..) you will get a free day off with pay.

11. **Terminology** - We as a software company NEVER USE THE WORD BUG!! If a customer is experiencing a problem - refer to it as that - a "problem".

12. If you are not sure how to answer a difficult question - always ask.

13. **Games** - Do not play games while you are on the phone, any games, ours, theirs, windows, solitaire. This includes games you may be testing. It is too difficult to concentrate on the customer and and play your game at the same time.

14. Always use the opening and closing scripts when talking to customers. You do not have to be exact, you may choose to come up with something that says the same thing in your own words, but do be professional. Keep in mind that "Enjoy your game" is not the same as "Thank you for purchasing ORIGIN products".

15. **Callbacks** - are not to be done during phone hours. Do them after 5:00 when the "Q" is clear. When you do a callback send a message to your supervisor totaling how long the call took and why you had to call the person back.

16. **Phones** - You have two choices 1) handset 2) headset. No speaker phones or stereos.

17. **Stereos** - If you play your stereo during phone hours you must wear headphones. This also goes for testing done during phone hours. The noise is picked up on the phones and bothers the other reps. If it's too loud you will be asked to remove your system.

18. If you are in the building you must wear your name badge.

19. **Late or absent to work** - If you are running late to work, you need to call and notify Gina (775) that you will be late. Please state the reason. If you need to be out for some reason in the future, notify Gina so that it can be cleared with your appropriate supervisor.

20. **Meetings** - Our department has its meeting every Wednesday at 8:00 am. Attendance is mandatory. Do not be late. These meetings are for your benefit so please participate in sharing your ideas. You will be notified of any additional meetings by Kay, Donna, or Marie.

21. **Internet Access** - If you have Internet access and you see a message that needs to be answered by CS or you receive messages, you need to forward these to :

Support @ Origin.EA.COM

Do not try to answer these yourself. This is why we have this support address. We want to make sure customers are getting the same consistent information.

22. **Do NOT give out the main number or your extension to any customer.** Eventually someone else will be sitting at your desk with your current ext., and they will get calls from that customer, or the receptionist will get them. We **DO NOT** list the main number on our CS letterhead, CS fax transmittals, CS business cards, or in the phone companies information directory because we do not want customers

434 HELP

to call the main number. You can leave the CS phone number (335-0440) or call your customer back at a later time / date.

23. **ORIGIN CRUNCH FOOD POLICY** - If you are on MANDATORY crunch overtime, you are allowed up to 7.00 dollars for a meal. If your order goes over 7.00 dollars - then you need to turn in the money (cash only) with the order. If you are not on crunch but wish to order you may do so, and put the full amount of your meal with the order. Crunch time is not just overtime for playing games, or finishing your work - it is approved only by management, and is a 12 hour day (not including a lunch hour).

24. **HAPPY HOUR** - On the Fridays that we are not paid there will be either a company or departmental Happy Hour that begins at 4:00 and attendance is mandatory. Activities range from movies, food & drinks, etc.....

Attendance Policy

This comes directly from the Management Policy and Procedures handbook of Electronic Arts.

Attendance Definitions:

Absence: Failure of an employee to report to work during the hours that he/she is normally scheduled to work.

Tardiness: When an employee is not on the job at the time work is normally scheduled to begin. This includes returning to work from break periods or lunch.

Occurrence: An occurrence is either an absence or a tardy. One or more consecutive days absent for the same reason is considered one occurrence. Each tardy counts as one occurrence.

Unexcused Absence: When an employee fails to notify his/her supervisor and does not show up for work, does not notify prior to the absence or does not have a doctor's excuse.

Attendance Guidelines

Absenteeism and tardiness become a problem when they adversely impact the work group or when the effectiveness of the department is impaired.

For this department:

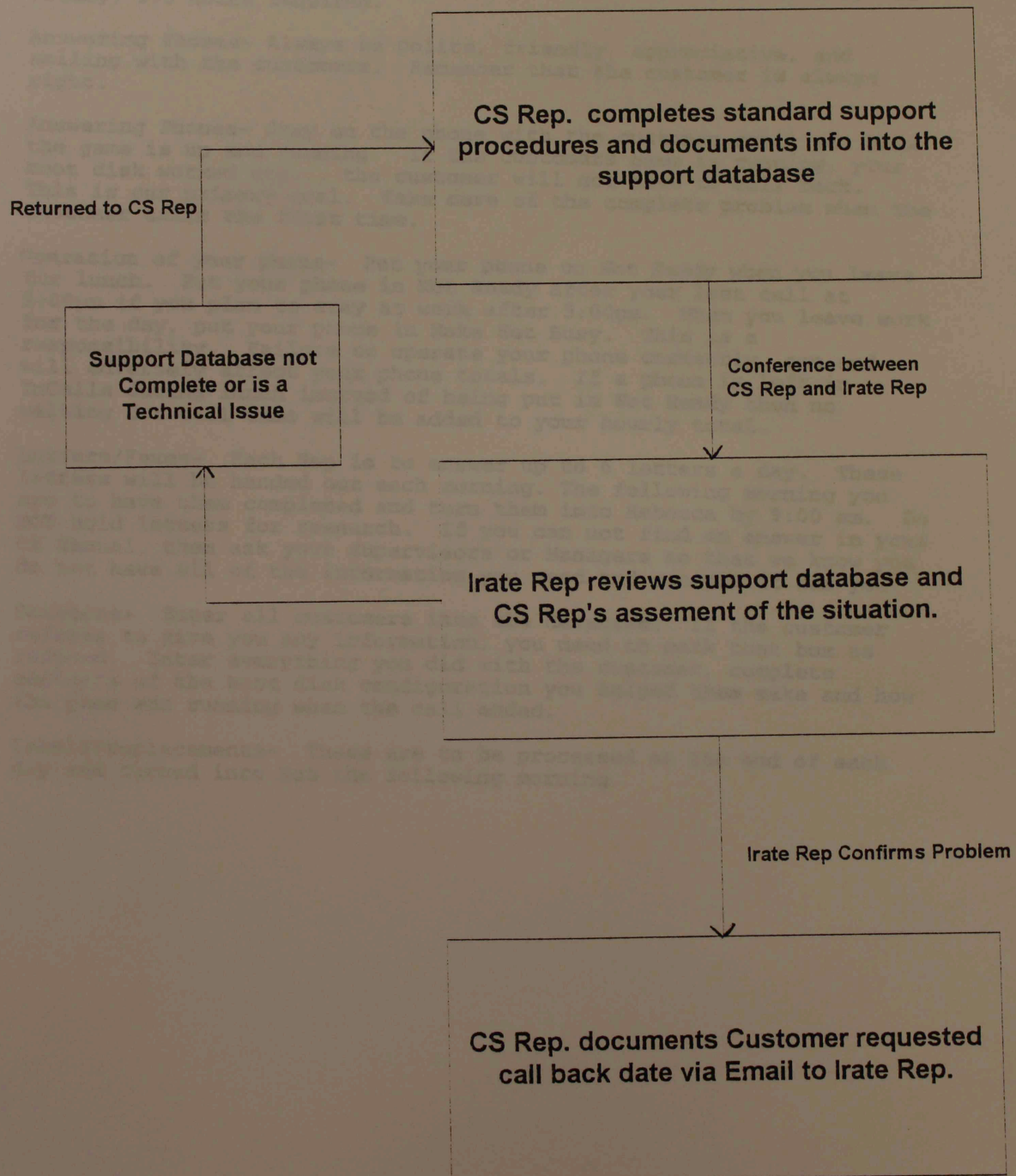
Absenteeism is considered excessive or chronic when there are four or more occurrences within 6 months.

Tardiness is considered excessive or chronic when four or more unexcused occurrences have occurred within 6 months.

When an employee's absences are having a negative impact on the department, the supervisor should verbally inform the employee of a potential problem. If the problem persists, the supervisor should follow the progressive discipline process.

Everyone in CS is to be here by 8:00. The policy in QA is 9:00 unless you are working odd hours (those to be approved by Donna or Kay or Marie).

Customer Service Representative - Guidelines for Irate Customers



Customer Service
Daily Responsibilities

- Answering Phones- 6 hours a day required Monday through Thursday. On Friday, 5.5 hours required.
- Answering Phones- Always be polite, friendly, appreciative, and smiling with the customers. Remember that the customer is always right.
- Answering Phones- Stay on the phone with the customer until you know the game is up and running. If the customers game is running, your boot disk worked etc... the customer will not have to call back. This is our primary goal. Take care of the complete problem when the customer calls the first time.
- Operation of your phone- Put your phone on Not Ready when you leave for lunch. Put your phone in Not Ready after your last call at 5:00pm if you plan to stay at work after 5:00pm. When you leave work for the day, put your phone in Make Set Busy. This is a responsibility. Failure to operate your phone correctly, can and will adversely affect your phone totals. If a phone is left in InCalls during lunch instead of being put in Not Ready then no waiting for call time will be added to your hourly total.
- Letters/Faxes- Each Rep is to answer up to 6 letters a day. These letters will be handed out each morning. The following morning you are to have them completed and turn them into Rebecca by 9:00 am. Do NOT hold letters for research. If you can not find an answer in your CS Manual, then ask your Supervisors or Managers so that we know you do not have all of the information you need and can get it for you.
- Database- Enter all customers into the database. If the customer refuses to give you any information, you need to mark that box as refused. Enter everything you did with the customer, complete contents of the boot disk configuration you helped them make and how the game was running when the call ended.
- Labels/replacements- These are to be processed at the end of each day and turned into Rob the following morning

Kim DeSimone
21 East Central Ave.
Maywood, NJ 07607-1916

May 1, 1995

Origin
PO Box 161750
Austin, TX 78716

Dear Myque Ouellette,

Thank you for all your help with configuring the game. Everything works great! I have the system set up for Multiple Configuration with standard computer operations as one and WC3 as the other, and not a bit of trouble. I would appreciate you would put me on your mailing list for any of your other products or upgrades to WC3. Once again thanks for all your help.

Sincerely,

Kim DeSimone

Myque
Disk 2 Sent

Phil Cerialle
7842 w. 98 pl.
Hickory Hills, Il.
60457
Voice & Fax
(708) 430-5864

Origin Systems, Inc.
c/o Product Support
12940 Research Blvd.
Austin, Tx. 78750
ATTEN: Myque Quellette

June, 15 1995

Dear Myque;

Thanks to all the folks at Origin for sending the diskettes I needed replacing so fast. Also a very special thanks to you for making it happen. I didn't expect to receive them today. It was a nice surprise after a day at work that seemed like a year long.

Now, after you get done reading this letter make sure you post it in the lunch room so everybody can get a laugh off of this.

I get the diskettes. I say to my son, "lets go load the game". He says, "O.K." but adds "don't you think we should make a copy of them this time". I am thinking to myself "all-right the kid is on the ball". I say, " , we better just in-case something happens to these". So, we sit down and start the diskcopy program. I put in diskette #1 and start it. The computer asked me to put the diskette in I want to copy to. I do. Then, and there's a reason I'm beating around the bush, (embarrassment) I didn't read the message on the screen very well. It said, "do you want to make another copy of this diskette y/n. I pressed y. Oh, did I mention I had the #2 diskette loaded in the drive. For some reason I substituted the word "this" with "a".

I am so embarrassed. I copied the files from #1 slap on and all over #2. Needless to say #2 don't exist anymore. I had a complete set of diskettes for the game, awhile, but I took care of that. Have you ever taken a step forward just to take two back? Oh-boy, I did say today felt like a year long didn't I?

I was hoping this letter would be a letter of thanks for what Origin has done. Instead I am asking you guys for help again. Maybe this is some divine intervention. You know, absence makes the heart grow fonder. I have to put the blame on somebody for such stupidity. Ha Ha. O.K. O.K. O.K. it was me.

Could you please send me #2 for Pacific Strike. This time I promises I won't screw up. Enclosed you will find the old #2 that is now a #1 diskette. Also you will find the #7, #8, and #9 diskettes you replaced for me. I, as always, can be reached at the above numbers. Please let me know by phone or Fax how much \$ I should write the check for. Then I'll send it to you as soon as I find out.

PS Thanks
Again -

Sincerely,

Phil Cerialle

Call Dump Report

4/27/95

Name & Address :

Liz Myers
201 Galer #311
Unknown
Seattle , WA WA 98109

REP:

KSCHLIPPER

Time:

10:46:45 AM

Date:

4/26/95

Game: Wing Commander 3

Call Type: Boot Disk

Call Back?: False

Computer Type:

i486-DX2 66MHz

OS:

MS-DOS v6.0

RAM:

16

CD-ROM:

2X

Compression:

Video:

Sound:

Sound Blaster 16

Customer Problems:

type wc3 and locks at origin logo, escape continues and locks, first installs. helped her with boot disk, reboot, having trouble with sound, she was missing the sbconfig so we added it, ran and it flew awesome!

Configuration:

CONFIG
files=30
dev=c:\dos\himem.sys
shell=c:\dos\command.com /p /e:512
dos=high
buffers=99
ld=j
dev=C:\powrscsi\aspiscam.sys
dev=c:\powrscsi\sbcd.sys /d:miscd000

AUTOEXEC.BAT

set blaster=a220 i5 d1 h5 p330 t6
set sound=c:\sb16
c:\sb16\sbconfig /s
c:\sb16\sb16set
c:\wind31\mscdex.exe /m:10 /d:miscd000
path
set temp

Good report

Customer Notes:

started upset at having to spend money for long distance, left really, really happy!