

XOOM Energy Accreditation Q&A

Please read and answer each question below. Be sure to answer all of the questions. Once you are satisfied with your responses, click the "Submit" button at the bottom of the page to receive your questionnaire results.

1 . With deregulation, customers can take advantage of which of the following:

- Freedom to choose their energy supplier
- Access to products and pricing not available through the local utility
- The same quality service they have always received
- All of the above

2 . The Confirmation Communication:

- Contains the customer's confirmation number, outlines the terms of their selected plan and sets expectations for the next steps in the enrollment process
- Provides the date on which energy service will begin with XOOM Energy
- Both Answer 1 and Answer 2
- None of the above

3 . XOOM Energy has some affiliation with the local utility and is endorsed by state agencies.

- True
- False

4 . What types of products will XOOM Energy offer in deregulated states?

- Natural gas and electricity where available
- Natural gas, electricity, heating oil and propane
- Electricity power only
- Natural gas only

5 . The consequences for an unauthorized switch of service or breaking any other rule may include:

- Losing your right to represent XOOM Energy and sell their products
- Civil and/or criminal charges for fraud
- Termination
- All of the above

6 . When a customer enrolls online, which of the following is FALSE?

- An Independent Business Owner (IBO) cannot enter the enrollment on the customer's behalf
- The customer must agree to the Terms and Conditions of their selected plan
- A customer cannot cancel their enrollment once it is submitted online
- A customer should have a copy of their current bill with them when enrolling online

7 . When visiting the XOOM Energy website, customers:

- Get everything they need to choose the plan that's right for them
- Are provided the prices for each plan
- Get answers to Frequently Asked Questions
- All of the above

8 . Customers can enroll online by visiting:

- The referring Independent Business Owner's (IBO) Personal Website
- acn.xoomenergy.com
- Both Answer 1 and Answer 2
- None of the above

9 . It's appropriate to complete the enrollment process on a customer's behalf when:

- The customer gives you permission
- It is never appropriate to complete the enrollment process on a customer's behalf
- The customer is too busy to do it themselves
- The customer does not have a computer and/or email address

10 . XOOM Energy is responsible for which of the following:

- Purchasing the actual commodity on behalf of customers
- Managing the delivery of the commodity to homes and businesses
- Reading the meters for utility companies
- Responding to emergencies

11 . When is it appropriate to place your email address or telephone number on a customer's enrollment?

- When the customer does not have an email address or telephone number of their own
- When the customer speaks or reads in a different language
- When the customer gives you permission
- Never

12 . When is it appropriate for you to develop and use your own sales materials?

- When you don't like the ones approved by XOOM Energy
- When a potential customer asks you to send them something they can read and consider
- Whenever rates change
- Never

13 . Customers may place the email address or phone number of the referring IBO on their enrollment if the customer's email address is unavailable.

- True
- False

14 . How do customers sign up for XOOM Energy service?

- By phone
- Online
- Written Contract
- All of the above

15 . If a customer chooses a fixed price contract, they will:

- See their price fluctuate over the term of their agreement
- Enjoy the benefits of knowing their price will not change during the term of their agreement
- Not know what their price is until they receive their bill
- None of the above