

1. To make sure each of our sales associates knows and understands the proper ways to acquire customers, everyone must complete the _____ before acquiring customers.

101 Training
Renewable Energy Training
Accreditation Process
Enrollment Process

2. If a customer chooses a fixed-rate contract, they will:

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

3. Small Business Customers enroll:

Online
Use multi-location Forms
Call XOOM Energy
All of the above

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

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

5. XOOM Customer Care should be used by

XOOM customers who have a question or need
IBOs whenever they need help closing a sale
IBOs who need training
None of the above

6. What type of customer receives a customized quote before enrollment?

Small business
Big business
All customers
Residential

7. XOOM has created multi-location forms for businesses that are at:

2 or more locations
4 or more locations
5 or more locations
All of the above

8. 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
Same quality service they have always received
All of the above



9. 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

10. It's appropriate for you to complete the enrollment process on someone's behalf when

They give you permission

They do not have a computer and/or email address

They are too busy to do it themselves

Never

11. A potential Big Business Program customer should fill out a:

Multi-location Form

Big Business Lead Pass Form

Terms and conditions

Enrollment Form

12. If your customer tries to sign up for service before you have been accredited, they will receive _____ and will not be able to complete their enrollment.

Service with XOOM Energy

An error message

Temporary enrollment

None of the above

13. When enrolling online, which of the following is false?

A sales agent cannot enter the enrollment on the customer's behalf

The customer must agree to the terms and conditions

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

14. XOOM Energy offers renewable energy products with what type of rate:

Variable

Fixed

Variable and fixed

We do not offer renewable energy products

15. Which of the following statements about energy retailing is false?

Energy retailing is a highly regulated business

There are strict rules and regulations that must be followed

Failing to comply with the rules can lead to disciplinary action

If you have questions regarding the rules, go with your instincts

16. If you have an emergency with your natural gas or electricity you should call:

XOOM Customer Care

Your utility

Neither

Both



17. In order for XOOM to generate a proposal for Big Business customers, we need the customer's:

Historical usage information

Last 3 utility bills
Deposit
Credit check score

18. Which of the following statements is true?

XOOM Energy has been in business for many years

XOOM Energy is a licensed retailer, with a seasoned executive team with many years of experience in energy retailing

XOOM Energy is part of the utility

XOOM Energy offers service in all 50 U.S. states

19. When an ACN IBO first approaches a potential customer, they should do which of the following:

Immediately identify themselves as a sales agent on behalf of XOOM Energy

Inform the customer that XOOM Energy is not affiliated with any utility or any state governing body

Not engage in misleading or deceptive conduct

All of the above

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

By phone

Online

Written Contract

All of the above

21. Which of the following statements is true?

If customers enroll with XOOM Energy, they are guaranteed savings

XOOM Energy offers flexible pricing to meet customers' needs and budget

Local utilities offer a variety of pricing options to meet customers' needs and budgets

XOOM Energy is responsible for the safe, reliable delivery of natural gas and electricity to customers' homes and is responsible for responding to natural gas and electrical emergency calls

22. Which statement is not true about a variable rate contract:

Will always cost you more than a fixed rate contract

Allows you to switch to another product whenever you want

Rate fluctuates monthly according to market conditions

Is competitive with the utility rate when evaluated over time

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

Purchasing the actual commodity itself on behalf of customers

Managing the delivery of the commodity to homes and businesses

Reads the meters for the utilities

Responds to emergencies

24. When is it appropriate to tell a potential customer our products will guarantee them a savings?

When selling them a variable rate product

When selling them a fixed rate product

When they seem unsure about enrolling with XOOM

When savings are stated on the XOOM Energy website



25. Once a residential customer decides on a plan, they will click on the corresponding enrollment button and initiate a simple _____ to switch their service to XOOM Energy.

4 step process

6 step process

5 step process

None of the above

26. Business customers have to spend _____ per month on the commodity portion of their energy bill to qualify for XOOM's Big Business Program:

At least \$35,000

\$50,000+

\$2,000-\$35,000

\$2,000-\$4,000

