



XOOM ENERGY ACCREDITATION

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QUESTIONS	ANSWERS
Which of the following are approved methods for enrolling customers in XOOM Energy:	Warm Marketing.
When is it appropriate to tell a prospect XOOM Energy will guarantee them savings ?	When savings are stated on the XOOM Energy website.
How do customers sign up for XOOM Energy service?	Online
With deregulation , customers can take advantage of which of the following:	All of the above (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).
Customers can enroll online by visiting:	Both Answer 1 and Answer 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.
As an Independent Business Owner, I am allowed to incentivize (gifts cards, cash, etc.) a new customer to enroll in XOOM Energy services.	FALSE.
You may use the XOOM Energy logo in the creation of personal marketing materials.	FALSE.
The consequences for an unauthorized switch of service or breaking any other rule may include:	All of the above (Losing your right to represent XOOM Energy and sell their products, Civil and/or criminal charges for fraud, Termination).
XOOM Energy has some affiliation with the local utility and is endorsed by state agencies.	FALSE.
Which statement about a variable price plan is FALSE :	It will always cost you more than a fixed price contract.
When a customer enrolls online, which of the following is FALSE ?	A customer cannot cancel their enrollment once it is submitted online.
It's appropriate to complete the enrollment process on a customer's behalf when:	It is never appropriate to complete the enrollment process on a customer's behalf.
XOOM Energy is responsible for which of the following:	Purchasing the actual commodity on behalf of customers.
If a customer chooses a fixed price contract, they will:	Enjoy the benefits of knowing their price will not change during the term of their agreement.