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## About amaysim

### 1. Who is amaysim?

amaysim is an ASX listed telco and energy company. Renowned for its disruptor spirit, amaysim has gained popularity with its amazingly simple approach to product innovation rapidly becoming Australia's 4<sup>th</sup> largest mobile operator. After bringing on board like-minded Click Energy in 2017, amaysim launched its own energy brand, culminating in the introduction of Australia's first energy subscription plan in March 2019.

As part of the Click Energy partnership with ACN, an opportunity has been identified to run a pilot sales program with Victorian IBOs for amaysim's subscription products.

## Accreditation

### 2. Do IBOs need to complete accreditation to refer customers to amaysim?

Yes, all IBOs must complete both the CAC (Customer Acquisition Code) Training, along with the Energy Accreditation Training modules. IBOs must successfully complete a short quiz answering 10 questions with a 100% pass rate before referring customers to amaysim subscription energy. If you don't pass the quiz first time, don't worry, you can re-sit the quiz as many times as you need to.

### 3. How long do I have to complete the accreditation?

All IBOs (new and existing) who wish to sell amaysim must complete accreditation prior to referring customers.

### 4. How often do IBOs need to complete energy accreditation training?

IBOs will need to re-sit the accreditation every 6 months if they wish to continue referring customers to ACN's energy partners.

### 5. Do uplines receive residuals if the IBO isn't accredited?

No, amaysim services referred via ACN will not generate points and commissions whilst the IBO remains unaccredited.

## Compensation

### 6. How many points can I earn for an amaysim Energy service?

IBOs can earn 2 customer points for each successful amaysim Energy Subscription order.

### 7. Can my customers add amaysim gas?

Yes, customers can add amaysim gas to their amaysim subscription sign-up. Please note, gas offers do not support subscription and will receive a traditional style energy product.

### 8. What is the commissionable revenue rate for amaysim energy services?

Plan	Monthly Commissionable Revenue
Residential electricity – subscription	50% of \$50
Residential gas	50% of \$30

\*Information correct as at 16 August 2019. Check the latest AU Compensation Plan for the latest compensation information.

## 9. When will my customers and points appear in my PCL?

- Following the processing of an amaysim energy application, the corresponding customer(s) will appear in your PCL (Personal Customer List) within 3-5 days.
- Qualification points will be allocated after amaysim reports to ACN that the order is progressing.
- PCLs will be updated each day with amaysim energy customers and points.
- Commission payments will commence 3 months from the order date.

### Remember:

- All applications are subject to credit approval by amaysim. This may delay orders for which additional information is required from the applicant.
- A customer will be held in an incomplete status in your PCL if you have not yet completed the Energy accreditation training.
- IBOs should contact IBO Support with enquiries regarding points, commissions and their PCL.

## 10. Will I earn points and commissions if I sign up an existing amaysim Energy customer?

No, the opportunity is for new to amaysim Energy customers who sign up to a Residential Subscription Energy service via ACN.

## 11. Will I earn points and commissions if I sign up an existing Click Energy customer?

If a customer you have previously referred to Click Energy wishes to switch to amaysim Energy, you will continue to receive points and commissions based on when the customer originally signed up with Click Energy. No new points and commissions are awarded for switches from Click Energy to amaysim Energy. These transfers will be treated as a plan change, and you will see no change in your PCL. The service will continue for the remainder of 48 months from the original Click Energy sign-up date, or until the customer closes their account.

## 12. Will non-Asia Pacific IBOs who sell amaysim Energy services receive points and residuals?

Yes, but they will only be eligible for points and residuals if they complete the Australian CAC (Customer Acquisition Code) training and energy accreditation training. This also applies for non-active IBOs who become active and begin selling amaysim Energy to new customers.

## amaysim Subscription Energy plans and offers

### 13. What are the subscription energy plans amaysim offer?

amaysim offers customers 3 hassle-free subscription plans;

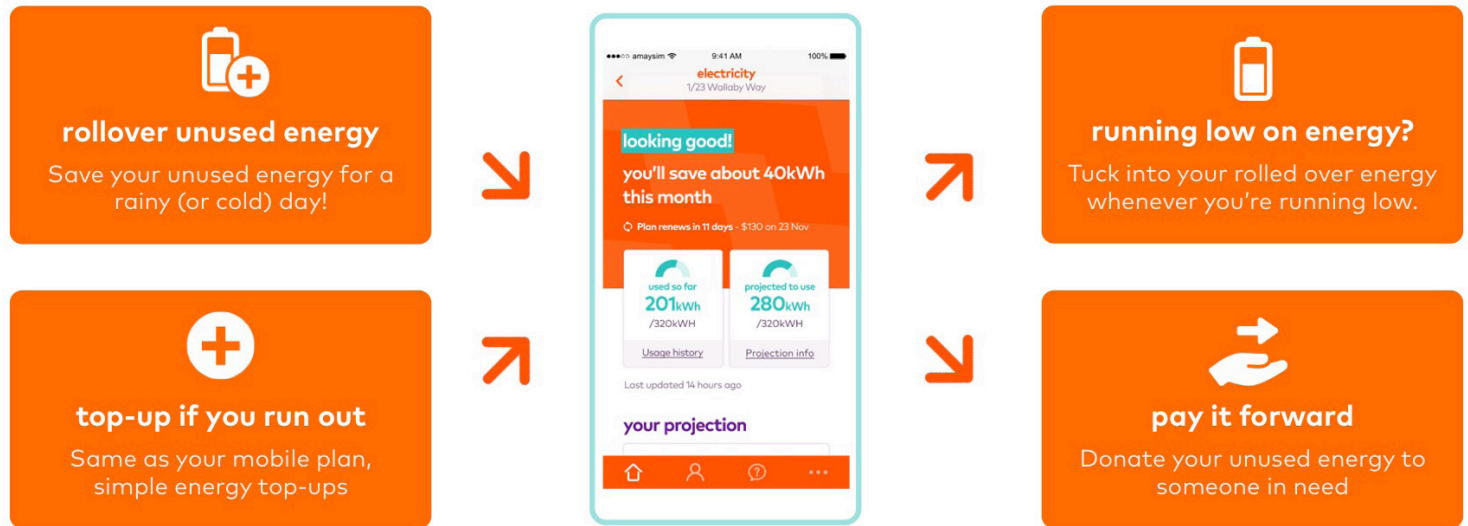
Plan Price /month	Plan Capacity	Ideal For	Top-up Price	Top-up Capacity	Top-up Rate
\$80	200kWh	1-2 people	\$20	50kWh	40c/kWh
\$120	320kWh	3-4 people	\$30	80kWh	37.5c/kWh
\$160	440kWh	5+ people	\$40	110kWh	36.4c/kWh

**Remember:** amaysim Subscription Energy doesn't involve any daily supply changes and card fees on top of these rates.

Customers who select Gas will be offered amaysim Classic Gas which is a no discount product identical to ACN Mint Gas.

Customers signing up to amaysim's gas products will receive monthly bills from amaysim (same as Click).

## Energy that works like your mobile



### 14. What if the customer doesn't use their plan's included energy?

Any unused energy will simply roll over and be saved on the customer's account for up to 3 years.

### 15. What happens if the customer goes over their allocated energy?

The lights stay on. If they use up all their available energy, amaysim will apply an automatic top-up, charging them the same rate per kWh as their current plan and they will be notified of the additional charge. Any unused energy from this top-up simply rolls over.

### 16. What's the difference between the subscription energy plans and the traditional energy plans?

Subscription Energy plans work just like mobile plans; Every month you prepay for a set amount of energy.

No more bills! Your customer will not receive an energy bill, instead they will get a receipt for their credit card payment. Customers can see their usage details by logging into their account on [accounts.amaysim.com.au](http://accounts.amaysim.com.au).

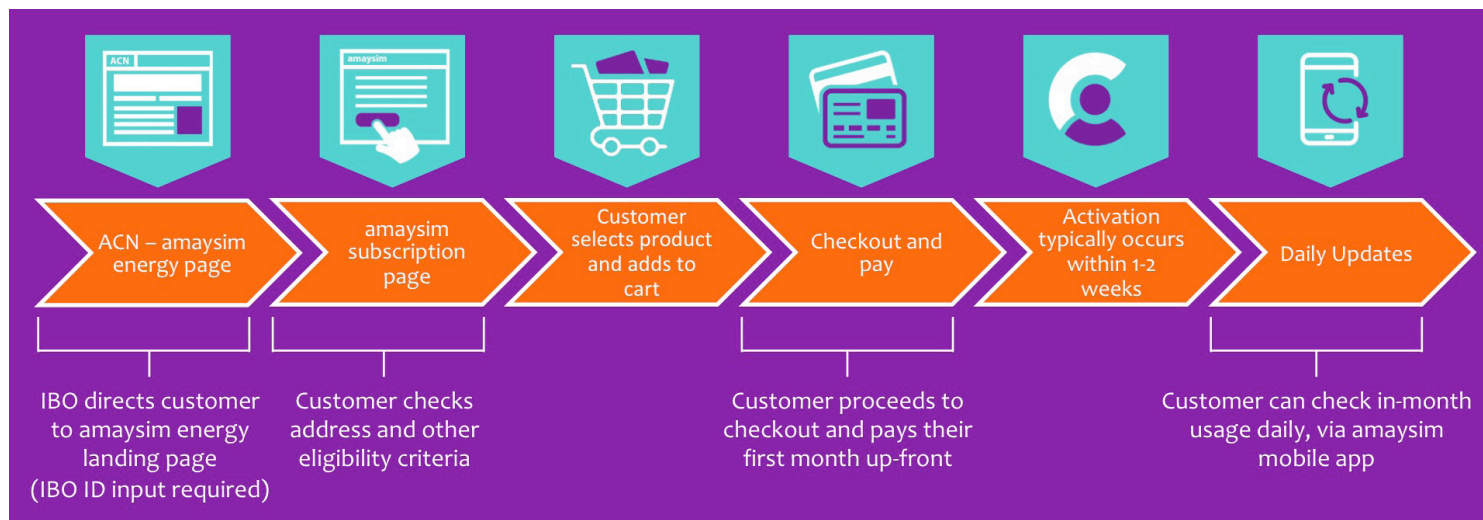
Subscription plans are available via online **sign up only**.

Subscription plans require mandatory direct debit set up, please advise customers to have their credit card details ready at the point of sign up.

#### NOTE:

- amaysim's Subscription Energy plans are currently only available for VIC residential customers with a smart meter.
- These plans are not yet available for customers with life support equipment or government concessions.

## Sign up



### 17. How do I refer customers to amaysim Energy?

Simply navigate to [www.acnpacific.com/energy-amaysim](http://www.acnpacific.com/energy-amaysim), enter your IBO Business ID, and your customers will be able to access the amaysim Energy offers.

### 18. How long will it take for my customer to switch to amaysim?

amaysim Energy customers typically switch within 1-2 weeks from sign-up, however your customers will be given an estimated activation date upon order submission and amaysim will notify them in advance of, and upon activation.

### 19. What if my customer is unable to complete online sign-up with amaysim Energy?

amaysim's Subscription Energy plans are currently only available online. If you or your customer are unable to complete online sign-up please email [acn.subscription@amaysim.com.au](mailto:acn.subscription@amaysim.com.au) and include the following details:

- Your IBO Business ID
- Your name and the customer's name
- Business hours contact number

A dedicated support agent will contact you ASAP during business hours to assist.

## Post-Sign up

### 20. How can my customer check their usage?

amaysim subscription customers can log in via the [amaysim account portal](#), or via their smartphone using the amaysim app.

### 21. How can my customer add a top-up?

Top-ups can be added by logging in to the [amaysim account portal](#), or via the amaysim smartphone app. Top-ups are automatically added if a customer reaches their monthly usage allocation.

### 22. Will my customer be notified if they are on track to exceed their monthly usage?

Customers will be notified via SMS if they are on track to exceed their monthly usage allocation.

### 23. What happens if my customer wants to change their plan?

Customers can change plans with the click of a button via the [amaysim account portal](#), or by using the amaysim smartphone app.

## 24. What happens if a customer's top-up or monthly payment is declined?

If a payment for a customer's subscription plan fails, amaysim will issue an invoice and re-attempt the required payment within two days. If the payment fails after the due date of this invoice, the customer will be moved from their subscription plan and switched to an **off-plan rate** (traditional, non-subscription energy plan).

If a top-up payment fails, the top-up will not be added and amaysim will notify the customer with instructions on how to correct the payment, so the customer can avoid being switched to an off-plan rate.

## General FAQs

## 25. How do I represent myself when referring customers to amaysim?

Once you have completed the CAC and Energy Accreditation Training, you can refer to yourself as an ACN Independent Business Owner who is an authorised amaysim subscription energy referrer.

## 26. Can amaysim Customer Service agents provide customer information to an IBO?

No, for privacy reasons only authorised contacts may be provided information on behalf of a customer.

## 27. What is 'kWh'?

'kWh' stands for kilowatt per hour and is the unit of energy that measures how much electricity your customer's home has used.

Click here for amaysim's [kWh appliance guide](#) which details their electricity and appliance use.

## 28. Who is eligible for amaysim Subscription Energy?

amaysim subscription energy is available only to residential customers in Victoria who have a smart meter installed.

### Current eligibility criteria:

- Customers who have a smart meter
- Customers connected to a Victorian supply address
- Customers who do not currently receive a concession, require life support equipment or operate as a small business