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## Sumo Strive For 20

### 1. What is Sumo Strive For 20?

Successfully refer and maintain 20 Sumo Energy services and receive \$50 off your Sumo Electricity service each month.\*

\*T&Cs apply. [See Flyer for full T&C's.](#)

### 2. How do I qualify for Sumo Strive For 20?

To qualify, the Sumo services must:

- be signed up after 1 December 2020
- be active and billing at the end of the 27th day of each month, or the first business day following the 27th day of month ('Calculation Date')
- not be your own personal Sumo Electricity service

### 3. How do I find out which Sumo services have qualified for Sumo Strive For 20?

You can find the list of Sumo services that are counting toward Strive For 20 in your Personal Customer List (PCL). This will list all of the services you personally referred to Sumo.

### 4. Why can't I see which Sumo Energy services have qualified for Sumo Strive for 20 in my Personal Customer List (PCL)?

Your PCL will not show the 'Strive For' icons against your Sumo Energy services during the launch phase. We are currently working to get this up and running, and we will advise you as soon as this is ready.

### 5. I have 20 Sumo Energy services in my PCL. Why haven't I qualified?

To qualify, you must meet all the Sumo Strive For 20 qualifications. Please review eligibility criteria contained in the [Strive for Flyer](#). If after reviewing the criteria you believe you are eligible but have not received notification then please [contact IBO support](#) and we will review your eligibility.

### 6. The Sumo service is showing as 'active' in my PCL – why isn't it counting towards Sumo Strive For 20?

There are a number of reasons why the Sumo Energy service may not count towards Sumo Strive For 20. The most common reasons are:

- Although active in your PCL, the service may not be billing as at the Calculation Date
- The service may be your own Sumo Energy service (you will need 20 customer services as well as your own electricity service, 21 in total, to be eligible).

### 7. How do I find out if I have qualified for Sumo Strive For 20?

A notification email is sent to all new qualifying Independent Business Owners (IBOs) on the first business day of each month. If you believe you have qualified for Sumo Strive For 20 but have not received the promotional credit or notification email, please complete the [Enquiry Form](#) or email [sumoenergysupport@acnpacific.com.au](mailto:sumoenergysupport@acnpacific.com.au) and we will look into this for you.

### 8. Which Sumo services count towards the Sumo Strive For 20 promotion?

Eligible Electricity & Gas services signed up after 1 December 2020 on an ACN plan will be eligible. For full eligibility please see [eligibility criteria](#).

### 9. How do I nominate the Sumo account to which I would like the credit applied?

You will be able to nominate the Sumo Electricity service upon which you wish to receive \$50 in credit, once you respond to the notification email sent to you by ACN Pacific.

### 10. Can I nominate someone else's Sumo account to receive the credit?

Unfortunately, only a service in the IBO's name and at their listed residential address will be eligible for the credit.

### 11. Can I nominate my parent/s account who are pensioners and live at my address?

Unfortunately, only a service in the IBO's name and at their listed residential address will be eligible for the credit.

## 12. How do I change the Sumo account to which my credit is applied if I move home?

If you have moved home or changed address and need the credit applied to your new address, please contact the Sumo Support Team via email on [sumoenergysupport@acnpacific.com.au](mailto:sumoenergysupport@acnpacific.com.au) to nominate the new Sumo Electricity service on which you wish to receive \$50 in credit, by the last business day of the month.

## 13. Can the credit go to my Gas account instead of Electricity?

Unfortunately, the \$50 credit can only be applied to an electricity service. To receive the credit, you will need to have an active Electricity service in your name.

## 14. When will I receive my credit on my Sumo account?

Sumo will apply \$50 in credit to all qualifying IBOs the following calendar month after the most recent calculation date (or the first business day following the 27th day of month).

## 15. My customer is currently an ACN energy customer with another provider. If they sign up to Sumo, will they count towards Strive For 20?

Yes, existing ACN energy customers moving across to Sumo will be eligible provided they meet all the eligibility criteria. For full eligibility please see [eligibility criteria](#).

## 16. Is it \$50 for every 20 eligible services that I sign up, or is it \$50 maximum a month?

The maximum credit applied will be \$50 per month providing the IBO has reached the minimum number of services required. If for example an IBO has 50 eligible services, they will still receive a maximum of \$50 credit per month.

## 17. When will I see the first Strive for 20 Sumo credit applied to my Electricity service?

The first credit will be applied following the first calculation date from which you have achieved the minimum eligibility criteria. The first calculation date will be 27th of September 2021, and the first Strive for 20 qualifiers will receive their first credits from October 2021.

## amaysim Strive For 20



### 1. What is amaysim Strive for 20?

Sign up and maintain 20 or more amaysim Mobile services by the first business day of each month and get up to \$40 off your amaysim Mobile service.\*

[\\*T&Cs apply.](#)

### 2. How do I qualify for amaysim Strive For 20?

To qualify for amaysim Strive 20, you must:

- Have at least one personal amaysim Mobile service that is active
- Signed up a minimum of 20 active UNLIMITED (excluding \$10 UNLIMITED plan), Long Expiry and/or Data Only Plans by the first business day of each month ('Calculation Date')
- All customers are active and billing
- All customers' connections have been completed after the amaysim Strive For 20 program start-date, 1 July 2020
- A customer's service must have successfully completed all scheduled recharges within the previous calendar month (or previous recharge date for Long Expiry plans) to be eligible for the amaysim Strive For 20 promotion.

### 3. How do I find out which amaysim Mobile services have qualified for amaysim Strive For 20?

amaysim Mobile sign-ups that meet all amaysim Strive For 20 qualifications (see Question 18 for qualifications) will qualify for amaysim Strive For 20.

### 4. Why can't I see which amaysim Mobile services have qualified for amaysim Strive For 20 in my Personal Customer List (PCL)?

Your PCL will not show the 'Strive For' icons against your amaysim Mobile services during the launch phase. We are currently working to get this up and running, and we will advise you as soon as this is ready.

## 5. I have 20 amaysim Mobile services in my PCL. Why haven't I qualified?

To qualify, you must meet all the amaysim Strive For 20 qualifications. Go to Question 18 to check the qualifications.

## 6. The amaysim Mobile service is showing as 'active' in my PCL. Why isn't it counting towards amaysim Strive For 20?

There are a number of reasons why the amaysim Mobile service may not count towards amaysim Strive For 20. The most common reasons are:

- The service may have been signed up prior to 1 July 2020
- Although active in your PCL, the service may not be billing as at the Calculation Date
- The service may be your own amaysim Mobile service

## 7. How do I find out if I have qualified for amaysim Strive For 20?

A notification email is sent to all new qualifying Independent Business Owners (IBOs) on the first business day of each month.

If you believe you have qualified for amaysim Strive For 20 but have not received the promotional credit or notification email, please complete the [Enquiry Form](#) or email [amaysimmobilesupport@acnpacific.com.au](mailto:amaysimmobilesupport@acnpacific.com.au) and we will look into this for you.

## 8. How do I nominate the amaysim Mobile service to which I would like the credit applied?

You will be able to nominate the amaysim Mobile service on which you wish to receive up to \$40 in credit once you respond to the notification email sent to you.

## 9. Can I nominate someone else's amaysim Mobile service to receive the credit?

Yes, but only if the address on that account is the same as your address.

## 10. How do I change the amaysim Mobile service to which my credit is applied?

Please contact our amaysim Mobile Support Team via email on [amaysimmobilesupport@acnpacific.com.au](mailto:amaysimmobilesupport@acnpacific.com.au) to nominate the amaysim Mobile service on which you wish to receive up to \$40 in credit, by the last business day of the month.

## 11. When will I receive my credit on my amaysim Mobile service?

amaysim will apply up to \$40 in credit to all qualifying IBOs within the first 10 business days of the next month.

For example, if you qualified for amaysim Strive For 20 on 3 August 2020, (the first business day of the month), you will receive your credit between 1 and 14 September 2020, that being within the first 10 business day of the month after you have qualified.

## 12. Which amaysim mobile plans count towards the amaysim Strive For 20 promotion?

The \$20, \$30, \$40 and \$50 UNLIMITED plans, Long Expiry and Data-Only plans are eligible for the amaysim Strive For 20 promotion.

However, the \$10 UNLIMITED Plan and AS YOU GO Plan are not eligible for amaysim Strive For 20 promotion.