

## About Sumo

### 1. Who is Sumo?

Sumo is an Australian-owned and operated energy retailer servicing NSW, VIC, QLD and SA households and small businesses. Sumo offers flexible electricity and gas plans with no lock-in contracts and no exit fees.

## Accreditation

### 2. Do I need to complete accreditation to refer customers to Sumo?

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

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

If you wish to refer customers to a Sumo electricity and/or gas service ("Sumo services"), you must complete the Australian CAC Training and Sumo Energy Accreditation Training prior to referring customers.

### 4. How often do I need to complete the Sumo Accreditation Training?

You will need to re-sit the Sumo Energy Accreditation Training every 6 months, and will need to re-sit the Australian CAC Training every 12 months upon annual renewal of your IBO position if you wish to continue referring customers to Sumo.

### 5. Do upline IBOs receive residuals if their downline IBO isn't accredited?

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

## Compensation

### 6. How many Customer Points are available for Sumo services? And what is the commissionable revenue rate for Sumo services?

Refer to the latest [Australian Compensation Plan](#) for details.

### 7. When will my customers and points appear in my Personal Customer List (PCL)?

Your customers and Customer Points will not be visible in your PCL during the soft launch period. After the soft launch period has ended, your points will appear 90 days after order acceptance for Conxxion Switched Services. Points will appear within 48 hours for Connect Services.

### 8. Will I earn points and commissions if I sign up an existing Sumo customer?

No. This opportunity is for new to Sumo customers to sign up to an electricity and/or gas service(s) via Conxxion. You can, however, refer an existing Sumo customer to add additional services to their Sumo account (i.e. refer an existing Sumo Electricity customer to a Sumo Gas service via Conxxion).

### 9. What happens to my compensation if my customer, who is with another Conxxion Energy partner, wishes to transfer their electricity and/or gas service(s) to Sumo?

If your customer wishes to transfer their electricity and/or gas service(s) from another Conxxion Energy partner to Sumo, they will first need to ensure that their account is not in arrears.

Once a customer has successfully transferred their service(s) from the initial Conxxion Energy partner to Sumo, your points for the initial Conxxion Energy partner will remain active until the switch to Sumo is complete.

The new Sumo service(s) will appear in your PCL and will generate commissions but no points will be awarded for a period of 90 days from order. Any transfers of this kind will not count toward qualifications or bonuses unless explicitly stated in the Australian Compensation Plan.

10. What is the difference between a “Connect” and a “Conxxion Switched” service?

A “Connect” service is defined as a customer whose service is new to Conxxion and has not been previously signed up by another Conxxion energy partner.

An “Conxxion Switched” service is defined as a customer whose service is currently active with another Conxxion energy partner, or was active with another Conxxion energy partner within the last 90 days prior to the Sumo application.

| Type of Service   | Qualification | Customer Bonuses | Residuals |
|-------------------|---------------|------------------|-----------|
| Connect           | Y             | Y                | Y         |
| Conxxion Switched | N             | N                | Y         |

11. Will non-Conxxion Pacific IBOs who sell Sumo services receive points and residuals?

Yes, but they will only be eligible for points and residuals if they complete the Australian CAC training and Sumo Energy Accreditation Training. This also applies for non-active IBOs who become active and begin referring customers to Sumo.

12. What is the process for claiming Sumo customers?

The Sumo Customer Claim Form is available for you to submit enquiries for customers who have not appeared in your PCL after more than 3 business days from the order date.

Sumo Energy Plans and Offers

13. What energy plans are offered by Sumo?

Sumo offers flexible electricity and gas plans for the home or small business.

| Plan              | Description                                     |
|-------------------|---|
| SumoConxxion      | Great rates for direct debit and e-bills only   |
| SumoConxxion Easy | Basic energy plan with flexible payment methods |

14. Where is Sumo Electricity and Gas available?

Both Electricity and Gas services are available in NSW and VIC, and only electricity is available in QLD and SA.. Please note: Victorian customers cannot switch their gas service to Sumo without also switching their electricity service.

15. How often will my customers be billed?

Gas Meters

Customers with gas meters will be billed every 2 months in Victoria and quarterly in NSW.

Electricity Meters

Customers with **smart meters** will be bill monthly with actual reads.  
Customers with **analogue meters** will be billed monthly (billing will be estimated for months 1 and 2, then confirmed in month 3).  
Customers with **manually read interval meters** will be billed quarterly. Please note that manually read interval meters are uncommon and represent less than 10% of electricity meters in NSW.

16. What are the contract terms for Sumo customers?

Sumo has no lock-in contracts or exit fees.

17. What if my customer has solar panels?

If your customer has installed net solar PV (or some other kind of small-scale generating facility) at their premise, they may be eligible to be paid for excess electricity they feed back into the grid. The rate Sumo pays customers for this electricity is called a feed-in tariff.

Here is a summary of what Sumo offers (see [here](#) for full details):

| State    | Scheme                        | Rate   |
|----------|-------------------------------|--|
| Victoria | Current Feed-in Tariff        | 10.2 cents/kWh for excess energy fed back into the grid  |
|          | Premium Feed-in Tariff (PFiT) | Closed to new applicants however, eligible properties with an effective PFiT contract will continue to receive this rate until 2024, provided they do not add extra solar panels to their system. See terms <a href="#">here</a> . |
| NSW      | Current Feed-in Tariff        | 8 cents/kWh  |
| QLD      | Current Feed-in Tariff        | 6 cents/kWh  |
|          | Solar Bonus Scheme (SBS)      | Closed to new applicants however, eligible properties with an effective SBS contract will continue to receive 44 cents/kWh until 1 July 2028. See T&Cs <a href="#">here</a>  |
| SA       | Standard Solar Feed-in Tariff | 8 cents/kWh  |

18. Will prices change for my customers?

Sumo's prices are subject to change, and they will notify your customers if they do. The energy rules require retailers to notify customers by no later than their next bill after the price change. Sumo will give your customers notice in writing as early as they can, which will usually be well in advance of the price change.

19. Can I refer customers to Sumo for Internet services?

Sumo Internet services (nbn™ broadband) are not available to Conxxion referred customers.

Soft Launch

20. How many customers can I refer to Sumo during the soft launch period?

To ensure that the best possible experience can be delivered, only 2 customer referrals per IBO will be accepted during the soft launch period. This means a maximum of 4 meters can be referred (1 customer = maximum of 2 meters, 1 electricity + 1 gas meter) at one address or within one transaction (online or over the phone).

Sign Up

21. How do I refer customers to Sumo?

You can refer your customers to your Personal IBO Website to sign up to Sumo services. Customers will be redirected to the Conxxion-dedicated Sumo website to place their order.

22. Does my customer need to notify their current provider that they are leaving?

In most cases, no. When your customer signs up with Sumo, their current provider will be notified automatically as part of the transfer process.

23. How long will it take for my customer to transfer their meter to Sumo?

Customers will commence a 10-business-day cooling-off period immediately following order submission. Customers with a smart meter will typically transfer to Sumo within a matter of days following the successful completion of the cooling-off period. Customers without a smart meter will be transferred following their next scheduled meter read. This will typically occur within 2-6 weeks but in some cases can take up to 3 months.

24. What does my customer need to have on hand to sign up to Sumo?

Your customer should have their most recent energy invoice on hand in order to provide their meter information to Sumo. They need the National Meter Identifier (NMI), and for gas, the Meter Installation Reference Number (MIRN) or Delivery Point Identifier (DPI). They will also need their Government-issued ID and an active Australian mobile SIM.

## 25. What if my customer is having trouble signing up to Sumo via Conxxion?

If a customer is experiencing issues signing up to Sumo via your Personal IBO Website, they can contact Sumo's Conxxion-dedicated Support on 03 9103 2904 during business hours.

If your customer continues to experience issues with their sign up, please email [sumoenergysupport@acnpacific.com.au](mailto:sumoenergysupport@acnpacific.com.au) with the following information:

- Your IBO ID
- Your contact number (business hours)
- Your name and the customer's name
- A brief description of the issue

An Conxxion support agent will contact you as soon as possible during business hours to assist with your enquiry.

## 26. My customer receives concession on their energy bill with their current provider. Can they receive the same concession with Sumo?

Yes, your customer's eligibility for concessions is independent of their choice of provider and all providers, including Sumo, are required to provide concessions to eligible customers. Sumo has outlined the types of concessions available in NSW, VIC, QLD and SA and ways your customers can apply for these concessions [here](#).

## 27. Does my customer have to confirm a payment method on sign up?

Customers choosing the SumoConxxion plan must agree to pay via direct debit on sign up. For the SumoConxxion Easy plan, Sumo offers multiple payment options, including Quick pay, direct debit, BPAY, telephone payment, AusPost and Centrepay.

## 28. Can I participate in a 3-way call with Sumo and my customer when they are signing up over the phone?

To maintain the integrity of the Sumo phone sign up process, you may be present during the sign up call, however once the sign up process and scripting commences you, as an IBO, **may not** engage in conversation. Should you engage in conversation during this process, the Sumo operator is required to end the call.

## Post-Sign Up

### 29. What happens after my customer signs up?

Your customer will receive a confirmation email within 24 hours of successful order submission. If your customer has opted to receive their correspondence by post, they should receive this within 6 business days. Your customer will receive their Welcome Pack after the 10-business-day cooling-off period. If your customer has not received their Welcome Pack within 3 business days from the end of their cooling-off period, please advise them to contact Sumo on (03) 9103 2904.

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

Customers can contact Sumo on (03) 9103 2904 to discuss their plan with a Sumo operator.

### 31. If my customer has signed up to an electricity and gas bundle plan, can they receive a combined bill?

Unfortunately, no. This is due to the different supply and billing cycles of the differing products offered by Sumo.

### 32. How can my customer manage their account?

Your customer can update their details, including postal address, secondary contact, phone number, email address and concession details on the Sumo website. A Sumo Customer Service Specialist will process their request and send a confirmation on completion. They can also call Sumo on (03) 9103 2904 between 8:30am and 4:30pm AEDT/AEST on weekdays to speak to a Customer Service Specialist about managing their account.

### 33. What happens if my customer misses a payment?

Sumo does not charge customers with a late payment fee if they miss a payment. However, Sumo encourages customers to contact Sumo in advance if they are not able to pay their next bill so that they can agree on a payment plan that allows them to pay in instalments.

## General FAQs

### 34. How do I represent myself when referring customers to Sumo?

Once you have completed the Australian CAC Training and Sumo Energy Accreditation Training, you can refer to yourself as an Conxxion Independent Business Owner who is an authorised Sumo referrer.

### 35. Can Sumo provide customer information to an IBO?

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

### 36. How do I provide my feedback?

If you have feedback or, as an IBO, don't receive an email from Conxxion confirming that your customer has placed an order within 48 hours of application, please submit a Missing Claims Form.

### 37. How does my customer provide feedback?

If your customer has feedback or hasn't received an email within 24 hours of placing their order, please ask them to let you know so that you can pass on the information to Conxxion at [sumoenergysupport@acnpacific.com.au](mailto:sumoenergysupport@acnpacific.com.au).

All other feedback can be submitted to [sumoenergysupport@acnpacific.com.au](mailto:sumoenergysupport@acnpacific.com.au).