

Click Energy + ACN

IBO Training Pack

November 2016



www.clickenergy.com.au



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Who is Click Energy?



We're one of the few electricity suppliers that's 100% online

Click is not only the first electricity provider to be 100% online, but we're proud to have a 100% Australian-based service team. Some energy companies make electricity seem more complicated than it actually needs to be. We at Click Energy like to do things a bit differently to most electricity companies - our mission is to make electricity as simple as possible for our customers.



Our customers can rest easy knowing we won't bother them with unnecessary e-mails or calls, unless we absolutely have to...



We're still going to be here, just a phone call or e-mail away.....

We're an energy company that's all about 100% online electricity.

Click was established in 2006 by people with a dream of cheap electricity. Because Click's an online energy retailer we're able to lower our costs and translate these savings into offering cheap electricity to Australians.

We do things differently.

- **We're 100% online** As Australia's first online energy retailer, it means we're able to lower our costs and pass on the savings to our customers.
- **We offer great discounts.** Not are our energy rates competitively low, but customers who pay on time also receive a generous discount off their next bill.
- **We have no additional fees.** We don't believe in charging sneaky connection or exit fees.
- **We have no lock-in contracts.** So, in the unlikely event that you want to change energy companies, you can do so at any time.
- **We're easy to deal with.** Thanks to our extensive e-mail and phone support.
- **Plus, switching is easy.** Unlike other energy companies, at Click all you need to do is jump online, tell us your details and you're done!





Queensland



ELECTRICITY



New South Wales



ELECTRICITY



Victoria



ELECTRICITY

+



GAS



South Australia



ELECTRICITY

Note: Service availability varies by location and will be verified when the applicant's address is entered into the Click microsite.



IBO Training Pack



Meters and Bills



Electricity customers will either have a Smart Meter or Analogue meter. A Smart Meter automatically sends readings digitally to the distributor at 30 minute intervals, and an analogue meter has a rotating dial that is physically read by the distributor once every 3 months. Click billing works differently depending on the type of meter.

Example

Paul and John live in VIC and both sign up to **Click Superior (15% Discount)**. Paul has an analogue meter, so he pays Click monthly instalments. John has a smart meter and will receive actual read bills. Their first 3 months will look like this:

Analogue

Month 1

Paul receives a \$100 instalment bill. He pays this on time.

Month 2

Paul receives a 2nd \$100 instalment bill with a 15% discount. He pays the \$85 on time.

Month 3

Paul receives his actual read bill. He has a \$200 credit applied, and a 15% discount. He pays the remainder. Etc...

Smart

John receives a bill for his actual usage over the last month. He pays the full amount.

John receives a bill for his actual usage over the last month with a 15% discount for on time payment in Month 1. He pays on time.

John receives a bill for his actual usage over the last month with a 15% discount for on time payment in Month 2. Etc...

Note:

→ Most Victorian customers now have a smart meter installed, but other states could have either of the two.

Click Gas is available for Victorian customers only. As there are no smart meters for gas, all Click Gas customers will receive their bills in a similar instalment process as the electric analogue meters. However, Victorian gas meters are read every two months, rather than every three as for electricity meters.

Here is an example of how our gas bills work:

Example

Paul signs up to **Click Indigo (16% Discount)**. His first 3 months with Click will look like this:

Month 1

Paul receives a \$50 instalment bill. He pays this on time.

Month 2

Paul receives an actual read bill with a \$50 credit and a 16% discount. He pays the remaining amount on time.

Month 3

Paul receives a \$50 instalment bill, with a 16% discount applied. Etc...

Note:

→ Click Energy will make their gas plans available to other states in the near future.



QLD, NSW and VIC

Electricity concessions are legislated by state governments, which determine both the dollar value and eligibility criteria. Click Energy makes concessions available to their customers, and the concession information is captured during the online application.

Click Energy will forward this information to the relevant department to be validated before applying it to the customer's account.

All energy retailers are required to perform usage rate (tariff) repricing on an annual basis. This process occurs at varying intervals depending on which state you live in.

Here is a guide to assist you in understanding when to expect a tariff reprice:

	NSW	VIC	QLD	SA
Electricity	1 st July	1 st January	1 st July	1 st July
Gas	N/A	1 st January	N/A	N/A

Note:

→ Click Energy will update tariffs at these intervals, however your discounts will not be affected by these changes.



IBO Training Pack



IBO

Accreditation



Important Information

ACN IBOs will only be permitted to refer customers to Click Energy once they have completed the Click Energy accreditation training.

Note: IBOs only need to complete the Click Energy accreditation process once.



About IBO Accreditation



1. You must have read and understood this document thoroughly.
2. Go to acnpacific.com.au/ibo-energy-accreditation
3. Complete the declaration of accreditation and then click "Submit".

I declare that I have read and understood all of the following documents and I understand that I am only permitted to refer prospective customers (including myself) to Click Energy via ACN after I have done so.

[Click Energy IBO Accreditation Training + Compliance](#)
[EnergyAustralia IBO Accreditation Training + Compliance](#)
[ACN IBO Training Presentation for EnergyAustralia](#)

I agree that I will abide by all rules and guidelines contained in all of the above documents when representing either Click Energy or EnergyAustralia offers available via ACN.

Declaration*: I declare that the above statement is true.

First Name*:

Last Name*:

Business ID*:

Email Address*:

* Required Fields

You can also access this form via the Energy product page in IBO Back Office.



Getting it Right: 3 Steps to Success



1. IBOs must not cold market for the purposes of Click Energy customer acquisition.

Also, when discussing Click Energy offers with your warm market you must:

- Verbally inform the prospective customer of the 10 business day cooling-off period.
- Ensure you comply with the regulations outlined in this Accreditation Training document.

2. Important points to remember:

- The applicant will become a customer of Click Energy, not ACN.
- IBOs must not contact Click Energy on behalf of the customers they sign up.

2. Prepare your customer for a win-back call:

The customer will most likely receive a 'save' call from their previous retailer within 3 business days after signing up to Click. It is important to prepare your customer for this call, to ensure they are not enticed back:

You can say:

"Once you have signed up to Click Energy, you may receive a call from your previous energy retailer trying to win you back. Please ask yourself whether they would have contacted you or shown any interest in your service prior to you changing to a new retailer."





IBO Training Pack

Customer Sign-up

Process Overview



Important:

ACN IBOs can currently promote Click Energy to residential and small business customers only. To review the latest offers, please visit: acnpacific.com/energy

Note also that the following customer types cannot be targeted by ACN IBOs:

- **New Meter Installations**

Where a meter is being installed and connected for the first time

- **Premises which have a Commercial / Industrial meter**

These are typically electricity services which have an annual consumption in excess 160 MW h.

Such applications cannot be processed by Click Energy. These customers are not able to apply for energy services via ACN and must contact an alternate retailer. If such a customer applies for services with Click Energy, it will not result in compensation for an IBO.

Sign-up Process Flow

1. Customer visits your IBO Direct Storefront or acnpacific.com/energy to access the Click Energy microsite for ACN.
2. Customer can choose to view a quote or proceed to sign-up.
3. Customer completes online application and is presented with available plans (Electricity and/or Gas).
4. Upon completion of their online application, the customer will be e-mailed a confirmation advising of a successful application submission to Click Energy.
5. Within 5 business days customer will receive a welcome call from Click Energy to confirm their information and chosen plan.



IBO Customer Sign-Up



Click Energy's online sign-up can be accessed in the following ways:

- Via energy page on IBO Direct Storefont
- Via acnpacific.com/energy
- Directly at: <http://acn.clickenergy.com.au/>
- Via referral e-mail (See Slide 20)



Choose the best value energy deal

ACN offers competitive energy deals in partnership with Click Energy and EnergyAustralia.

Find out how much you could save on your residential or business premises by switching to an online energy retailer today.

Select **Residential** or **Business** and your **State** below to view available offers.

RESIDENTIAL
 BUSINESS
 NSW
 QLD
 SA
 VIC

The following offers are available to Residential customers in New South Wales.

	Electricity	<ul style="list-style-type: none"> 17% discount off whole bill if account paid by due date Requires direct debit payment Discount applies indefinitely No lock-in contract or exit fees 	GET A QUOTE
	Electricity	<ul style="list-style-type: none"> 15% discount off whole bill if account paid by due date Discount applies indefinitely No lock-in contract or exit fees 	GET A QUOTE
	Electricity/solar	<ul style="list-style-type: none"> Discount off whole bill if account paid by due date Available discount varies based on solar inverter size Discount applies indefinitely No lock-in contract or exit fees Competitive retailer-funded feed-in-tariff 	GET A QUOTE



Introducing the Click Microsite



Click Energy has designed a secure microsite which enables IBO-referred customers to explore Click products and sign up online.

This is the source of truth for all things Click. It contains relevant info, pricing, FAQs and most importantly, a simple sign-up process. It's designed to help customers feel secure in their decision to switch to Click Energy.

The microsite can be accessed via IBO Direct Storefront. It also ensures you are credited with all applicable sales and gives you the option to refer customers via an e-mail link direct to the microsite.

The screenshot shows the ACN Click Energy microsite. At the top, the ACN logo is on the left, and 'IBO not specified Add IBO' is on the right. Below the logo is a navigation bar with 'Home', 'About Us', 'Sign Up Online', 'FAQs', and 'Contact Us'. A phone number '1300 587 236' is also present. The main heading reads 'Online Energy. Online Prices.' with the Click Energy logo to the right. Below this, a message says 'Hi, we're Click Energy, an online energy retailer.' followed by a paragraph: 'We've partnered with ACN to bring competitive electricity and gas offers to Australian households. Find out how much you could save by switching to an online energy retailer today!'. Two buttons are shown: 'Get a Quick Quote' and 'Switch to Click Now'. A section titled 'Finding a better energy deal is simple with Click Energy.' features four icons and their corresponding text: 1. Lightbulb icon: 'Join an energy provider that offers no lock-in contracts, total bill discounts and the convenience of email billing.' 2. Flame icon: 'Living in Victoria? Bundle your gas and electricity plans with Click to maximise your energy savings.' 3. Sun icon: 'Our solar customers have access to some of the best solar plans around, including a 10c retailer-funded feed-in tariff!' 4. Question mark icon: 'Need to speak to someone? Send us an email or call our friendly Australian-based service team. We're here to help!'. The footer contains four columns: 'Sign Up Online' with a 'Get a Quick Quote' link; 'About Us' with links for 'Who we are', 'What we do', 'Why choose us', and 'FAQs'; 'Useful Links' with links for 'Terms & Conditions', 'Energy Price Fact Sheets', and 'Referral'; and 'Contact Us' with links for 'Sales', 'Service', and 'Privacy'. A small copyright notice '© COPYRIGHT 2015 - CLICK ENERGY PTY LTD' is at the bottom center.



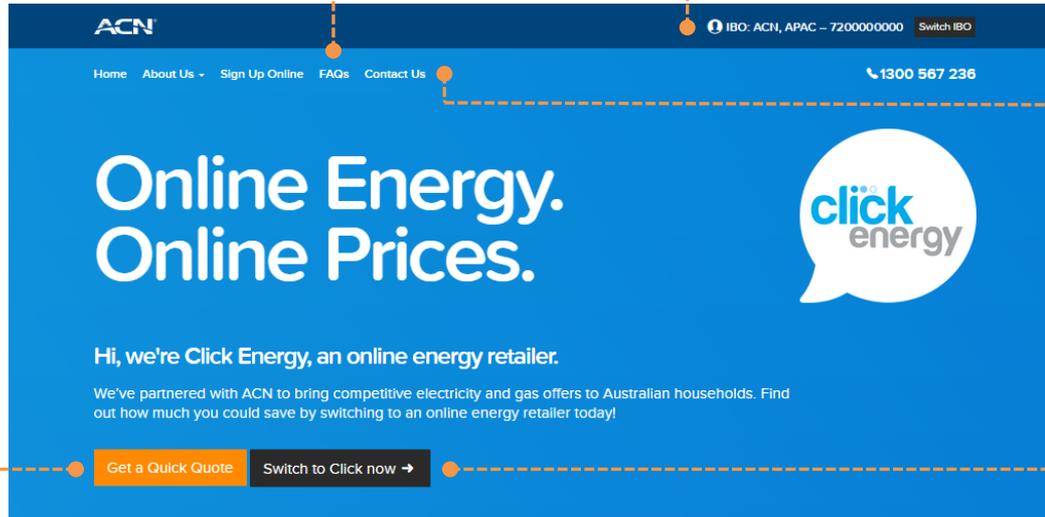
Microsite Features



FAQs ←
Answers to the most common energy and billing related questions.

→ **IBO Distributorship Name + Business ID**

IBO details are passed in link from IBO Direct Storefront, or your Business ID can be entered and validated here.



→ **Contact Us**

- Dedicated number for ACN sales
- Enquiry form + e-mail addresses
- Enquiries sent directly to Click and answered within 24 hours

Electricity Quick Quote ←
Customer can enter usage, meter type and billing frequency to view an estimate of electricity costs if they switch to Click.

→ **Switch to Click now**
Links to the online sign-up

Finding a better energy deal is simple with Click Energy.



Join an energy provider that offers no lock-in contracts, total bill discounts and the convenience of email billing.



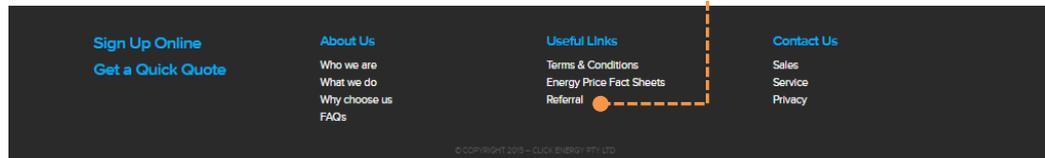
Living in Victoria? Bundle your gas and electricity plans with Click to maximise your energy savings.



Our solar customers have access to some of the best solar plans around, including a 10c retailer-funded FIT in all states!



Need to speak to someone? Send us an email or call our friendly Australian-based service team. We're here to help!



→ **Customer Referral Tool**

Generate an e-mail referral to a recipient, who can then click a direct link to the microsite with the IBO Business ID recognised.



Customer Referral Tool



You can refer a customer to the microsite by clicking on the Referral link in the microsite footer.

Sign Up Online
Get a Quick Quote

About Us
Who we are
What we do
Why choose us
FAQ's

Useful Links
Terms & Conditions
Energy Price Fact Sheets
Referral

Contact Us
Sales
Service
Privacy

Referral
✕

Referrer Name

Recipient Email Address

When you submit the request, the recipient will be e-mailed a link to the Click microsite under the IBO identified in the ACN banner. If "IBO not specified" is displayed in the banner at the time, you will also be prompted to enter your Business ID, to ensure the customer is correctly allocated when they sign up.



Introducing Quick Quote



The Quick Quote is a tool designed by Click Energy to provide a quick cost estimate for our most popular electricity plans. Customers simply need to punch in their postcode, and the best plan is preselected for them. They can then choose to refine their quote by entering:

- Usage in kWh
- Usage Period
- Meter Type
- Solar System Details
- Direct Debit Payment (certain states only)

The Quick Quote also provides a summary of the plan's features.

Please remember that different plans are available in different locations.

ACN IBO not specified Add IBO

Home About Us Sign Up Online FAQ's Contact Us

click energy

Get a quick quote

Postcode 3066 [Change](#)

Customise

PEAK USAGE: kWh

USAGE PERIOD:

METER TYPE:

I have solar panels

Description	Usage	Rate (exc. GST)	Total (inc. GST)
Electricity Usage	450 kWh	\$0.2026 / kWh	\$100.27
Supply Charge	30 days	\$1.0560 / day	\$34.85
Subtotal			\$135.12
17% Pay on Time Discount			-\$22.97
Total Including \$10.20 GST			\$112.15*

*Based on the Residential Peak Only Tariff in the Cispower Distribution Area.

Your Plan

Click Ruby[®] is ideal for those looking for a high discount with flexible payment options. Monthly bills help you avoid getting too far behind with your Click account and avoid large quarterly bills.

*Terms and conditions apply.

Click Ruby

- 17% prompt-payment discount off the amount payable on your bill
- 4% discount off our standard usage rates
- Monthly bills either actual reads or \$100 instalments with a quarterly settlement
- Tree friendly e-mail bills
- No exit fees or lock in contracts

[Switch to Click Ruby →](#)

Link to sign-up

Links to the Online Sign-up and pre-populates information already entered when completing the quote

When acquiring a new Click Energy customer, you must follow the below process to ensure you are correctly accredited for the sale:

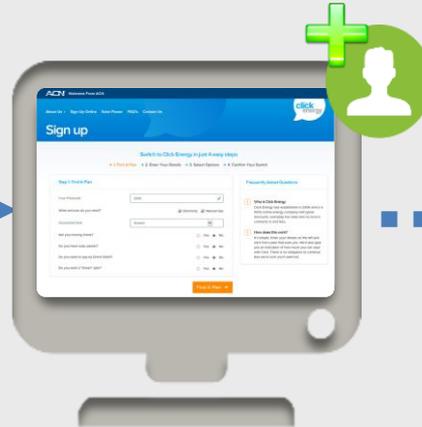
STEP 1

IBO contacts and refers a new prospective customer to the Click Energy microsite.



STEP 2

Customer completes the online form in the Click Energy microsite.

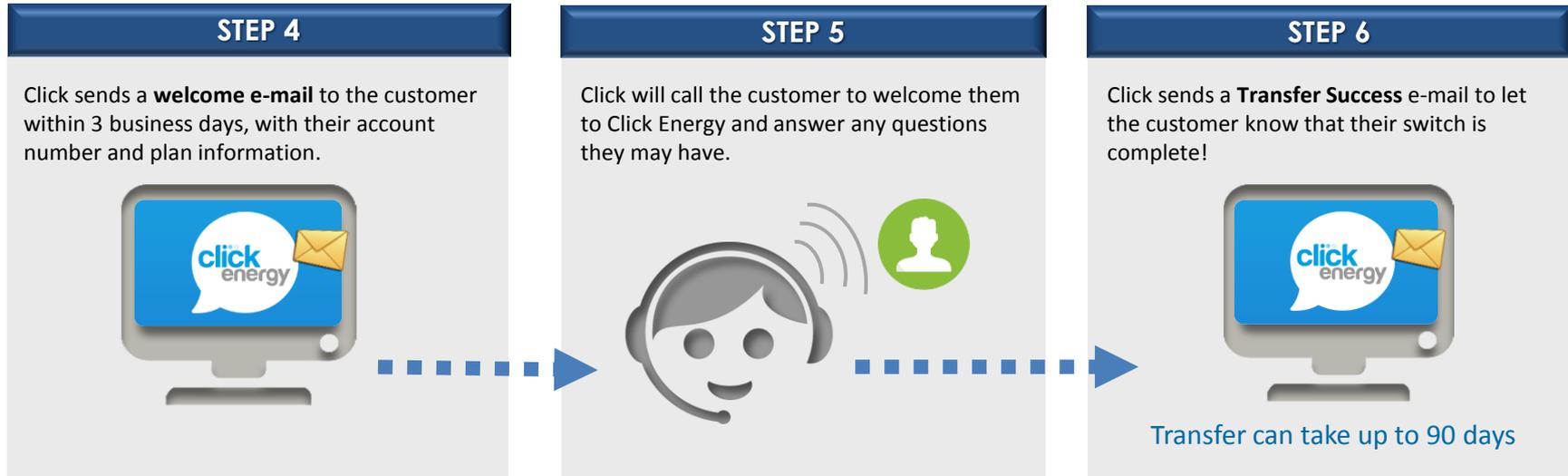


STEP 3

If your IBO Business ID is not displayed at the top right of the screen, the customer can manually enter it on the online form.

Email	<input type="text" value="jdoe@hotmail.com"/>
Mobile	<input type="text" value="0412345678"/>
IBO Business ID	<input type="text"/>

During the transfer process, Click Energy will keep the customer informed by phone and e-mail about the progress of their switch:



The welcome e-mail contains:

- Click Energy Account Number
- Log-in Details
- Link to Energy Price Fact Sheet
- Link to Terms & Conditions
- Information on how to contact Click
- Link to the online direct Debit form
- Link to concession and life support forms

“Good afternoon. This is Anthony calling from the Click Energy welcome team in regards to your recent sign up to Click Energy. I can see that you have come through the ACN network. On behalf of ACN we would like to welcome you to Click Energy...”

Signed, sealed, delivered - we're yours.

Hi {FirstName},

We're pleased to let you know we have successfully transferred your meter and you're now a fully-fledged Click Energy customer - congratulations!

You have signed up for the {Plan, meter} plan. This means you get a {discount, ref, 1%} discount off your total bill for simply paying on time. Don't forget, you can read all about this, along with rates, discounts and payment methods, by downloading the Energy Price Fact Sheet at the bottom of this email, where you'll also find other forms you may need as a Click customer.

Depending on what type of meter you have, you will receive a monthly bill for either the actual read of your meter, or a { billed, est, amount} estimate. If the first two bills are estimated to the value of {billed, est, amount} your third bill will be based on actual usage figures and can be quite different to the previous two invoices.

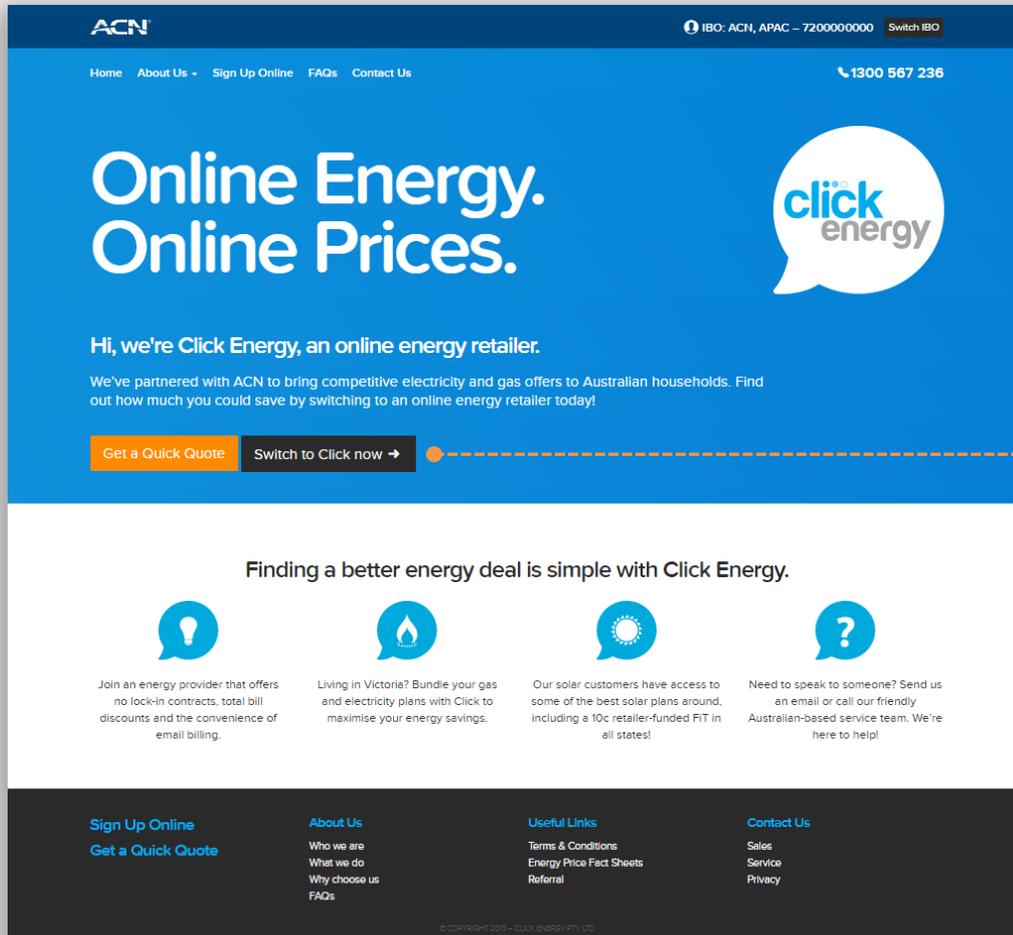
The {billed, est, amount} invoices are estimated to a dollar value only and do not reflect your estimated usage for this one-month period, but can be increased to a different figure more suitable for your usage if you wish.

Your new Click Energy account number is {account}.

You can now log into your account via our website with these details:
 Username: {new_username}
 Password: {new_password}

For more information, please visit our website. If you can't find what you're looking for, feel free to give us a call or drop us an email.

Thanks,
 The Click Team



The screenshot shows the ACN Click Energy website. At the top, there is a navigation bar with 'Home', 'About Us', 'Sign Up Online', 'FAQs', and 'Contact Us'. A phone number '1300 567 236' is displayed on the right. The main heading reads 'Online Energy. Online Prices.' with the Click Energy logo. Below this, a message says 'Hi, we're Click Energy, an online energy retailer.' and 'We've partnered with ACN to bring competitive electricity and gas offers to Australian households. Find out how much you could save by switching to an online energy retailer today!'. Two buttons are present: 'Get a Quick Quote' and 'Switch to Click now'. An orange dashed arrow points from the 'Switch to Click now' button to the text on the right. Below the buttons, a section titled 'Finding a better energy deal is simple with Click Energy.' features four icons: a lightbulb, a flame, a sun, and a question mark. Each icon has a corresponding text block describing a benefit. At the bottom, there are four columns of links: 'Sign Up Online' (with 'Get a Quick Quote'), 'About Us' (with 'Who we are', 'What we do', 'Why choose us', 'FAQs'), 'Useful Links' (with 'Terms & Conditions', 'Energy Price Fact Sheets', 'Referral'), and 'Contact Us' (with 'Sales', 'Service', 'Privacy'). A copyright notice '© COPYRIGHT 2016 - CLICK ENERGY PTY LTD' is at the very bottom.

Switch to Click now
 Enter postcode to
 proceed to sign-up



Customer Sign-Up



ACN IBO: ACN Switch IBO

Home About Us Sign Up Online FAQs Contact Us

click energy

Sign up

Switch to Click Energy in just 4 easy steps

→ 1. Find A Plan → 2. Enter Your Details → 3. Select Options → 4. Confirm Your Switch

Step 1. Find A Plan

Your Postcode

What services do you need? Electricity Natural Gas

Household Size

Are you moving home? Yes No

Do you have solar panels? Yes No

Do you want to pay by Direct Debit? Yes No

Do you want a "Green" plan? Yes No

[Find A Plan →](#)

Frequently Asked Questions

Who is Click Energy?
Click Energy was established in 2006 and is a 100% online energy company with great discounts, everyday low rates and no lock-in contracts or exit fees.

How does this work?
It's simple. Enter your details on the left and we'll find a plan that suits you. There is no obligation to continue (but we're sure you'll want to!).

1a. Find a plan:

- Postcode
- Fuel(s)
- Household size
- Moving home?
- Solar options
- Payment method
- Green options

ACN
IBO not specified [Add IBO](#)

Sign up

Switch to Click Energy in just 4 easy steps

→ 1. Find A Plan → 2. Enter Your Details → 3. Select Options → 4. Confirm Your Switch

Congratulations, you qualify for:

⚡ Click Ruby electricity

- 17% prompt-payment discount off total bill when you paid your bill on time
- 4% discount off our standing electricity usage rates
- Monthly bills either actual reads or \$100 Instalments with a quarterly settlement
- Tree friendly e-mail bills
- No exit fees

Click Ruby[®] is ideal for those looking for a high discount with flexible payment options. Monthly bills help you avoid getting too far behind with your Click account and avoid large quarterly bills.

[View the Energy Price Fact Sheet](#)

*Terms and conditions apply.

🔥 Click Indigo gas

- 16% prompt-payment discount off total bill
- Monthly Instalment bill of \$50, with a settlement bill every second month
- Tree friendly e-mail bills
- No exit fees

Click Indigo[®] is the perfect complement to any one of Click's electricity plans and includes all the same great features associated with a Click Energy plan.

[View the Energy Price Fact Sheet](#)

*Terms and conditions apply.

Combined Estimated Annual Discount^{*}

\$327

Combined Estimated Monthly Cost^{*}

\$164

^{*} Your Estimated Monthly Cost is not an official quote. Your actual monthly cost will be based on the actual energy usage. Your actual annual discount will depend on your actual cost and your compliance with the Terms and Conditions of your selected product(s). Please click [here](#) to see how these estimated costs and discounts were calculated.

Continue →

1b. Plan details:

- Plan(s) pre-selected according to details entered by the customer
- Estimated discounts are calculated.
- Links to Energy Price Fact Sheet for each product.

ACN
IBO not specified [Add IBO](#)

Sign up

Switch to Click Energy in just 4 easy steps

→ 1. Find A Plan → 2. Enter Your Details → 3. Select Options → 4. Confirm Your Switch

Step 2. Enter Your Details

First Name	John ✓
Last Name	Citizen ✓
Email	jcitizen@email.com ✓
Mobile	0412345679 ✓
ACN IBO Business ID	7200054766 ✓

Your Street Address	63 Cambridge Street ✓
Your Suburb	Collingwood ▾

[Search for Address](#)

Next →

Combined Estimated Annual Discount*

\$327

Combined Estimated Monthly Cost*

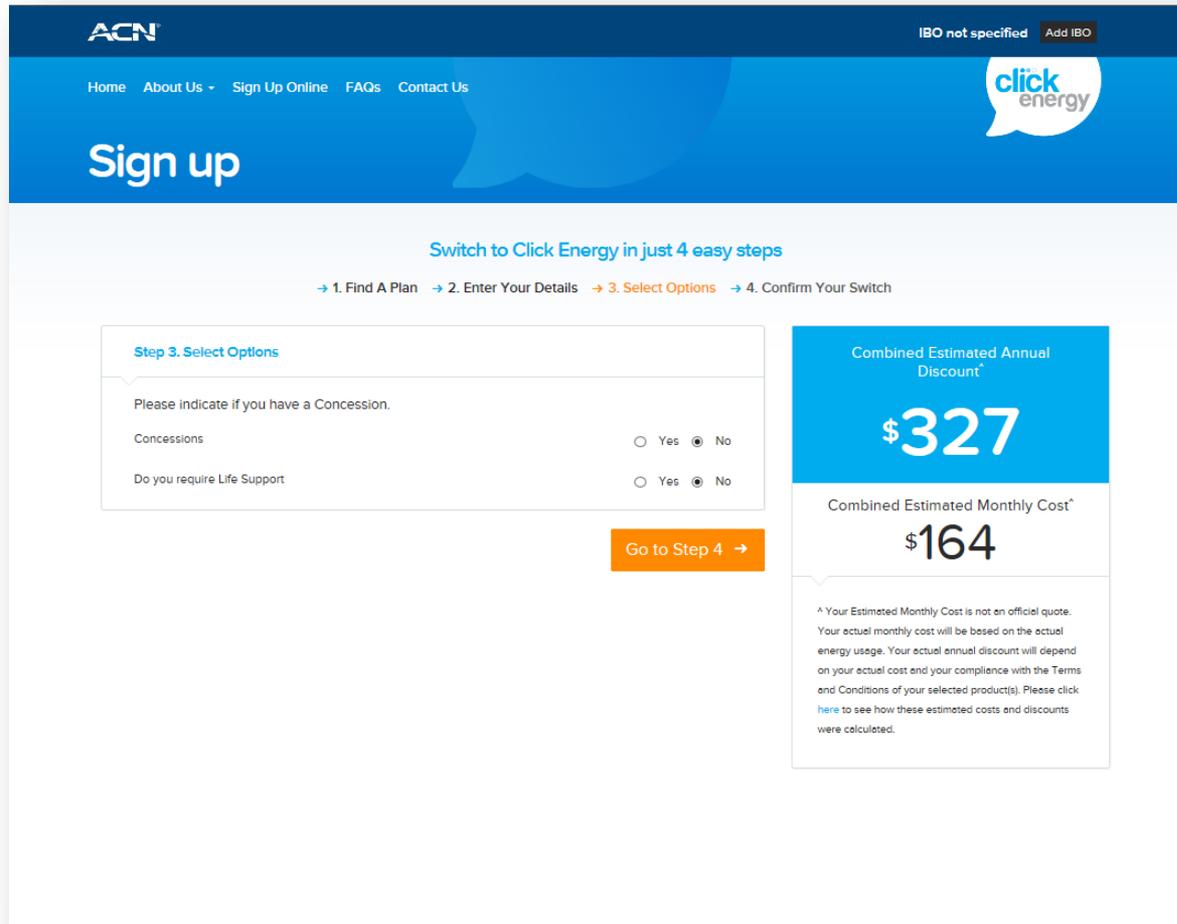
\$164

* Your Estimated Monthly Cost is not an official quote. Your actual monthly cost will be based on the actual energy usage. Your actual annual discount will depend on your actual cost and your compliance with the Terms and Conditions of your selected product(s). Please click [here](#) to see how these estimated costs and discounts were calculated.

2. Enter details

All these fields are validated

- Name
- Email
- Phone
- IBO Business ID
- Type in Address
- Enter your Suburb
- Address search and validation
- Home phone
- DOB
- ID Type selected
- ID Number



ACN IBO not specified Add IBO

Home About Us Sign Up Online FAQs Contact Us

click energy

Sign up

Switch to Click Energy in just 4 easy steps

→ 1. Find A Plan → 2. Enter Your Details → 3. Select Options → 4. Confirm Your Switch

Step 3. Select Options

Please indicate if you have a Concession.

Concessions Yes No

Do you require Life Support Yes No

[Go to Step 4 →](#)

Combined Estimated Annual Discount*

\$327

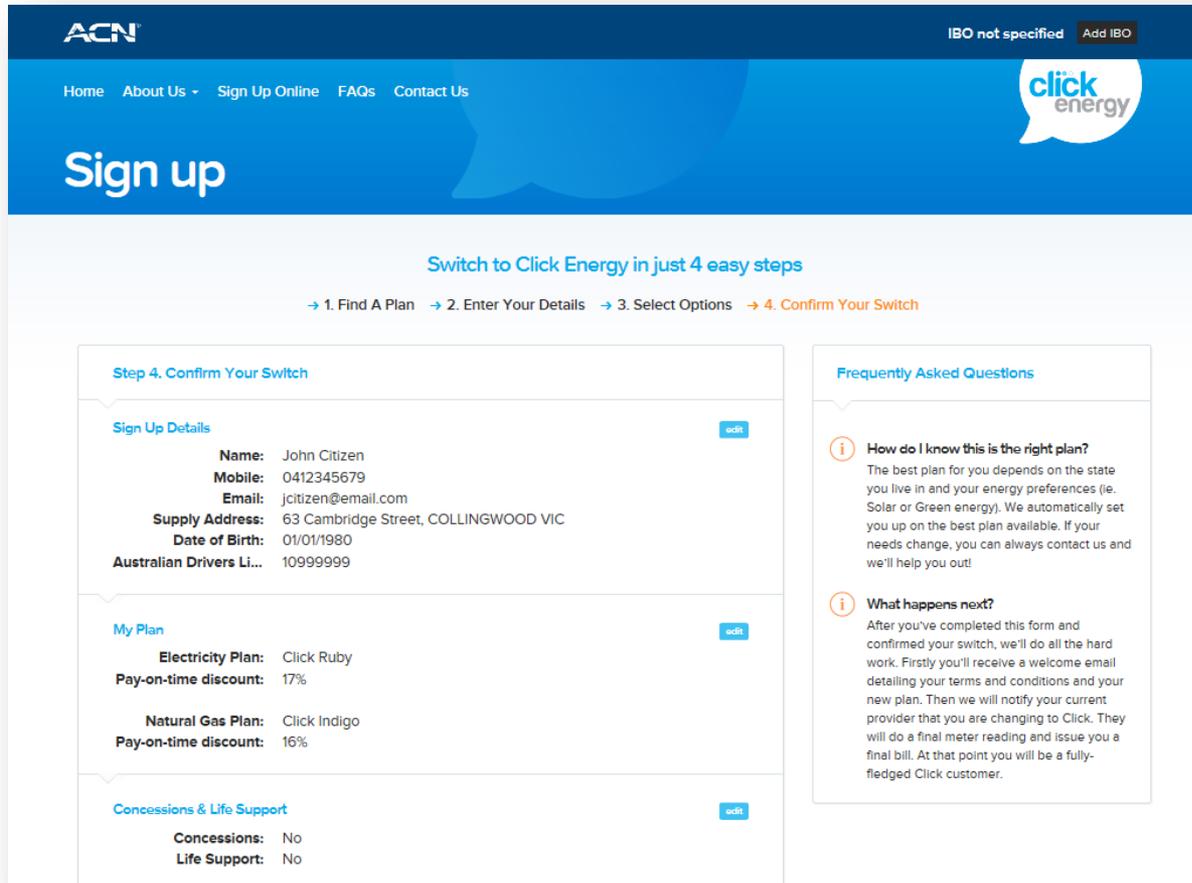
Combined Estimated Monthly Cost*

\$164

* Your Estimated Monthly Cost is not an official quote. Your actual monthly cost will be based on the actual energy usage. Your actual annual discount will depend on your actual cost and your compliance with the Terms and Conditions of your selected product(s). Please click [here](#) to see how these estimated costs and discounts were calculated.

3. Concessions

- If YES is selected, these fields expand to allow information to be entered.
- Concessions - Explicit Informed Consent is required to proceed.
- Customer specifies whether Life Support equipment is connected at the premises.



ACN IBO not specified Add IBO

Home About Us - Sign Up Online FAQs Contact Us

Sign up

Switch to Click Energy in just 4 easy steps

→ 1. Find A Plan → 2. Enter Your Details → 3. Select Options → 4. Confirm Your Switch

Step 4. Confirm Your Switch

Sign Up Details [edit](#)

Name: John Citizen
Mobile: 0412345679
Email: jccitizen@email.com
Supply Address: 63 Cambridge Street, COLLINGWOOD VIC
Date of Birth: 01/01/1980
Australian Drivers Li... 10999999

My Plan [edit](#)

Electricity Plan: Click Ruby
Pay-on-time discount: 17%

Natural Gas Plan: Click Indigo
Pay-on-time discount: 16%

Concessions & Life Support [edit](#)

Concessions: No
Life Support: No

Frequently Asked Questions

i How do I know this is the right plan?
 The best plan for you depends on the state you live in and your energy preferences (ie. Solar or Green energy). We automatically set you up on the best plan available. If your needs change, you can always contact us and we'll help you out!

i What happens next?
 After you've completed this form and confirmed your switch, we'll do all the hard work. Firstly you'll receive a welcome email detailing your terms and conditions and your new plan. Then we will notify your current provider that you are changing to Click. They will do a final meter reading and issue you a final bill. At that point you will be a fully-fledged Click customer.

4. Confirm switch:

- Information Summary
- Offer Summary
- Customer can go back and update by selecting 'Edit'
- FAQs to the right

Please tick to indicate you have read and understood the following:

- I give my explicit informed consent that the due date will be 5 business days from the date we issue the bill and my bill will be issued by email to the email address supplied during the sign up process.
- I give my explicit informed consent that my tariff, monthly instalment amount and or discount can change from time to time. If the tariff, monthly instalment amount and or discount does change I will be notified on my next bill or as required by the relevant code or guideline.
- I give my explicit informed consent that I must pay my bill using one of Click Energy's approved payment methods. The approved payment methods are BPAY, over the telephone, via the internet or by Direct Debit. Click Platinum and Click Elite require payment via Direct Debit.
- I give my explicit informed consent that Click Energy may bill me monthly if I have not chosen one of Click's monthly billed products, and that Click Energy may reassign the tariff that I am charged, based on a change in my metering circumstances, which would include new metering equipment. If Click Energy do decide to change my tariff and billing frequency it will notify me on my next bill.
- I confirm I am the customer completing this authority to connect with or switch to Click Energy.
- I understand that ACN is a marketer and as such will receive a fee for referring me to Click Energy. ACN's full address is Level 5, 90 Arthur St, North Sydney, NSW, 2060.
- I acknowledge that I have read and understood the [Click Energy Market Retail Contract Terms and Conditions](#) and [Click Ruby's Energy Price Fact Sheet](#) and agree to be bound by the Terms and Conditions set out in those documents.

Recommended monthly instalment amount

ELECTRICITY INSTALMENTS

\$	100	.00
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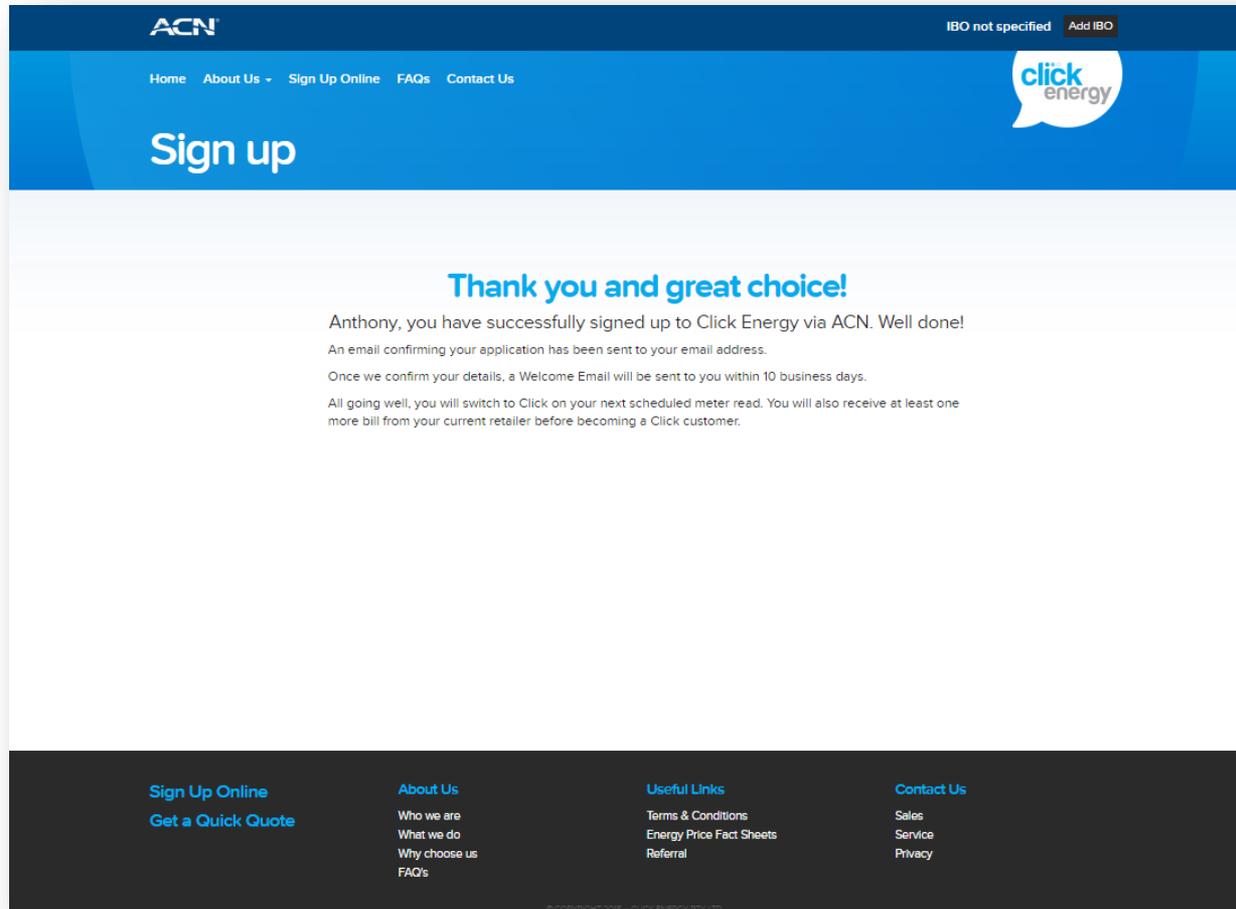
Your monthly instalment amount is based on estimated usage for the household type you selected above. You can edit this amount to any whole dollar figure over \$100 for electricity. If you have an electricity smart meter, you will be billed monthly on actual meter reads.

Confirm ✓

4. Confirm switch (continued)

- Explicit Informed Consent
- Info Links:
 - Market Retail Contract Terms and Conditions
 - Energy Price Fact Sheets
- How did you hear about us
- Instalment amount (pre-calculated according to information entered in Step 1)

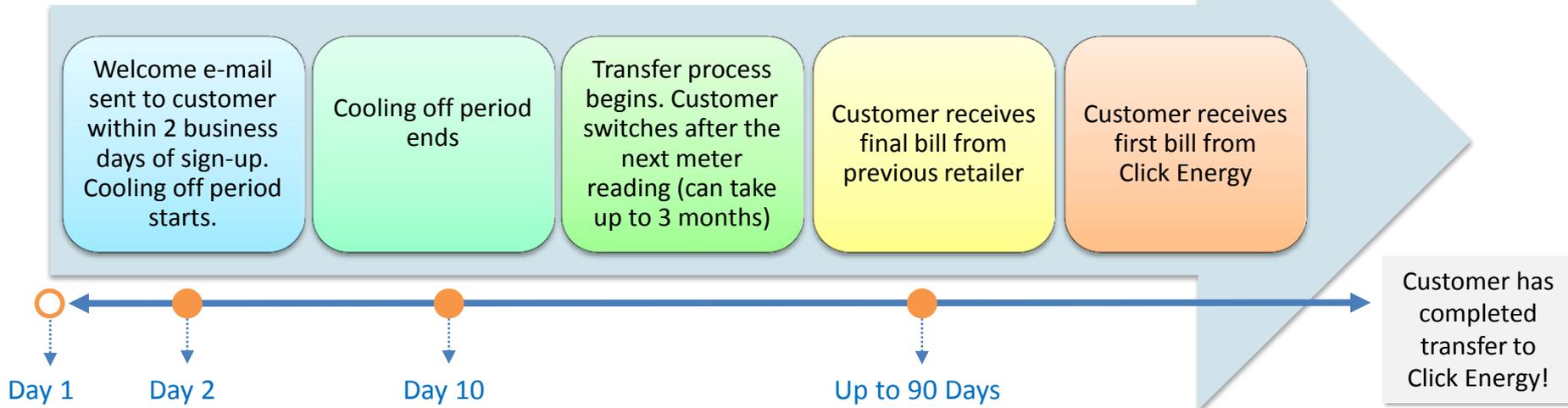
All Done!



The screenshot shows a confirmation page on the ACN website. At the top, there is a navigation bar with the ACN logo, a link for 'Add IBO', and a menu with 'Home', 'About Us', 'Sign Up Online', 'FAQs', and 'Contact Us'. The 'click energy' logo is also present in the top right. The main heading is 'Sign up'. The central message reads: 'Thank you and great choice! Anthony, you have successfully signed up to Click Energy via ACN. Well done! An email confirming your application has been sent to your email address. Once we confirm your details, a Welcome Email will be sent to you within 10 business days. All going well, you will switch to Click on your next scheduled meter read. You will also receive at least one more bill from your current retailer before becoming a Click customer.' The footer contains four columns of links: 'Sign Up Online' (with 'Get a Quick Quote'), 'About Us' (with 'Who we are', 'What we do', 'Why choose us', 'FAQs'), 'Useful Links' (with 'Terms & Conditions', 'Energy Price Fact Sheets', 'Referral'), and 'Contact Us' (with 'Sales', 'Service', 'Privacy'). A copyright notice '© COPYRIGHT 2015 - CLICK ENERGY PTY LTD' is at the bottom center.

→ Form is sent directly to Click Energy and the On Boarding process begins

It can take 24 hours from completion of online sign-up for the application to appear in Click Energy's customer database. You will need to advise your customers to wait until the next business day before contacting Click Energy Customer Service 1300 568 927 if they wish to enquire about their application.



- A cooling off period of 10 business days applies, within which time a customer may change their mind and cancel their application by either calling Click Energy or providing written notice.
- Customers will receive separate invoices from Click Energy for electricity and gas services.
- If customer is rejected due to credit check failure, Click Energy will notify them within 2 business days



Missing Customers



If a customer has completed the application process but has not received their welcome e-mail, they should call Click Energy directly on the dedicated ACN Service number:

1300 568 927

If the customer has received their welcome e-mail but has not appeared in your Personal Customer List after 10 business days, contact ACN Energy Support at:

acnpacific.com/ibo-enquiry-energy

To facilitate investigation, ensure you include the following information:

- IBO Name and Business ID
- Customer Name and Address
- Date the application was submitted

If your customer is unable to access the microsite or has difficulties signing up, they can call **1300 567 236**. A Click Energy sales representative will complete the sale with your customer on your behalf, ensuring the sale is correctly allocated to your Business ID.



Moving Home



What happens if an ACN-referred Click Energy customer needs to move house?

In the case where a customer is currently being billed by Click Energy and is moving house, the customer will need to contact Click Energy directly via phone on:

1300 568 927

During the call, the customer will need to specifically request an ACN offer at their new address. This is to ensure that your customer point(s) remain active in your Personal Customer List.

What if the customer is moving outside of Click Energy's serviceable areas?

If a customer is moving to an area which is not serviceable by Click Energy, the customer will need to contact Click Energy to notify them of this change and then request a connection with a retailer who can service their new premises.



IBO Training Pack



Compensation Plan





Points + Commissions



When will I receive my points and commissions?

- The transfer of an energy service will occur after the customer's next scheduled meter read which is recorded after the cooling-off period has elapsed. This may take more than 3 months. However, the transfer of your customer's service does not need to have completed in order for you to start receiving customer points.
- An IBO will be eligible to receive a point for an energy customer once Click Energy has identified the meter and confirmed that the energy service can be transferred.
- Your Personal Customer List (PCL) will be updated five times per week with your energy customer details and points. Please allow up to 10 days from your customer's application for this to occur.

• **Please note:** Some applications may take longer to appear in your PCL due to various reasons, including but not limited to: Meter identification and address validation.

- Customer applications rejected by Click Energy will reflect in your PCL. Advise your customers to contact Click Energy for more details. They can call the Click service line for ACN-referred customers: **1300 568 927**
- Residual payments will commence approximately 3 months from the date the customer appears in your PCL.
- IBOs should contact the ACN IBO Services team with enquiries regarding commission, customer points and missing customers not appearing on their PCL. Alternatively, IBOs can contact the ACN Energy team at: acnpacific.com/ibo-enquiry-energy



Points + Commissions



Personal Customer List Status Descriptions

Please note that the PCL status of an energy customer reflects eligibility for points and/or commissions, and not necessarily the status of the service itself. The table below specifies the various scenarios represented by each status.

Status	Incomplete Reason	Explanation	Action required
Incomplete	Application received	Application received by Click Energy and awaiting processing.	No action required
Incomplete	Application delayed	Click has identified an issue with the transfer or connection of the service and is attempting to resolve this.	Customer can contact Click Energy on 1300 568 927 to enquire about the status of their application.
Incomplete	Meter not identified	Click Energy has been unable to definitively identify the meter to be transferred.	Advise customer to contact Click Energy on 1300 568 927 to supply required meter reference information.
Active	-	The order to transfer or connect the service has either completed or is processing normally.	No action required
Terminated	-	<ul style="list-style-type: none">• Application was rejected by Click Energy; or• Application was cancelled or withdrawn by the customer; or• Service was disconnected or transferred to another retailer.	Advise customer to contact Click Energy to find out why their application failed.



Compensation Plan



Product	Customer Points	Monthly Commissionable Revenue*
Electricity (Residential)	1	50% of \$60 is commissionable at standard rates
Gas (Residential)	1	50% of \$40 is commissionable at standard rates
Electricity (Business)	2	50% of \$80 is commissionable at standard rates
Gas (Business)	1	50% of \$40 is commissionable at standard rates

Only customers who are new to Click Energy may apply for energy services via ACN.

If an IBO refers an existing Click Energy customer, the IBO will not receive points or commissions (nor will the customer appear in the Personal Customer List of that IBO).

An “existing Click Energy customer” is defined as: An electricity or gas service which is currently billed by Click Energy or is already in the process of transferring to Click Energy.

*A Click Energy service will be purged after 36 months or if the customer cancels or switches provider. You will cease to receive points and commissions for purged services. Refer to the ACN Compensation Plan on IBO Back Office for full Terms & Conditions.

Click Energy + ACN

Compliance Training

November 2016



acn.clickenergy.com.au



Compliance Training

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Click Energy utilises its website, marketing collateral and third party channels for the acquisition of new customers. Whilst this type of marketing does not attract the same attention and regulation as for example, door to door sales, any type of marketing has inherent risks.

Types of Marketing Risks

- **Misleading and deceptive conduct** – This includes incorrect or untruthful claims relating to industry changes or making incorrect comparisons.
- **False or misleading representations** – For example, representing Click Energy's actual connections as a better standard than a specific competitor.
- **Unconscionable conduct** – For example, selling to customers that for whatever reason do not have the capacity to understand the decision they are making. This includes minors, the elderly, persons with disabilities, language difficulties or cultural barriers.
- **High pressure sales** – For example, any aggressive behaviour.
- **Ignoring "do not call", "do not knock" or "do not contact" registers.**

The ACCC is taking an increased interest in compliance by participants in the energy industry generally and this interest includes all forms of marketing.

Consumer Protection Legislation

The Competition and Consumer Act is a national law that protects customers buying goods and services from businesses.

Energy Specific Legislation

Under the laws governing the energy industry, Click Energy is obliged to provide its staff and any agents with a broad understanding of the regulatory / legal requirements of selling and supplying energy to consumers.

As a representative of ACN on behalf of Click Energy you must ensure that you do not mislead customers and that the representations you make comply with the legislative and regulatory requirements.

- ✓ **Click Energy provides** this training to ensure best practice and to support clean, compliant selling practices.
- ✓ **Click Energy is committed** to compliant, ethical sales.



Australian Consumer Law (ACL) *Federal*

- The ACL came into force on 1 January 2011 – It is a single, national consumer law giving consumers the same protections, and businesses the same obligations across Australia.
- The ACL replaces previous Commonwealth, state and territory consumer protection legislation.
- The ACL regulates the negotiation of unsolicited consumer contracts (ie. door to door or outbound sales), including contact hours and disclosure requirements.
- The ACL includes existing misleading and deceptive conduct and unconscionable conduct provisions and new unfair practices provisions.

Energy Retail Code

The state-based Energy Specific Legislation NSW (National Energy Retail Rules = NERR), VIC (Victorian Energy Retail Code – VERC) and QLD (Queensland Energy Industry Code – QEIC) set out the MINIMUM standards that apply to the sale / supply of energy to relevant consumers. These energy specific codes and rules all hone;

- | | |
|---------------|-------------------------------|
| 1. Connection | 3. Credit Management |
| 2. Billing | 4. Collection / Disconnection |

This provides the industry benchmark on how energy retailers commence, apply and terminate contracts with customers.



Compliance



EIC

Explicit Informed Consent





What is EIC?



Explicit Informed Consent (EIC) is a mandatory requirement on ALL sales.

EIC ensures that our customers are knowingly entering into an agreement with an energy retailer through Click Energy and they understand all obligations.

Explicit

This means that the customer has been told clearly, fully and in plain English all matters relevant to the consent of the customer.

Informed

The customer knows exactly what they are consenting to and fully understand all aspects of the agreement.

Consent

The customer must complete the EIC check boxes during the sign up process.



How Do We Gain EIC?



The customer must give explicit informed consent, indicating their agreement to enter into a contract with Click Energy. EIC can be obtained when the:

Online Sign Up

- ✓ Customer completes the online sign-up on the Click Microsite, by ticking the five EIC boxes at the conclusion of the sales funnel

Telephone Sign Up

- ✓ Click Energy call centre agent speaks with the customer to confirm the details of the contract and obtains EIC in a recorded call.

This is MANDATORY.



Compliance



Behaviours and Conduct





Misleading and/or Deceptive Conduct



- ✘ You must not mislead or deceive a customer or say anything which is likely to mislead or deceive them – Never say anything which is untruthful or leave out an important fact.
- ✘ You should not create a false impression or behave in a way that is likely to make a customer believe something that is not correct.
- ✘ Ignorance is no excuse. It doesn't matter whether you intend to mislead a customer – If your conduct affects the customer's thoughts and beliefs then it is considered misleading.
- ✘ If the overall impression left by an advertisement, promotion, quotation, statement (including sales pitch) or other representation made by Click Energy or its representatives (including you) creates a misleading impression in the customer's mind—such as to the price, value or the quality of any goods and services—then the conduct risks breaching the law by being misleading and deceptive.



Unconscionable Conduct



- ✗ You must not take advantage of a consumer where it would be unfair or unconscionable.
- ✗ Unconscionable means taking advantage of a customer's ability to understand the agreement and includes high pressure sales tactics that place undue pressure on the customer.
- ✗ A customer's inability to understand includes: illness, age, inexperience, lack of education or adequate explanation, financial need, not understanding English.
- ✗ *Ignorance is no defence!* Be vigilant to make sure you are aware of any issues.

Ways to avoid unconscionable conduct are:

- Make customers aware of key terms of the agreement by directing them to the Click Energy microsite
- Do not use high pressure sales tactics.
- If you think a customer doesn't understand they should NOT complete the sale – They can contact Click Energy directly on 1300 567 236 to discuss any questions or issues.

Example of Unconscionable Conduct:

- **Customer is under the influence of alcohol or drugs.**
- **Customer does not fully understand / speak English.**



False or Misleading Representations



- ✗ You must not falsely represent that the goods or services Click Energy provides are;
 - of a particular standard, or
 - fit for a particular purpose, or
 - sourced from a particular source, or
 - applicable to a particular class or classes of customers when in fact they are not.

- ✗ You must provide information that is truthful – e.g. the distributor and distribution method will remain the same.

Example of False Representation

“If you connect to an electricity retailer through Click Energy, your property will have better electricity than with your current retailer”

“Your electricity supply will be more reliable if Click Energy is your electricity retailer”



- ✗ **You must never use verbal harassment to convince a customer to buy a product or service**

What is 'Undue Harassment'?

- Attempting to contact a customer after the permitted hours without express permission
- Continuing to pitch to a customer after they have asked you to stop
- Any use of obscene, discourteous or abusive language



✗ **You must never state or advertise an amount that does not factor in the full price for Click's energy plans.**

- Energy Price Fact Sheets with exact pricing can be found on the Click Microsite.
- The Click Quick Quote tool provides an *estimate* of potential cost and savings.
- The customer must review this information themselves.

- You must always tell the whole story so that customers can make an informed choice about which retailer best suits them.
- It can be difficult to explain the full price of an electricity or gas service, as they are consumption-based products – However individual usage rates and service charges can be compared by the customer (if discounts are excluded and GST is included).

Example of Failure to Disclose:

“With Click Energy as your electricity retailer, you will only pay for the energy that your household uses – Nothing else!”

This is not full disclosure as there will be other charges such as daily charges, charges from distributors and GST for example.



Summary: Behaviour and Expectations



The key behaviours that you must adhere to when referring customers to Click Energy are:

- No Misleading or Deceptive Conduct
 - No Unconscionable Conduct
 - No False or Misleading Representations
 - No High Pressure Sales Tactics
-
- Breaches to any of the four key areas of behaviours lead to the majority of complaints received by Click Energy and/or the companies that Click Energy represent.
 - Any claims you make on behalf of Click Energy must be accurate.
 - If you feel you do not have an understanding of any of these issues you **MUST** refer to the training pack provided or the Click Energy website.

Breaches in relation to these and any other behavioural breaches will result in termination of your ability to refer future customers to Click Energy.



Compliance



Privacy Act and Quality Assurance





Under Privacy Law:

- Only the customer may submit an online application for their energy service(s). You may not complete an application either online or over the phone on the customer's behalf, nor may you record or retain an applicant's personal information.
- Click must only collect personal information that is needed to conduct its business.
- The applicant can find out how Click uses and discloses their information by viewing the Click Privacy Policy at: www.clickenergy.com.au/privacy-policy/



www.clickenergy.com.au



www.acnpacific.com