



Critical Information Summary

Sumo 'nbn-ready' ADSL Broadband with Unlimited Data and modem*

Information about the service

Description of the service

This plan is for unlimited data on our broadband internet service to your home on the Sumo ADSL network (subject to our [Fair Use Policy](#)). This service is designed to provide you internet access via ADSL until nbn becomes available in your area at which point, Sumo will endeavour to migrate you to the nbn. We will contact you prior to making any changes. You can also select our home phone plan (voice over IP) with no line rental cost. See our home phone Critical Information Summary [here](#).

Required equipment

Sumo will supply you a nbn-compatible, pre-configured and supported modem. You can choose between the Netcomm NF10 for \$89 or the Netcomm NF18 for \$129 (including delivery and GST). You can choose to pay for the modem upfront, or in equal monthly instalments over 12 or 24 months interest free.

Minimum contract term

The plan is available on a month-to-month contract.

Availability

Sumo 'nbn-ready' ADSL Broadband is not available in all areas or to all premises. To check your serviceability and find out what kind of Sumo Broadband is available at your address visit sumo.com.au

There may be technical or commercial reasons that affect our ability to connect a service. Until Sumo successfully installs your service we cannot guarantee that the service can be connected at your address.

Installation

There is no charge for a standard installation. A standard installation typically requires the property to have an existing telephone line and known telephone number to connect the service. Sumo reserves the right to charge for non-standard installations.

You must obtain permission from the owner of the property, if that's not you, to have Sumo 'nbn-ready' ADSL Broadband installed and have someone over 18 years of age in attendance at the appointment if required. Where a DSL service is already connected, the Sumo 'nbn-ready' ADSL service is subject to us validating that it can be transferred from your existing provider.

Battery back-up

Sumo does not provide battery backup. If there is a power outage and you have a modem or telephone handset connected to the modem, you will not be able to use the internet service or telephone. If you have a security alarm, medical equipment or similar device that requires internet or telephone access, you should check with the supplier whether your equipment is compatible. These devices may not work in the event of a power outage.

Promotions

This summary doesn't include any special promotions.

Information about pricing

Plan charges

The Plan charge (minimum monthly charge) is \$75 per month (inc GST). Plan charges and any modem repayments are payable monthly in advance. You can choose to pay for the modem upfront, or in equal monthly instalments over 12 or 24-months interest free. Modem options are:

Model	Price (inc GST)	Interest-free repayment options	
		12 monthly payments	24 monthly payments
Netcomm NF10wv	\$89	\$7.43	\$3.71
Netcomm NF18acv	\$129	\$10.75	\$5.38

Price includes GST and delivery



The maximum monthly charge is \$288 (inc GST). This includes the \$75 plan fee, the NF18 modem cost if purchased upfront (\$129) and a cancellation fee of \$84 which reduces by \$7 each month for the first 12 months from the activation date. The cancellation fee does not apply if you migrate this service to a Sumo nbn plan. If you cancel your service, the service will continue until the end of that monthly billing period. We will not refund any charges that you've already paid us.

The modem is nbn-compatible which will enable you to use this modem when you switch to nbn.

Other fees

Item	Fee (inc GST)	Description
Late payment fee	\$10	Payable if invoice not paid by the due date
Unblocking fee	\$10	Payable if service needs to be unblocked after non-payment
Order cancellation fee	\$50	Payable if an order is cancelled prior to connection
Modem refurbishment fee	\$50	Payable if Sumo agrees to the return of a modem

For a full list of fees please [click here](#).

Other Information

How can I obtain my call and usage information or change my details?

You can keep track of your usage, view bills or update details by logging in at <https://portal.sumo.com.au>.

Customer service and complaints

Visit our website at www.sumo.com.au or call 13 88 60.

If you have a complaint, please contact us first so we can attempt to resolve the matter with you. If we are unable to resolve your complaint, you can contact the Telecommunications Industry Ombudsman on 1800 062 058. For further contact information visit www.tio.com.au/about-us/contact-us

Changing the access method

Due to the nbn rollout, we may change the access method for your service and migrate you to a new plan that is reasonably comparable with your current plan.

If we change your access method, you must provide all reasonable assistance to enable the change to be implemented, including access to your premises and equipment. Unless otherwise agreed with you, we will not charge you for installation or equipment we supply to you to use with the changed access method.

We will contact you to discuss the details of any changes we plan to make to your access method prior to making the change.

Your current supplier

You may have to pay a penalty or cancellation fee to your existing supplier, and there may be other consequences of ending your existing customer contract with that supplier early.

Summary only

This document is a summary only. Our Standard Form of Agreement and Fair Use Policy are available [here](#). Information is correct as of 1 February 2019.