



Critical Information Summary

Sumo Home Wireless Broadband Plan

Information about the service

Description of the service

This home wireless broadband internet service includes 250GB of data per month for use within Australia and is supplied by Sumo using the Optus 4G Plus network.

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

To use the service, you will need a compatible modem containing a 4G SIM card which Sumo will supply at a cost of \$189 (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. The SIM card supplied with the modem must not be removed from the modem and will not work in any other device.

Minimum contract term

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

Data

The data included in the plan is 250GB per billing month*. If you use more than your included data during a month, we'll automatically add 10GB of additional data to your account for \$10 (inc GST). Once your data usage reaches 250GB, your service will be slowed to 256 Kbps until your next bill cycle. Once you reach 260GB your service will be blocked. Any unused data allowance does not roll-over to the next month. Data will be counted in kilobytes and includes both uploads and downloads. Data can only be used in Australia.

Speed

Sumo's Home Wireless Broadband service uses the Optus 4G network and is designed to be used in the home via certain mobile frequencies (2300 MHz, for example). If your address is in a metropolitan area with 2300 MHz coverage, speeds of up to 12/1 Mbps are available (download/upload). If 2300 MHz coverage is not available at your address, speeds of up to 5/1 Mbps (download/upload) are available. Your actual speed will depend on several factors including geography, modem location, local conditions, network congestion, hardware and general internet traffic.

Availability and equipment

The Sumo Home Wireless Broadband Service is only available on the Optus 4G Plus network in selected areas in Australia. A specific modem must be purchased from Sumo to operate the service. There may also be technical or commercial reasons that affect your ability to access the service at your address. You can check your serviceability on Sumo's website. To help obtain the optimum connection strength, we recommend that you position your modem close to a window.

Sumo does not provide battery backup. If there is a power outage you will not be able to use the internet service or telephone (if you have one connected). If you have a security alarm, medical equipment or similar device that requires internet or telephone access, 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 (minimum monthly charges)

Plan	Monthly charge (inc GST)
Home Wireless Broadband with 250GB data per month	\$59 per month

Plan charges and any modem repayments are payable monthly in advance. The cost of the modem is \$189 (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. Over 12 months, the monthly repayment is \$15.75 (\$189 / 12) or over 24 months the monthly repayment is \$7.88 (\$189 / 24). The minimum total cost and maximum monthly charge (which includes modem and one month of data) is \$259 (inc GST).

If you use more than your included data during a month, we'll automatically add 10GB of additional data to your account for \$10 (inc GST). The cost of data within your included data allowance is \$0.28/GB. The cost of additional data is \$1.00/GB.

Cancellation fees

There is no cancellation fee. You may cancel at any time, and the service will continue until the end of that monthly billing period. Should you cancel your Sumo Home Wireless Broadband service, any outstanding balance for your modem becomes immediately due and payable. We will not refund any charges that you've already paid us.

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>. We will also provide you with email and SMS usage alerts once you've reached approximately 50%, 85% and 100% of your included data and 50%, 85% and 100% of each 10GB of additional data.

Customer service and complaints

Visit our website at <http://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

Relocating to another address

If you plan to relocate to another address, please contact us to discuss your options for continuing to access the service at your new address. The service may not be available at your new address. To check the serviceability at your new address please visit www.sumo.com.au

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

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