



Critical Information Summary

Sumo Mobile Broadband Plans

Information about the service

Description of the service and plan charges

Mobile broadband data plan using the Optus 4G Plus network within Australia. Phone calls, SMS and MMS messages cannot be made or received using this service.

This summary does not include any special promotions.

Plan (month by month)	Sumo MBB 50 GB	Sumo MBB 100 GB	Sumo MBB 250 GB
Monthly data allowance	50 GB	100 GB	250 GB
Minimum plan cost (inc GST)	\$54.95 per month	\$73.95 per month	\$79.95 per month
Excess data	\$10 per Gigabyte Max plan cost \$104.95 if max 5 GB excess data used	\$10 per Gigabyte Max plan cost \$123.95 if max 5 GB excess data used	\$10 per Gigabyte Max plan cost \$129.95 if max 5 GB excess data used
Minimum plan term	one month	one month	one month

Plan charges and any modem repayments are payable monthly in advance.

Other plan information

Equipment

We will supply you with a SIM card.

You can bring your own compatible mobile broadband device. Sumo can also supply a device which you can pay for upfront or in equal monthly instalments over 12 or 24 months interest free. Prices available on request.

Excess and unused data

If you use more than your included data allowance in a month, we'll automatically top up your account with 1 GB excess data for \$10 (inc GST). We will do this no more than five times each month – a maximum of 5 GB excess data each month. The charges for excess data will be applied to your next invoice.

If you have used the full 5 GB excess data, your service will be blocked. You will need to contact us and make payment for the excess data allowance to have the service unblocked.

Unused data allowance does not roll-over to the next month.

Eligibility

Only available to new Sumo Mobile Broadband customers.

Coverage and speed

Sumo's mobile broadband service uses the Optus 4G Plus network and is designed to be used anywhere in Australia with Optus mobile coverage. Your actual speed will depend on several factors including geography, local conditions, network congestion, device capabilities and general internet traffic.

Term, renewal and termination

The plan is available on a month-by-month contract. At the end of each monthly billing period, you will be automatically renewed for another month.

There is no fee for terminating early. If you decide to end the plan, the service will continue until the end of that monthly billing period, and any charges for that period remain payable. Any outstanding balance on your account becomes immediately due and payable. We will not refund any charges that you've already paid us.

After 24 months, we may migrate you to the nearest comparable Sumo plan.



Plan changes

If you choose to change to a different Sumo pre-paid plan, you may lose your existing data allowance. Please contact our Customer Service team for further information.

More about data

Cost of data under this plan (inc GST) equates to: Sumo MBB 50 GB \$0.00107 per Megabyte; Sumo MBB 100 GB \$0.00072 per Megabyte; Sumo MBB 250 GB \$0.00031 per Megabyte; excess data \$0.0097 per Megabyte. Data includes both uploads and downloads.

How to obtain usage information or change plan 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 allowance and 50%, 85% and 100% of each 1GB of additional data allowance.

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
Device refurbishment fee	\$50	Payable if Sumo agrees to the return of a device

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

Other information

Payment difficulties

Sumo can provide assistance to customers who experience payment difficulties. For more information, including to access Sumo's Telco Hardship Policy, please visit <https://www.sumo.com.au/payment-assistance/>

Information on broadband technologies

Please visit Communications Alliance Broadband Education Package found in www.commsalliance.com.au/BEP if you require information on understanding broadband technologies and factors potentially influencing the performance of your broadband services.

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

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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