



# Critical Information Summary

## Sumo Home Wireless Broadband Plans

### Information about the service

#### Description of the service and plan charges

Home Wireless broadband (HWBB) data plans 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 HWBB 200 GB	Sumo HWBB 500 GB
Monthly data allowance	200 GB	500 GB
Minimum plan cost (inc GST)	\$69.95 per month	\$84.95 per month
Excess data	\$10 per 10 Gigabytes	\$10 per 10 Gigabytes
Minimum plan term	one month	one month

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

### Other plan information

#### Equipment

To use the service, you will need to purchase a specific modem from Sumo to operate the service. The 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.

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.

#### Equipment Charges

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 for the 200GB plan (which includes modem and one month of data) is \$258.95 (inc GST). The minimum total cost for the 500GB plan is \$273.95.

#### Excess and unused data

If you use more than your included data allowance in a calendar month, we will automatically top up your account with 10GB excess data for \$10 (inc GST). Once you exceed your included data allowance by more than 50GB, your service will also be slowed to 256 Kbps until the next calendar month. Any unused data allowance does not roll-over to the next month. Data is calculated in 10GB blocks and includes both uploads and downloads. Data can only be used in Australia.

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

#### Eligibility

Only available to new Sumo Home Wireless Broadband customers.

#### Coverage and speed

Sumo's Home Wireless 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 HWBB 200 GB \$0.00034 per Megabyte; Sumo MBB 500 GB \$0.00017 per Megabyte; excess data \$0.0098 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 10GB 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
Order Cancellation fee	\$50	Payable if an order is cancelled prior to connection
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

For information about broadband technologies and factors that may influence the performance of your broadband services, visit the Communications Alliance Broadband Education Package found at [www.commsalliance.com.au/BEP](http://www.commsalliance.com.au/BEP).

#### 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](http://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.

#### 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](http://www.sumo.com.au)

#### Summary only

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