



Critical Information Summary

Sumo nbn™ Broadband with Unlimited Data*

Information about the service

Description of the service

This plan is for unlimited data on our broadband internet service to your home on the nbn network (subject to our [Fair Use Policy](#)). You can also select our home phone plan (voice over IP) with no line rental cost. See our home phone Critical Information Summary [here](#).

Minimum contract term

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

nbn™ speed

Sumo offers up to two nbn speeds depending on the technology type available at your address.

	Standard (nbn25)	Standard Plus (nbn50)	Premium (nbn100)
Minimum typical busy period download speed#	20 Mbps	40 Mbps	80 Mbps

#For residential plans, the busy period falls between 7pm and 11pm each day.

^The Typical Evening speed for Basic nbn will be refreshed on a quarterly basis in accordance with ACCC guidelines. The published figure may increase or decrease over time. The published figure is not representative of future performance and should not be considered as a guaranteed minimum.

The available speeds will vary depending on the nbn access technology used at each address. Fibre to the Node (FTTN) or Fibre to the Basement (FTTB) customers will have their speed confirmed once the service is activated and if the plan chosen can't be supported by the line, alternative options will be provided. The standard plus and premium plans are not available to customers on nbn fixed wireless. Actual speeds will also vary due to several factors. [Click here](#) for information about nbn actual speeds.

You can change to a higher speed plan at any time, but no more than once each monthly billing period. If you wish to change to a lower speed plan, we will move you to the new speed from the start of the next monthly billing period.

Availability and equipment

Your premises must be in an area serviced by the nbn.

Your service may be delivered over the nbn to your premises via Fibre to the Premises (FTTP), Fixed Wireless (FW), Fibre to the Basement (FTTB), Fibre to the Node (FTTN), Fibre to the Curb (FTTC) or Hybrid Fibre Co-Axial (HFC) technologies. For more information on nbn access technologies visit: <http://www.nbnco.com.au>. We will perform a service qualification during sign-up to confirm availability and to determine which technology will be used.

Unless already connected, we will arrange for nbn Co to install the nbn equipment at your premises. There is no charge for a standard installation however you must have permission from the owner of the property (if this is not you) and be over the age of 18. If your building is serviced by nbn's FTTB technology, the nbn equipment will already be installed in your building. If your premises is not connected to the nbn equipment, you will need to notify your building manager to arrange access for the nbn technician, so they can connect you. We will advise you of the connection date once known.

Where already connected, the service is subject to us validating that it can be transferred from your existing provider. You will need a nbn-compatible modem. We will supply a suitable pre-configured and supported modem starting from \$129 (incl delivery and GST). Please be aware that Sumo cannot configure or support a modem that you supply.

Sumo does not provide battery backup. If there is a power outage and you have a modem or telephone handset connected to the nbn network termination device (NTD), 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 with the nbn network. 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 speed	Monthly charge (inc GST)
Standard	\$80 per month
Standard Plus	\$90 per month
Premium	\$100 per month

Plan charges are payable monthly in advance.

You are required to purchase a nbn-compatible modem from us, modems are available from \$129 (inc delivery and GST).

If you're in a newly constructed building or nbn development area that is not already connected to the nbn, the nbn new development connection fee of \$300 (inc GST) may apply. If so, we will notify you and charge the fee upfront before proceeding.

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/>

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. We will not refund any charges that you've already paid us. Should you have any outstanding modem instalments, you will be required to pay out the balance on termination of your services with Sumo.

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

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 27th February 2020.