



Critical Information Summary

Sumo Home Phone (VoIP)

Information about the service

Description of the service

This plan is for voice calls over your home internet service with Sumo (instead of using your traditional phone line). You may choose to keep your existing home phone number, or elect for Sumo to provide you with a new one.

This home phone (VoIP) plan is only available when bundled with a Sumo home internet service.

Minimum contract term

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

Included optional features

The Sumo home phone (VoIP) plan includes the following optional call features:

- Voicemail
- Call barring (international and special calls are barred by default)
- 3-way calling

Please contact our customer service team to set up any optional features. Set-up charges may apply to change feature options more than once per month. Click [here](#) to see Sumo Phone fees & charges for more details.

Availability and equipment

You will need a VoIP-enabled modem (along with a handset or configured softphone). Sumo can supply a suitable pre-configured and supported modem at a cost of \$129 (inc delivery and GST), or you may supply your own (please call us to confirm your modem is compatible). Please be aware that Sumo cannot configure or support a modem that you supply. We will supply configuration information however you will need to configure your modem yourself for your VoIP service to function.

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) or Hybrid Fibre Co-Axial (HFC) technologies. For more information on nbn access technologies visit: <http://www.nbnco.com.au/learn-about-the-nbn/network-technology.html>.

NBN services require a battery backup in the event of a power outage. This backup power supply enables operation of the nbn connection box for approximately 5 hours without mains power. Even with a nbn battery backup you will need a separate battery backup supply to power any connected equipment such as your modem or cordless phone in a power outage.

Please be aware that Sumo does not supply a battery backup power supply. This means you won't be able to make or receive calls during a power failure, including calls to emergency service numbers. You should ensure you have alternative means to make such calls (such as a charged mobile phone). Medical and back to base alarms will also not work during a power outage. You can purchase your own backup power supply.

Priority assistance – If you have a diagnosed life-threatening medical condition, your current provider may offer you 'Priority Assistance'. Sumo does not provide Priority Assistance. Telstra is a provider who does.

For your Sumo Home Phone, you waive your protection and rights under regulated [Customer Service Guarantee](#).

Information about pricing

Call costs and inclusions are as follows

Call Type	Charge
Local calls	Included*
National calls	Included*
Australian mobile	20c per minute*
Special calls	Varies by the number being called - please refer to the special call rate card**
International	Varies by country - please refer to the international rate card**



~For more information see [Sumo's fair use policy](#)

*Calls to Australian Mobiles are charged per min block

**Rates vary by call type or destination - full rates available at [Sumo Phone fees & charges](#)

Plan charges are payable monthly in advance. Call charges are payable monthly in arrears.

If you choose to purchase a VoIP enabled, nbn compatible modem from us, the cost of the modem is \$129 (inc delivery and GST).

Set-up fee

There is no set-up fee.

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.

Local Number Portability (LNP) fees

Local number porting fees will apply if you choose to transfer (port) your existing home phone number to Sumo. A new number will be allocated to you free of charge if you do not port your existing number.

Phone number	Charge
New phone number	Free
Keep existing phone number	\$29 inc GST

As Sumo needs to contact your existing telephone provider, it may take approximately 3-5 weeks to complete the porting process. We will keep you informed of progress throughout the porting process and will notify you when complete. There will be an interruption to your service during this time however we will discuss your options during the sign up process. It is important that you do not disconnect your existing service, otherwise you will lose your existing number. For information regarding the porting process please see the [ACMA website](#).

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

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.