

# Critical Information Summary

## Sumo nbn™ Broadband with Unlimited Data

### Service description

Plans are for unlimited broadband data delivered via the nbn™ network (subject to our [Fair Use Policy](#)). The plans offer data access at typical evening download speeds as shown in the pricing table below and are only available to residential customers for personal or domestic use.

### Service availability

This service is available anywhere nbn™ (using FTTP, FTTB, FTTN, HFC or Fixed Wireless technology) has been activated. Fixed Wireless (FW) is limited to a maximum speed of 25/5Mbps. You can check nbn™ availability at: [www.sumo.com.au](http://www.sumo.com.au)

### Information about pricing

Plan charges (inc GST), payable monthly in advance. All plans come with Unlimited data.

Plan	Typical Evening Speed	Monthly Charge	Total Minimum Term and Charges		
			No Contract	12 Mth Contract	24 Mth Contract
Sumo Simple nbn25	20Mbps	\$84	\$159	\$1,048	\$2,016
Sumo Savvy nbn50	40Mbps	\$103	\$178	\$1,276	\$2,472
Sumo Premium nbn100	80Mbps	\$125	\$200	\$1,540	\$3,000
<b>Once off Activation Fees (included in total minimum charge calculations)</b>			\$75	\$40	\$0
<b>Optional Sumo Home Gateway (*plus \$20 modem delivery charge)</b>			\$149*		\$0*
<b>Early Termination fees</b>	<b>0-6 months</b>	<b>7-12 months</b>	<b>13-18 months</b>	<b>19-24 months</b>	
12 month contract	\$60	\$30	-	-	
24 month contract	\$250	\$190	\$125	\$60	
<b>Other Important information</b>					
<ul style="list-style-type: none"> <li>• Typical evening speeds are based on customer averages between 7pm and 11pm each day and are not a guaranteed minimum.</li> <li>• Services offered are only available to customers agreeing to waive the Customer Service Guarantee (CSG).</li> <li>• For nbn™ FTTP, FTTB and FTTC customers, you can request your maximum line sync speed once available. If you are on a higher speed nbn™ plan, you have the option to downgrade to a lower speed plan without penalties.</li> <li>• If you are in a new development and not already connected to the nbn™, nbn™ may charge \$300 to connect your premises. If this charge is applicable, we will include this charge on your invoice.</li> <li>• If your address qualifies for an nbn™ FTTP, FTTB or FTTC service and you do not have an active fixed voice service in place that we can connect to, there will be a \$300 charge to connect a new or activate an existing copper pair on site.</li> <li>• 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.</li> </ul>					

### Discounts for eligible Sumo customers

Eligible Sumo customers that sign up for a new Sumo nbn™ Broadband service on 12 or 24 month contracts will receive a monthly discount, provided they purchase additional energy products from Sumo. The discount is \$10 per month for electricity only, \$5 per month for gas only, or \$15 a month for both electricity and gas. The discount will appear as a credit against the monthly access fee. Each Sumo energy product must remain active and must not have an outstanding debt with Sumo for the discount to be applied. The discount is not available in conjunction with other Sumo discounted offers, and may be withdrawn, although Sumo will not withdraw it from an existing customer during the minimum term of a contract.

### Equipment required

You will need a suitable and nbn™ approved modem to use this service. Sumo provides a Gateway modem if you do not have one for \$149 plus a \$20 delivery charge. If you sign up on a 24 month contract, the modem will be free plus \$20 delivery charge. 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 – Sumo does not provide battery backup.

### Installation

You must obtain the consent of the property owner to have the nbn™ installation performed. If you are not the property owner, you will need to obtain the property owner's written consent (dated and signed) and be able to provide that to Sumo upon request. The cabling that is required in your premises beyond the Network Boundary Point is your cost and responsibility, as is the provision of a suitable, permanent 240V

AC power outlet. If you are a Sumo nbn™ FTTC customer and do not connect the supplied nbn™ FTTC Network Connection Device (NCD) and your Sumo modem or your own modem within 30 days of your activation date, nbn™ will cancel your order and an order cancellation fee may apply.

## Other fees

Item	Charge	Description
Late payment fee	\$10	Payable if invoice not paid by the due date
Withdrawal fee	1-month plan charge	Payable if an order is cancelled prior to connection
Relocation fee	\$40	Relocation to another NBN serviceable address.
Relocation fee (New Development Fee)	\$340	Relocation to a non-NBN serviceable address.
Unblocking fee	\$10	Fee for unblocking the service due to non-payment or credit related issues.

## Other information

### Usage information

Customers can obtain information on their usage by contacting Sumo on 13 88 60 or emailing [telco@sumo.com.au](mailto:telco@sumo.com.au).

### Billing

Upon signing up with Sumo, your first bill may have additional charges. The bill will include your minimum monthly charge in advance and may also include other charges such as New Development Fees, Activation Fees, Modem and Delivery Fees. Should you cancel during a billing period, a 30 day notice period is required and your service will continue to be billed up to the date of your service cancellation. We will not refund any payments already made.

Once your broadband service is connected, billing will begin, and your first bill will be issued. You are required to pay your bill by direct debit from your credit/debit card (a surcharge of 0.7% for Visa/Mastercard and 2% for American Express applies) or via BPay from your bank account. Failure to pay your bill on time will incur a late payment fee of \$10.

### Customer service and complaints

Visit our website at [www.sumo.com.au](http://www.sumo.com.au), call 13 88 60 or email us at [telco@sumo.com.au](mailto:telco@sumo.com.au)

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 or visit [tio.com.au/about-us/contact-us](http://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.

### Broadband education information

For more information about broadband technologies and the factors that can influence the performance of your broadband service, please visit [commsalliance.com.au/BEP](http://commsalliance.com.au/BEP).

### Summary only

This document is a summary only. Sumo may also provide special offers for a limited period or to other customers. Our Standard Form of Agreement and Fair Use Policy are available at [www.sumo.com.au](http://www.sumo.com.au). Information is correct as of 24<sup>th</sup> February 2025.