

Key Fact Sheet

YOMOJO BUSINESS NBN

Plan	Fast	Light	Ridiculous	Ludicrous
NBN Speed Tier	100Mbps/ 40Mbps	250Mbps/ 100Mbps	500Mbps/ 200Mbps	1000Mbps/ 400Mbps
Typical Download /Upload Speeds 7pm-11pm	100Mbps/ 36Mbps	243Mbps/ 82Mbps	411Mbps/ 161Mbps	793Mbps/ 333Mbps
Ideal for	Multiple HD video and music streams. Families, gamers and heavy downloads			
Number of Users	2-5		5+	

INFORMATION ABOUT THE SERVICE

Typical Busy Period Speed

This is intended to represent the typical expected experience between 7pm - 11pm, which is the busiest period for consumer internet traffic.

- It is not a guaranteed minimum speed. Excludes Fibre To The Node/Basement/Curb lines with limited maximum line speeds.
- The actual experience depends on a number of factors – see Technical Limitations below

Excess Usages (FTTN, FTTB or FTTC)

The maximum line speed is the fastest speed you can get from an nbn® service at your address. If your maximum line speed is not available during service qualification, we'll confirm it when your service is working. If this means your line can't support your chosen plan speed, we'll notify you of your remedies:

- Remaining on your current plan with no refund;
- If available, moving (at no cost) to a lower speed tier plan at a lower price and receive any applicable refund; or
- Exiting your plan without cost and receiving an applicable refund (if any).

TECHNICAL LIMITATIONS / FACTORS AFFECTING SPEED AND PERFORMANCE

Nbn® Infrastructure

The length and quality of the copper used.

Age and Quality of Hardware/Software

This may include your modem, WiFi router, and whether you connect to the internet via Ethernet or WiFi

WiFi Signal Interference

WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless phone. Elevating your WiFi modem off the ground in an open and central location away from walls or other obstructions will reduce the impact of the factors mentioned.

Connected Devices

The number of devices used at the same time.

Network Congestion

There are times when more people are using the network at the same time.

Where's the Content Coming From

Content that comes from overseas and content from servers that aren't large enough to cope with demand.

Power Failure

In most cases, nbn® services will not function during a power failure, Yomojo does not offer battery backup services.

Medical/Security Alarms

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn® network, and if not, what alternative solutions are available.