Yomojo®

Critical Information Summary

BUSINESS FIBRE PLANS

Plan	Business Fibre 500	Business Fibre 1000
Standard Monthly Plan Fee (Minimum Monthly Charge)	$493.90 inc GST ($449.00 ex GST)	$603.90 inc GST ($549.00 ex GST)
Minimum Term (Expiry)	1 month. Applies to services ordered between 1 September 2026 and 31 December 2026.	
Minimum Total Cost	$493.90 inc GST	$603.90 inc GST
Installation Charges	$0 standard installation. If additional construction is required to connect your premises, the build charge will be quoted to you before you commit.	
Included Data	Unlimited	
Network Access	Dedicated business fibre, 1:1 contention (bandwidth is not shared with other customers)	
Speed	Download: 500 Mbps Upload: 500 Mbps	Download: 1000 Mbps Upload: 1000 Mbps
Service Level	99.95% service availability. Service credits apply as set out in the Yomojo Business Data Service Schedule.	
IP Address	One static IPv4 address included	
Equipment	Bring your own compatible router (BYO). No equipment is supplied with this plan.	
Support	Standard support 8am–8pm AEST, 7 days, on 1300 966 656. Optional 24/7 support is available.	
Cancellation fees	There is no cancellation fee on the 1-month term. If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle. If you cancel an order before the service is activated, order cancellation charges apply as set out in the Yomojo Business Data Service Schedule.	
Expiry	1 calendar month	
Early Termination Charge	Monthly plan fee multiplied by the months remaining in your minimum term. On the 1-month term this is limited to the balance of your current month.	

INFORMATION ABOUT THE SERVICE

Description of the service

Business Fibre plans are a month-to-month business internet service delivered over dedicated fibre to your premises with 1:1 contention, meaning your bandwidth is not shared with other customers. For a set monthly fee, the plan provides unlimited broadband data for use within Australia at symmetrical (equal download and upload) speeds, with one static IPv4 address included.

Equipment needs

This is a bring-your-own-device (BYO) service. You will need your own compatible router with a Gigabit Ethernet WAN port. Yomojo does not supply a router with this plan. For WLAN, ensure that the device supports compatible wireless technology to take advantage of higher-speed tiers.

Coverage and serviceability

Business Fibre is available to business premises in selected areas served by the Optus and FibreconX fibre networks. Availability is subject to a serviceability check at your address, and there may be technical or commercial reasons that affect your ability to access the service. The service cannot be used overseas.

Check serviceability on our website, https://www.yomojo.com.au/business/fibre. The serviceability check is an indication that your address can be connected; it does not guarantee that your address is serviceable until qualification is completed.

Speed

Business Fibre plans are provisioned at the symmetrical download and upload speeds stated in the table above, with 1:1 contention, so the full plan speed is available to you at all times on the Yomojo network.

Your actual throughput will depend on a number of factors including your router and in-premises equipment, Wi-Fi performance, the number of users and devices connected, the sites and services you access, and the performance of third-party networks that Yomojo does not control. To achieve

full plan speed, connect using a wired Gigabit Ethernet connection.

Standard Installation Requirements

Standard installation is included and may require a technician visit. You must ensure a 240V power supply is available at the installation location. During a power outage, your services will not operate unless you have a backup power source.

Is this plan bundled with any other Telecommunications Service?

You don't need to bundle this plan with another Yomojo service and no bundle discounts apply. This plan can be used with Yomojo business voice products such as Yomojo Cloud. See https://www.yomojo.com.au/business.

What's included

The Business Fibre plan has the following features:

- Unlimited data
- Symmetrical download and upload speeds with 1:1 contention (refer to the table above)
- One static IPv4 address
- 99.95% service availability
- Standard support 8am–8pm AEST, 7 days (optional 24/7 support available)
- Plan automatically renews each month

Business use only. Terms & Conditions, the Yomojo Business Data Service Schedule and Fair Use Policy apply. https://www.yomojo.com.au/terms

INFORMATION ABOUT THE PRICING

Minimum term

One month. The one-month minimum term applies to services ordered between 1 September 2026 and 31 December 2026.

Minimum monthly plan cost

The minimum plan charge, pro-rated based on the day of the month that the service is activated, plus any build charge quoted to you before you commit. The minimum monthly plan cost each month thereafter applies.

Minimum and Maximum Total Cost

The minimum total cost is one month's plan fee as shown in the table above. The maximum monthly cost is the same plan fee: data is unlimited and the static IP address is included, so no excess usage or IP address charges apply. All prices include GST unless stated otherwise.

Cancellation fees and early termination

There is no minimum term beyond one month, so you can cancel whenever you choose but please note, we won't refund for unused plan allowances or credit. Any early termination charge is calculated as the monthly plan fee multiplied by the months remaining in your minimum term, which on the one-month term is limited to the balance of your current month. If you cancel an order before the service is activated, order cancellation charges apply as set out in the Yomojo Business Data Service Schedule.

Promotions and Special Offers

The one-month minimum term is a special offer for services ordered between 1 September 2026 and 31 December 2026. This summary does not include any other special offers or promotions that may be offered on this plan, such as discounts or bonuses.

OTHER INFORMATION

Usage Information

To view your bills or usage, login to your Yomojo dashboard at https://my.yomojo.com.au/login/ or via our mobile app.

Yomojo Full Pricing List and Fair Use Policy

Our Fair Use Policy and the Yomojo Business Data Service Schedule apply to this plan; these and all our policies, terms and pricing are at https://www.yomojo.com.au/terms.

Payment

No payment processing fees or card surcharges apply to this plan.

Additional account fees

A late payment fee of $15.00 per event may apply if your invoice remains unpaid after your payment due date. Other account fees may apply as set out in our Terms and Conditions and Pricing Table.

Relocating to a new address

Business Fibre is connected to a specific premises. If you are moving, contact us for a serviceability check at your new address; relocation is subject to availability, and one-time charges and a change to monthly charges may apply. If your new address is not serviceable, we will offer you an alternative service.

Help and Support

If you have any questions, call us on 1300 966 656. (8am–8pm AEST, 7 days), go to https://www.yomojo.com.au/help or email us at business_assurance@yomojo.com.au. If you have a complaint, you can lodge it at https://www.yomojo.com.au/complaint.

The Communications Alliance's broadband education package for consumers is available at https://commsalliance.com.au/BEP/.

If we are unable to resolve your complaint, the Telecommunications Industry Ombudsman is contactable at https://www.tio.com.au/contact-us or by telephone on 1800 062 058.

This is a summary only - the full legal terms and pricing for this plan are available at: https://www.yomojo.com.au/terms