

Critical Information Summary

YOMOJO BUSINESS FIBRE PLANS, MONTH TO MONTH ON FIBRECONX AND OPTUS

Plan	Business Fibre 500	Business Fibre 1000
Download / Upload Speed	500Mbps/500Mbps	1000Mbps/1000Mbps
Monthly Charge (ex GST)	\$449.00	\$549.00
Monthly Charge (inc GST)	\$493.90	\$603.90
Data Included	Unlimited	
Available on	FibreconX and Optus fibre networks, on net buildings only	
IP Address	One static IPv4 address included	
Support	24/7 on 1300 966 656	
Installation Fee	\$0.00 for a standard installation	
Minimum Term	1 month, for services ordered by 31 December 2026. Cancel with 30 days notice.	
Minimum Total Cost	\$449.00 ex GST (\$493.90 inc GST)	\$549.00 ex GST (\$603.90 inc GST)
Early Termination Charge	\$0.00. Order cancellation charges apply if you cancel before your service is activated.	

The monthly charge is both the minimum and the maximum monthly charge, there are no excess usage charges. Business Fibre is priced excluding GST, the GST inclusive price is shown for comparison.

INFORMATION ABOUT THE SERVICE

Description of the service

Yomojo Business Fibre is a month to month business internet service delivered over fibre to your premises on the FibreconX or Optus network. For a set monthly fee you get unlimited data at the same download and upload speed (symmetrical), with one static IPv4 address and 24/7 support included. Business use only.

Coverage and serviceability

Business Fibre is available to business premises in buildings already connected to the FibreconX or Optus fibre network (on net buildings). Check your address at <https://www.yomojo.com.au/business/fibre> or call 02 8530 1000. The check is an indication only, your address is not confirmed as serviceable until qualification is complete. Orders are subject to a credit check.

Equipment needs

This is a bring your own (BYO) router service, a router is not included in the monthly charge. You can use your own compatible business router, or talk to us about buying a UniFi device from Yomojo. The handover port and settings differ between the Optus and FibreconX networks, so check them with us before you buy a router.

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.

Speed

Business Fibre is provisioned at the download and upload speeds shown in the table above. Your actual speeds depend on your router and office equipment, WiFi performance, the number of users and devices connected, the sites and services you use, and networks Yomojo does not control. To get full plan speed, use a wired connection.

Service Level

Our service availability target is 99.95% each calendar month. If we do not meet the target you can claim a service credit of 10% to 20% of your monthly charge, depending on the availability achieved, within 30 days of the end of that month. Conditions and exclusions are set out in the Yomojo Business Data Service Schedule.

Standard Installation Requirements

Standard installation is included and may require a technician visit. You must provide a 240V power supply at the installation location, access for the installer and any approval required by your landlord or building manager. During a power outage your service will not work unless you have backup power.

Minimum Term

1 month. There is no lock in contract. You can cancel at any time by giving us 30 days notice.

INFORMATION ABOUT PRICING

Excess Usage

There are no excess usage charges for these services.

Installation Fee

There is no charge for a standard installation, and we do not recover the cost of installation if you later cancel your service. If additional construction is needed to connect your premises, we will quote the build charge before you commit and you can decide not to proceed at no cost.

Billing and Payment

Your billing month starts on the day your service is activated. You are invoiced monthly in advance and the payment due date is shown on each invoice. No payment processing fees or card surcharges apply. A late payment fee of \$15.00 per event may apply if your invoice is unpaid after the due date.

Cancellation and Early Termination

There is no early termination charge on the 1 month term. You can cancel at any time by giving us 30 days notice by phone or email, and you pay the monthly charge up to the end of the notice period.

If you cancel your order before the service is activated, order cancellation charges apply under the Yomojo Business Data Service Schedule, being 30% of the monthly charge once your order is accepted, 60% once installation has started and 200% once installation is complete.

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 off charges and a change to your monthly charge may apply.

Promotions and Special Offers

The 1 month minimum term is a special offer for services ordered between 1 September 2026 and 31 December 2026, and it stays with your service for as long as you keep it. Services ordered after 31 December 2026 will have a 12 month minimum term unless we extend the offer. 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

Data is unlimited, so usage does not affect your charges. To view your bills or usage, log in to your Yomojo dashboard at <https://my.yomojo.com.au/login/>.

Yomojo Full Pricing List and Fair Use Policy

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

An educational information package to help consumers better understand broadband technologies and their performance has been created by the Australian Telecommunications Alliance and is available online at <https://www.austelco.org.au/bep/>.

Help and Support

24/7 support is included. To report a fault or get help with your service, call us on 1300 966 656 at any time, email business_assurance@yomojo.com.au or go to <https://www.yomojo.com.au/help/>. For sales enquiries call 02 8530 1000 or email corpsales@yomojo.com.au.

Complaints

If you have a complaint, you can lodge it at <https://www.yomojo.com.au/complaint> or by using the contact details above. If we are unable to resolve your complaint, the Telecommunications Industry Ombudsman is contactable at <https://www.tio.com.au/contact-us>, by telephone on 1800 062 058 or by post at PO Box 276, Collins Street West VIC 8007.

This is a summary only – the full legal terms and pricing for these plans are available at: <https://www.yomojo.com.au/terms/>