

Critical Information Summary

YOMOJO BUSINESS FIBRE PLANS ON THE TELSTRA NETWORK, 12, 24 AND 36 MONTH TERMS

Business Fibre plan	200	500	1000	2000	5000	10000
Download/Upload (Mbps)	200/200	500/500	1000/1000	2000/2000	5000/5000	10000/10000
36 month minimum term, installation fee \$0.00						
Monthly Charge (ex GST)	\$379.00	\$449.00	\$649.00	\$799.00	\$1,349.00	\$1,799.00
Monthly Charge (inc GST)	\$416.90	\$493.90	\$713.90	\$878.90	\$1,483.90	\$1,978.90
Min. Total Cost (ex GST)	\$13,644.00	\$16,164.00	\$23,364.00	\$28,764.00	\$48,564.00	\$64,764.00
24 month minimum term, installation fee \$1,500.00 ex GST (\$1,650.00 inc GST)						
Monthly Charge (ex GST)	\$479.00	\$549.00	\$749.00	\$899.00	\$1,449.00	\$1,899.00
Monthly Charge (inc GST)	\$526.90	\$603.90	\$823.90	\$988.90	\$1,593.90	\$2,088.90
Min. Total Cost (ex GST)	\$12,996.00	\$14,676.00	\$19,476.00	\$23,076.00	\$36,276.00	\$47,076.00
12 month minimum term, installation fee \$3,000.00 ex GST (\$3,300.00 inc GST)						
Monthly Charge (ex GST)	\$579.00	\$649.00	\$849.00	\$999.00	\$1,549.00	\$1,999.00
Monthly Charge (inc GST)	\$636.90	\$713.90	\$933.90	\$1,098.90	\$1,703.90	\$2,198.90
Min. Total Cost (ex GST)	\$9,948.00	\$10,788.00	\$13,188.00	\$14,988.00	\$21,588.00	\$26,988.00
Included	Unlimited data, one static IPv4 address, 24/7 support on 1300 966 656					
Available on	Telstra fibre network, subject to a serviceability check					
Early Termination Charge	Monthly charge x months left in your minimum term, up to 35, 23 or 11 months					

The monthly charge is both the minimum and the maximum monthly charge, there are no excess usage charges. Minimum Total Cost is the monthly charge for the minimum term plus the installation fee. Business Fibre is priced excluding GST.

INFORMATION ABOUT THE SERVICE

Description of the service

Yomojo Business Fibre on the Telstra network is a business internet service delivered over fibre to your premises on a 12, 24 or 36 month term. 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. You don't need to bundle this plan with another Yomojo service and no bundle discounts apply.

Coverage and serviceability

Available to business premises that can be connected to Telstra fibre, in metropolitan and many regional areas. 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. The prices in this summary are Telstra Route 1 prices, premises on other Telstra routes are quoted individually. Orders are subject to a credit check.

Speed

Business Fibre is provisioned at the download and upload speeds shown in the table above. On the Telstra network this is a contended service, which means network capacity is shared with other services and your speeds can be lower at busy times. Your actual speeds also depend on your router, office network and WiFi, the number of users and devices connected and the sites and services you use. 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.

Minimum Term

12, 24 or 36 months from the day your service is activated, as chosen on your order. After that your service continues month to month until it is cancelled with 30 days notice.

INFORMATION ABOUT PRICING

Excess Usage

There are no excess usage charges for these services.

Installation Fee

The installation fee depends on your minimum term. It is \$0.00 on 36 months, \$1,500.00 ex GST (\$1,650.00 inc GST) on 24 months and \$3,000.00 ex GST (\$3,300.00 inc GST) on 12 months, for a standard installation, and is charged on your first invoice. 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.

Equipment needs

Telstra installs a network termination unit (NTU) at your premises. 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. Your router must limit traffic to your plan speed, and the handover port depends on your plan, so check the port and settings with us before you buy a router.

Standard Installation Requirements

Installation requires 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. Installation timeframes depend on your site and we will give you an estimate before you commit. During a power outage your service will not work unless you have backup power.

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

You can cancel by giving us 30 days notice by phone or email. If your service ends within your minimum term, the early termination charge is the monthly charge multiplied by the months left in the term when the notice ends. For example, Business Fibre 1000 on 36 months with 20 months left costs $20 \times \$649.00 = \$12,980.00$ ex GST.

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. The early termination charge applies if the service cannot be moved.

Promotions and Special Offers

This summary does not include any 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/>