

Critical Information Summary

5G INTERNET PLANS

Plan	5G Internet 50	5G Internet 100	5G Internet Max
Standard Monthly Plan Fee (Minimum Monthly Charge)	\$75.90	\$84.90	\$105.90
Minimum Term	Month to month		
Modem Charges	\$456 (\$19.00 per month over 24 months). Yomojo covers the modem cost while you remain connected and the modem is yours to keep. If you cancel before the end of month 24, you pay \$19.00 for each month not completed (maximum \$456).		
Cancellation fees	No cancellation fee. You won't receive a pro-rata refund for the rest of your payment cycle, and any remaining modem cost and other charges owing are payable as a one off charge.		
Included Data	Unlimited		
Mobile Network Access	5G (4G Backup)		
Speed	Download: 50Mbps	Download: 100 Mbps	Download: Uncapped
Typical busy period speeds	Download: 50 Mbps Upload: 11 Mbps	Download: 87 Mbps Upload: 15 Mbps	Download: 230 Mbps Upload: 20 Mbps
Early Termination Charge	None. If you cancel before month 24, the remaining modem cost is payable (maximum \$456).		
Minimum Total Cost (first month plus modem)	\$531.90	\$540.90	\$561.90

INFORMATION ABOUT THE SERVICE

Description of the service

5G Internet plans are a month-to-month home internet service. For a set monthly fee, each plan includes unlimited broadband data for use within Australia.

Equipment needs and modem payments

You need the Yomojo-supplied 5G modem and SIM to use this service. The modem is valued at \$456 and is yours to keep. Yomojo covers the cost at \$19.00 per month over 24 months while you remain connected. If you cancel earlier, the remaining modem cost (\$19.00 for each month not completed) is payable as a one off charge. Only the Yomojo-supplied modem (or a device Yomojo has approved) with the Yomojo-supplied SIM is supported. We may suspend or cancel your service if another device is used, and the SIM will not work in any other device.

Coverage and serviceability

5G Internet is a 5G internet service only available in limited areas of selected suburbs on the Optus 5G network and only with the modem supplied by Yomojo. The service will only work at the address on your order. There may also be technical or commercial reasons that affect your ability to access the service at your address. The service cannot be used overseas.

Check your coverage on our website, <https://www.yomojo.com.au/coverage>. The service qualification check is an indication that you are within a 5G serviceable area, it does not guarantee that your address is 5G serviceable.

Speed

Speeds on 5G Internet plans are limited to the maximum download speeds in the table above. Typical Busy Period Speeds are the download and upload speeds typically experienced between 7 pm and 11 pm, as published by Optus for its 5G home internet plans.

Your actual data speed will depend on a number of factors including congestion, location, local conditions, hardware, software, general internet traffic, distance from the Optus 5G tower and any obstructions between the tower and the modem. In the event of an interruption to the Optus 5G Network service, your service may continue to operate on the Optus 4G Plus network (if available) depending on the nature of the interruption. We recommend that you position your modem close to a window to maximise signal strength.

Is this plan bundled with any other Telecommunications Service?

You don't need to bundle this plan with another Yomojo service.



What's included

The 5G Internet plan has the following features:

- Unlimited national mobile data
- Speed as set out in the table above
- Plan automatically renews each month

Terms & Conditions and Fair Use Policy apply. <https://www.yomojo.com.au/terms>

INFORMATION ABOUT THE PRICING

Minimum monthly plan cost

Modem fee of \$0.00 in the first month, plus the plan fee, pro-rated based on the day of the month that the service is activated. The minimum monthly plan cost each month thereafter is the plan fee set out in the table above.

Total Maximum Monthly Plan Cost

The plan fee set out in the table above. If you cancel before the end of month 24, the remaining modem cost (maximum \$456) is also payable.

Cancellation fees

There is no minimum term contract so you can cancel whenever you choose but please note, we won't refund for unused plan allowances or credit. Any related modem payments will need to be paid out in full if a service is cancelled before the end of the 24-month period.

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

To check your balance or to view your bills or usage, login to your Yomojo dashboard at <https://my.yomojo.com.au/login> or via our mobile app found on the Apple AppStore and Google Play.

Yomojo Full Pricing List and Fair Use Policy

Our Fair Use Policy applies to this plan. You can find this policy and all our policies, terms and pricing at <https://www.yomojo.com.au/terms>.

Using Your Service Overseas

You cannot use this service overseas.

Relocating to a new address

The 5G Internet service is supplied for the address on your order and only works there. If you are moving, contact us first. We will check availability at your new address, which depends on Optus 5G capacity in that area, and move your service if it is available. If it is not and you cancel, the remaining modem cost is payable as a one off charge.

Help and Support

If you have any questions, go to <https://www.yomojo.com.au/help> or email us at support@yomojo.com.au.

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

The Telecommunications Industry Ombudsman is contactable at <https://www.tio.com.au/contact-us>, by telephone on 1800 062 058, by fax on 1800 630 614, by post at PO Box 276, Collins Street West, VIC, or in person at Level 3, 595 Collins Street, Melbourne.

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