

## Critical Information Summary

### 5G INTERNET PLANS

Plan	5GB Internet 50	5G Internet 100	5G Internet Max
Standard Monthly Plan Fee (Minimum Monthly Charge)	\$69.90	\$75.90	\$95.90
Minimum Term (Expiry)	Month to month		
Modem Charges	\$456, Yomojo will cover the modem cost if you remain connected for 24 months. If the service is cancelled before month 24, a \$19.00 per month payment will apply to cover the modem cost.		
Cancellation fees	There is no cancellation fee for these plans. If your plan is cancelled, you won't receive a pro-rata refund for the remainder of your payment cycle. You will need to pay out any remaining modem payments in full and any other charges owing as a once-off payment.		
Included Data	Unlimited		
Mobile Network Access	5G (4G Backup)		
Speed	Download: 50Mbps	Download: 100 Mbps	Download: Uncapped
Typical busy period speeds	Download: 45 Mbps	Download: 87 Mbps	Download: 210 Mbps
Expiry	1 calendar month		
Early Termination Charge	Not Applicable		

### INFORMATION ABOUT THE SERVICE

#### Description of the service

5G Internet plans are a month-to-month included value service. This means that for a set fee, the plan provides an allowance of broadband data for use within Australia. The 5G Internet plan includes an unlimited broadband data allowance.

#### Equipment needs and modem payments

You need the Yomojo-supplied 5G modem and SIM to use this service. Yomojo will cover the modem cost if you remain connected for 24 months. During this term, your modem payments will be reduced by a prorated monthly amount as set out in the table above. If you cancel your service plan before the end of 24 months you will need to pay out the remaining modem charges.

#### 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. 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 a maximum download and upload speeds as stated in the table above. The Typical Busy Period Speeds advertised are the typical expected download and upload speeds experienced between 7 pm and 11 pm, which is the busy time for residential consumer Internet traffic (based on a representative group of customers).

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 however you may be eligible for discounts if you do. See how our Family Bundles work at <https://www.yomojo.com.au/bundles/family>

The purchase of a Yomojo-supplied modem is required to access the 5G Internet service. Only a Yomojo-supplied device (or a device expressly approved by Yomojo) fitted with a Yomojo-supplied SIM card is supported and we do not warrant that the service will work if an unapproved device or equipment is used. We may suspend or cancel your service if an unapproved device or equipment is used. The SIM supplied with the modem must not be removed from the modem and will not work in any other device.

**What's included**

The 5G Internet plan has the following features:

- Unlimited national mobile data
- Speed capped (refer to the table above)
- Plan automatically renews each month

Personal use only, Terms & Conditions and Fair Use Policy applies. <https://www.yomojo.com.au/terms>

**INFORMATION ABOUT THE PRICING****Minimum term**

One month.

**Minimum monthly plan cost**

Modem fee of \$456.00 in the first month, plus the minimum plan charge that will be pro-rated based on the day of the month that the service is activated. The minimum monthly plan cost each month thereafter applies.

**Total Maximum Monthly Plan Cost**

The corresponding plan cost applies after the first month modem purchase.

**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.

Where applicable, we will also send you a notification when you reach 50%, 85% and 100% of an included allowance.

**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>.

**Payment Processing Fee**

Credit, debit, or charge card payments for our plans are subject to the following transaction fees:

- Visa/Mastercard: 1.2%
- American Express: 1.65%

**Using Your Service Overseas**

You cannot use this service overseas.

**Relocating to a new address**

Before relocating to a new address you must contact us to perform a serviceability check to determine if the 5G Internet service is available at your new address. If your new address is not 5G serviceable, we will offer you an alternative broadband service.

**Help and Support**

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

An educational information package to help consumers better understand broadband technologies and their performance has been created by the Communications Alliance and is available online at <https://commsalliance.com.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>