

Critical Information Summary

YOMOJO RESIDENTIAL NBN PLANS – FIXED WIRELESS

Plan	Turtle	FW Plus	FW Home Fast	FW Superfast
Minimum Monthly Charge	\$65.00	\$85.00	\$95.00	\$99.00
NBN Speed Tier	25Mbps/ 5Mbps	100Mbps/ 20Mbps	250Mbps/ 20Mbps	400Mbps/ 40Mbps
Typical Evening Download /Upload Speeds 7pm-11pm	25Mbps/ 4Mbps	100Mbps/ 12Mbps	250Mbps/ 20Mbps*	400Mbps/ 40Mbps*
Data Included	Unlimited			
Minimum Term	1 month with \$0.00 activation fee			
Early Termination Charge	\$0.00			

*These are new NBN speed tiers, as such we do not have sufficient data to calculate the typical busy period speed for them. We will update this information once sufficient data is available.

INFORMATION ABOUT THE SERVICE

Description of the service

Yomojo nbn® broadband service uses nbn® infrastructure Fixed Wireless to deliver broadband to your premises.

Where is it available?

These services are available anywhere where nbn® has been rolled out – for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

How do I access this service?

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises, and you will also need an NBN-ready modem/router.

Speed

The nbn® speed tiers mentioned above are the theoretical maximum speed of connecting your premises to the nbn® network.

The actual speeds experienced may change based on demands on the network.

Minimum Term

1 month with no fixed term

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>

INFORMATION ABOUT PRICING

Excess Usages

There are no excess usage charges for these services.

Setup Fee

There is no setup fee for this service, however, NBN may charge a \$300.00 new development fee for the cost of deploying infrastructure if this is a new premise/dwelling.

Early Termination

There is no minimum term contract, so you can cancel whenever you want but we won't refund you for unused plan allowances or credit. In some circumstances, you could receive invoices with delayed charges up to two months after you disconnect for international and previously unbilled 3rd party charges.

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 75%, 90% 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>.

No Credit Card and Debit Card Processing Fees

Yomojo no longer charges credit card processing fees across any of our products and services.

Pay by Visa, Mastercard or American Express with no extra fees.

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 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 these plans are available at: <https://www.yomojo.com.au/terms>