

## Critical Information Summary

### YOMOJO RESIDENTIAL VOIP HOME PHONE PLANS

Plan	PAYG Residential	Home Essential
Monthly Fee	\$0.00 per month	\$10.00 per month
Local Calls	\$0.10 per call	Unlimited
National Calls	\$0.10 per call	Unlimited
Mobile Calls	\$0.20 per minute	Unlimited
13/1300 Calls	\$0.20 per call	Unlimited
Included International Destinations	None	Unlimited international calls to: Brazil, Canada, Germany, Iceland, Italy, Japan, Malaysia, NZ, Norway, Romania, Singapore, Sweden UK, and USA.
Other International Call Rates	Please see call rates here	

### INFORMATION ABOUT THE SERVICE

#### Description of the service

Yomojos VoIP Home Phone service uses your broadband (internet) to provide a phone to your home, instead of a traditional land line service.

#### Where is it available?

This service is available at any premises in conjunction with an internet service.

#### How do I access this service?

You will need an active broadband service, along with a VoIP adapter or an approved router that supports VoIP.

Please note that Yomojo does not supply services over the UNI-V port of some NBN services.

#### Minimum Term

1 month with no fixed term

#### Yomojo Does Not Provide Priority Assistance

Telstra's Priority Assistance is a service for customers with a diagnosed life-threatening medical condition, or those living with someone with such a condition, who needs constant access to a fully operational phone service. Yomojo does not provide this service, only Telstra is required to provide priority assistance under its license. For more information about Priority Assistance Services, please visit: <https://www.telstra.com.au/consumer-advice/customer-service/priority-assist>

#### Power Outages

Please note that your Home Phone service will not work during a power outage, as there will not be power to your VoIP router or VoIP adapter. In this situation you will not be able to make or receive calls, including calls to Emergency Services. Your mobile phone should be fully charged just in case you need to make emergency calls. Please also note that your back to base alarm system or medical alarms which rely on an internet connection will not work.

#### 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 Internet Bundles work at <https://www.yomojo.com.au/bundles/internet>

### 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.

## 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.

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## 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>.

### 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%

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

### 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.

### 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.