

## Key Fact Sheet

### YOMOJO RESIDENTIAL NBN – FTTN/B/C

Plan	Turtle	Brisk	Fast	Faster	Light	Ridiculous
NBN Speed Tier	25Mbps/ 10Mbps	50Mbps/ 20Mbps	100Mbps/ 20Mbps	100Mbps/ 40Mbps	250Mbps/ 25Mbps	1000Mbps/ 50Mbps
Typical Evening Download /Upload Speeds 7pm–11pm	25Mbps/ 8Mbps	50Mbps/ 18Mbps	100Mbps/ 18Mbps	100Mbps/ 36Mbps	245Mbps/ 22Mbps	780Mbps/ 40Mbps
Ideal for	Streaming music, video, online gaming and web browsing	Multiple devices streaming HD video and music, and online gaming.	Multiple HD video and music streams. Families, gamers and heavy downloads			
Number of Users	1-2	3-4	2-5		5+	

## INFORMATION ABOUT THE SERVICE

### Typical Busy Period Speed

This is intended to represent the typical expected experience between 7pm – 11pm, which is the busiest period for consumer internet traffic.

- It is not a guaranteed minimum speed. Excludes Fibre To The Node/Basement/Curb lines with limited maximum line speeds.
- The actual experience depends on a number of factors – see Technical Limitations below

### Excess Usages (FTTN, FTTB or FTTC)

The maximum line speed is the fastest speed you can get from an nbn® service at your address. If your maximum line speed is not available during service qualification, we'll confirm it when your service is working. If this means your line can't support your chosen plan speed, we'll notify you of your remedies:

- Remaining on your current plan with no refund;
- If available, moving (at no cost) to a lower speed tier plan at a lower price and receive any applicable refund; or
- Exiting your plan without cost and receiving an applicable refund (if any).

## TECHNICAL LIMITATIONS / FACTORS AFFECTING SPEED AND PERFORMANCE

### Nbn® Infrastructure

The length and quality of the copper used.

### Age and Quality of Hardware/Software

This may include your modem, WiFi router, and whether you connect to the internet via Ethernet or WiFi

### WiFi Signal Interference

WiFi signals may be interrupted if positioned too close to other devices like a security camera or cordless phone. Elevating your WiFi modem off the ground in an open and central location away from walls or other obstructions will reduce the impact of the factors mentioned.

### Connected Devices

The number of devices used at the same time.

### Network Congestion

There are times when more people are using the network at the same time.

### Where's the Content Coming From

Content that comes from overseas and content from servers that aren't large enough to cope with demand.

### Power Failure

In most cases, nbn® services will not function during a power failure, Yomojo does not offer battery backup services.

### Medical/Security Alarms

You should contact your device provider to find out if your alarm or other devices will work before connecting to the nbn® network, and if not, what alternative solutions are available