Yomojo®

Critical Information Summary

YOMOJO SIM-ONLY POSTPAID MOBILE PLANS

Plan	Lite	Starter	Essential	Pro	Ultra
Standard Monthly Plan Fee (Minimum Monthly Charge)	$27.90	$32.90	$37.90	$52.90	$57.90
Minimum Term (Expiry)	1 calendar month				
Included Data	30GB	50GB	100GB	160GB	220GB
Mobile Network Access	4G/5G				
Speed Cap	150Mbps	150Mbps	150Mbps	250Mbps	Uncapped
Standard calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute.	Unlimited				
Data Bank	100GB	200GB	300GB	300GB	300GB
Standard national SMS (160 characters) and MMS	Unlimited				
International Call Allowance	$50	$100	$300	$300	$500
Early Termination Charge	Not Applicable				
Cost of Extra Data (does not auto recharge)	Data Capped at Included Data Amount, Additional data can be purchased at $8.00/GB				

INFORMATION ABOUT THE SERVICE

Description of the service

Yomojo plans are month-to-month included value mobile service plans. This means that for a set fee, the plans provide allowances for national voice calls, national standard SMS/MMS and national mobile data for use via your mobile phone handset. You first need to purchase and activate a Yomojo SIM card.

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

What's included?

All SIM-only Postpaid Mobile plans have the following features:

- Standard national voice calls
- Standard national SMS and MMS
- National mobile data GBs based on the plan
- International Call Allowances based on the plan
- Data banking based on the plan
- All for use in Australia

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

What's not included?

The following services are excluded from your plan and any use of these services will be charged in addition to the minimum monthly charge.

- International roaming
- Calls or premium SMS to 1900 numbers
- Calls to Directory Assistance

Minimum Term (Expiry)

One month.

Speed Cap and Coverage

Download speeds are capped at 150Mbps of the 30GB, 50GB and 100GB plan while they are capped at 250Mbps for the 160GB plan, and uncapped for the 220GB plan. Speeds vary due to various factors like your location, device and network congestion.

The 5G rollout is ongoing and is not available in all areas, please see the coverage map to see if it is available in your area. Where 5G is not available, 4G is available with a 4G footprint coverage of 98%. For more information on coverage please visit: https://www.yomojo.com.au/coverage

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INFORMATION ABOUT PRICING

Minimum monthly plan cost

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.

Data banking

Unused included data will roll over to the new billing period, to a maximum amount based on your plan. Data bank will be forfeited if you move from your chosen plan to a plan with a lower monthly fee, however it will be retained if you move to a plan with a higher monthly fee.

IDD allowance

Excess Usages

Excess usage and services not included in your plan are charged at our Standard Usage charge rates.

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.

Usage Calculation

Call charges are calculated in 60-second blocks. SMS count is based on 160-character increments including spaces. Data is counted in kilobytes and includes uploads and downloads

Cost of 2-Minute Standard National Mobile Call

Plan includes an allowance of Unlimited mins for standard national calls. There is no per-minute charge.

Cost of Standard National SMS

Plan includes Unlimited standard national SMS. There is no per-message charge.

Cost of 1MB of Data in Australia

Plan includes a specific number of GBs of data in Australia. There is no per-MB charge.

Automatic Renewal

Plan allowance will automatically renew every first of the month.

You may change your plan once per bill cycle. When you upgrade, the change will take effect immediately. When you downgrade, the change will apply in the next bill cycle. Any promotions or discounts will be removed when changing plans.

Promotions and Special Offers

This summary does not include any special offers or promotions that may be offered on this plan, such as discount or bonuses.

OTHER INFORMATION

Usage Information

To check your balance or view your bills or usage, log in to your Yomojo dashboard at https://my.yomojo.com.au/login/ or via our mobile app on the Apple AppStore and Google Play. You can also text "BAL" to 965 to receive a simplified balance by text. 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

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

Using Your Service Overseas

Our roaming service operates in over 50 countries so you can stay in touch with family & friends while overseas. Just be aware that while it's easy to connect, charges for international roaming are much higher so make sure you review our roaming service and charges at https://www.yomojo.com.au/terms

Help and Support

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

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