Yomojo®

Critical Information Summary

YOMOJO SIM-ONLY PREPAID MOBILE PLANS

Plan	Starter	Essential	Pro	Pro Plus	Ultra
Plan Fee per 30 Day Recharge (Minimum Charge)	$26.90	$31.90	$37.90	$49.90	$55.90
Minimum Term (Expiry)	30 days				
Included Data	32GB	52GB	105GB	165GB	225GB
Mobile Network Access	4G				
Speed Cap	150Mbps				
Standard calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute.	Unlimited				
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 stops at your included data amount. Data bolt ons are $11 for 1GB or $20 for 2GB and expire at the end of your 30 day period				

INFORMATION ABOUT THE SERVICE

Description of the service

Yomojo prepaid plans are 30 day included value mobile service plans, paid for in advance. 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 Prepaid 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
- 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 not included in your plan fee. To use them you need to top up your service with credit, and usage is charged at our standard rates.

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

Minimum Term (Expiry)

30 days.

Speed Cap and Coverage

Download speeds are capped at 150Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

You need a 4G compatible device to use this service. For more information on coverage please visit: https://www.yomojo.com.au/coverage

Yomojo®

INFORMATION ABOUT PRICING

Minimum plan cost

The minimum plan cost is the Plan Fee for your plan, paid in advance for each 30 day period.

Maximum plan cost

The maximum plan cost for each 30 day period is the Plan Fee for your plan, plus any credit you choose to add to your service. As this is a prepaid service, you will not receive a bill for usage.

Unused allowances

Unused data and other plan allowances expire at the end of each 30 day period and do not roll over.

IDD allowance

Each plan includes an International Call Allowance for each 30 day period, shown in the table above, for standard international calls made from Australia. Unused allowance does not roll over and expires at the end of each 30 day period. Once your allowance is used, international calls are blocked until your plan renews, unless you add credit to your service. Your allowance and any credit are used at our standard international call rates. International call rates are available at https://www.yomojo.com.au/terms.

When your allowances run out

As this is a prepaid service, you will never receive a bill for excess usage. When you have used your included data, mobile data stops until your plan renews, unless you purchase a data bolt on at the price shown in the table above. To purchase a bolt on you need to log in to your Dashboard and go to Recharges and Add Ons. Payment is taken immediately from your nominated payment method. Data bolt-ons expire on the same date as your current prepaid mobile plan. Services not included in your plan, such as international roaming, can only be used if you have credit on your service. You can add credit in amounts of $10 or $20, up to a maximum of $40 per day. Credit is valid for 90 days from your most recent top up.

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.

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. International calls are charged per minute in 60 second blocks, with no connection fee.

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

Plans will automatically renew on the day of expiry, which is 30 days from the purchase date. The payment and plan renewal will occur any time after 10 AM Sydney Time on the day of the plan renewal. If the plan renewal fails, we will make another attempt at 7 PM Sydney Time on the same day. If the plan renewal still fails, your service stops and any remaining plan allowances are forfeited at 10 PM Sydney Time.

You can stop plan renewals at any time, but the current plan will remain active until its scheduled expiry date. Plan renewals cannot be adjusted to an earlier date.

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 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.

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/terms