

## Critical Information Summary

### YOMOJO RESIDENTIAL COMMUNITY FIBRE PLANS

Plan	Community Fast	Community Turbo	Community Ridiculous	Community Hyperspace
Minimum Monthly Charge	\$71.90	\$84.90	\$99.90	\$174.90
Speed Tier	100Mbps/ 100Mbps	500Mbps/ 100Mbps	1000Mbps/ 100Mbps	2000Mbps/ 200Mbps
Typical Evening Download /Upload Speeds 7pm-11pm	102Mbps/ 90Mbps	480Mbps/ 92Mbps	881Mbps/ 95Mbps	1700Mbps/* 160Mbps
Data Included	Unlimited			
Minimum Term	1 month with \$0.00 activation fee			
Early Termination Charge	\$0.00			

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

### INFORMATION ABOUT THE SERVICE

#### Description of the service

Yomojo Community Fibre broadband service uses the Community Fibre network to deliver broadband to your premises.

#### Where is it available?

These services are available in any building where Community Fibre has been installed.

#### How do I access this service?

You will need specific Community Fibre equipment installed at your property. If this is not installed already, Yomojo will organise Community Fibre to install the required Network Termination Device (NTD) as part of your order.

You will also need a modem/router that is compatible with a RJ45/ethernet hand off from the Community Fibre NTD.

#### IP Address

By default, all Yomojo Community Fibre services are provided with Carrier Grade Network Address Translation (CGNAT). You may request a static public IP address for the following monthly fee;

IP Add On	Monthly Fee
Static IPv4 IP address	\$5.00

#### Speed

The speed tiers mentioned above are the theoretical maximum speed of connecting your premises to the Community Fibre 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, Community Fibre 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.

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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%

### 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 **Australian Telecommunications Alliance (ATA)** and is available online at <https://www.austelco.org.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>