

Yomojo®

Community Fibre Service Schedule

1 SERVICE DESCRIPTION

This Service Schedule forms part of the Agreement between You and Yomojo and is applicable to Services entered into between You and Yomojo for Community Fibre Services

1.1 General

Yomojo Home Broadband Services (Service) are postpaid residential-grade broadband services delivered over the Community Fibre network..

1.2 Scope

The Service provides internet connectivity to the Premises via Community Fibre access technologies.

1.3 Service Nature

The Service is provided on a best-efforts basis and does not include guaranteed performance or service levels.

2 PROVISION OF SERVICES

2.1 Service Qualification

All Services are subject to Community Fibre serviceability, network capacity and system availability.

2.2 Provisioning

Yomojo will provision the Service including activation, configuration and access to the network.

2.3 Third Party Dependencies

Provisioning and operation rely on third-party suppliers including Community Fibre Co.

3 INFRASTRUCTURE AND ACCESS

3.1 Access

The Service is delivered via the Community Fibre access network.

3.2 Customer Responsibility

The Customer must provide suitable equipment, internal wiring and power.

3.3 Network Dependency

Yomojo is not responsible for performance of third-party networks.

4 PREMISES

4.1 Location Specific

The Service is provided to a specific Premises.

4.2 Relocation

Relocation is not supported and requires a new Service order.

5 SPEED AND PERFORMANCE

5.1 Speed Tiers

Speed tiers represent maximum speeds permitted by the Community Fibre network.

5.2 Actual Speeds

Actual speeds are not guaranteed and may vary.

5.3 Performance Factors

Performance depends on network congestion, access technology, equipment and external factors.

5.4 Typical Evening Speeds

Typical Evening Speeds apply between 7pm–11pm and are estimates only and published in the CIS.

5.5 Access Line Capability

Maximum achievable speeds may not be known until after activation.

5.6 Speed Adjustment

Yomojo may adjust speed tiers where required to match line capability.

6 NETWORK USAGE

6.1 Fair Use

Yomojo may manage traffic to maintain network performance.

6.2 Data Measurement

1GB = 1000MB and 1MB = 1,000,000 bytes.

7 SERVICE LEVELS

7.1 Best Efforts Service

The Service is provided on a best-efforts basis.

7.2 No Service Level Commitment

Yomojo does not provide any service level guarantees including uptime, latency or throughput.

7.3 No Fault Restoration Commitment

Yomojo does not guarantee restoration timeframes and resolution is dependent on third-party providers.

Customers requiring guaranteed performance should consider a business-grade or enterprise service.

8 MAINTENANCE

8.1 Planned Maintenance

Yomojo may conduct maintenance from time to time.

8.2 8.2 Service Impact

Yomojo will use reasonable endeavours to minimise disruption.

9 BILLING AND CHARGES

9.1 Postpaid Service

The Service is billed monthly in arrears.

9.2 Charges

Charges include plan fees and applicable additional charges.

9.3 Payment

Payments will be processed via the Customer's nominated payment method.

10 CHANGES

10.1 Service Changes

Customers may request changes subject to availability.

10.2 Variations

Yomojo may vary the Service in accordance with the Agreement.

11 CANCELLATION

11.1 Customer Cancellation

Customers may cancel the Service subject to Agreement terms.

11.2 Charges

Early termination charges may apply if a service is cancelled within contract.

12 LIABILITY

12.1 Limitation

Yomojo excludes liability for indirect or consequential loss to the extent permitted by law.

13 DEFINED TERMS

Any capitalised terms in this Service Schedule, which are not defined below, have the meaning given to those terms in the Agreement. All other capitalised terms in this Schedule have the following meaning, unless the context otherwise requires:

13.1 General

Capitalised terms not defined in this Service Schedule have the meaning given in the Agreement.

Access Line

Means the physical connection between the Premises and the Community Fibre network used to deliver the Service.

Community Fibre Network

Means the wholesale broadband network operated by Community Fibre Co and its related infrastructure.

Premises

Means the physical location at which the Service is installed and supplied.

Speed Tier

Means the maximum download and upload speed profile selected by the Customer for the Service.

Typical Evening Speeds

Means the estimated download speeds that a Customer may experience during the busy period between 7:00pm and 11:00pm.

Access Line Capability

Means the maximum data transfer rate that the Access Line can support, which may be determined after Service activation.

Best Efforts Service

Means a service where performance, availability and restoration are not guaranteed and are dependent on network conditions and third-party providers.

Third Party Networks

Means networks, systems or infrastructure not owned or controlled by Yomojo, including the Community Fibre Network.