

Yomojo[®]

**HWBB
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 HWBB Services

1.1 General

Yomojo Home Wireless Broadband (4G) Services (Service) are postpaid residential-grade internet access services delivered over the Optus network.

1.2 Scope

The Service provides internet connectivity to the Premises via a wireless connection using compatible equipment supplied or approved by Yomojo.

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 network coverage, signal strength and system availability at the Premises.

2.2 Provisioning

Yomojo will provision the Service including activation, SIM configuration (where applicable) and network access.

2.3 Third Party Dependencies

Provisioning and operation rely on third-party suppliers including the Optus network.

3 INFRASTRUCTURE AND ACCESS

3.1 Access

The Service is delivered via a 4G wireless connection.

3.2 Customer Responsibility

The Customer must provide suitable power, ensure correct device placement and use compatible equipment.

3.3 Network Dependency

Yomojo is not responsible for the performance of third-party networks or radio conditions.

4 PREMISES

4.1 Location Specific

The Service is intended for use at a fixed Premises.

4.2 Relocation

Relocation may require requalification and is not guaranteed.

5 SPEED AND PERFORMANCE

5.1 Speed Characteristics

Speeds are variable and depend on network conditions.

5.2 Typical Evening Speeds

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

5.3 Performance Factors

Performance may be affected by signal strength, congestion, building materials, equipment and environmental conditions.

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 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.

12 LIABILITY

12.1 Limitation

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

13 DEFINITIONS

13.1 General

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:

Premises

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

Typical Evening Speeds

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

Best Efforts Service

Means a service where performance, availability and restoration are not guaranteed.

Third Party Networks

Means networks not controlled by Yomojo including the Optus network.