Yomojo®

Mobile Service Schedule

This Service Schedule applies to Yomojo mobile services supplied on or after 19 October 2026, being Prepaid Mobile Plans, Postpaid Mobile Plans and Mobile Broadband (MBB) Plans, together with the associated data and International Direct Dial (IDD) bolt ons and Credit Wallet top ups. The Service is provided using parts of the Optus 4G and 5G mobile networks.

This Service Schedule forms part of our General Terms. The Pricing Table, Fair Use Policy and the other policies published at https://www.yomojo.com.au/terms also apply to the Service, and the Critical Information Summary for your Plan sets out its price and inclusions. If this Service Schedule is inconsistent with the General Terms, this Service Schedule applies to the extent of the inconsistency. Nothing in this Service Schedule excludes or limits any guarantee, right or remedy you have under the Australian Consumer Law.

1 TERMS USED IN THIS SCHEDULE

1.1 Definitions

Prepaid Service means a Service on a Prepaid Mobile Plan or an MBB Plan, where each 30 day Plan period is paid for before it starts.

Postpaid Service means a Service on a Postpaid Mobile Plan, which is billed monthly in advance on a calendar month.

Plan means the Prepaid Mobile Plan, Postpaid Mobile Plan or MBB Plan active on your Service, with the price and inclusions set out in its Critical Information Summary at https://www.yomojo.com.au/cis.

Credit Wallet (also called credit, or Excess Credit) means the prepaid balance held on your Service that pays for usage not included in your Plan.

Excess Rates means the rates in the Pricing Table for usage not included in your Plan, such as IDD calls beyond your IDD allowance, international roaming and premium services.

Day Pass means the International Roaming Day Pass described in section 5.

2 MOBILE PLANS AND EXCESS USAGE

2.1 Plans

You must have an active Plan to use the Service. A Service that has used up some or all of its Plan inclusions is still active until the end of its Plan period. We may restrict or suspend a Service that has no active Plan.

Plans are for use within Australia. International roaming is covered in section 5. Plans are not refundable once purchased or renewed, except where a refund is required by law.

Unused Plan inclusions, including data, IDD allowance and any monthly top up or bolt on, are forfeited at the end of the Plan period and do not carry over to the next period, except for banked data on a Postpaid Service as described in section 4.

Usage that is not included in your Plan, or that exceeds a Plan allowance before the end of the Plan period, is charged at Excess Rates and must be paid for from your Credit Wallet.

You may change your Plan once in each Plan period. On a Prepaid Service the change takes effect at the next renewal, and if no Plan is active when you make the change the new Plan starts immediately. Plan changes on a Postpaid Service are described in section 4.

We may change our Plans and prices in accordance with the General Terms. If a Plan is withdrawn we will tell you in advance and move you to the closest available Plan unless you choose another one.

2.2 Credit Wallet

To use any feature charged at Excess Rates you must first top up your Credit Wallet and hold enough balance to cover the usage. Credit Wallet top ups are available in amounts of $10 and $20, up to a maximum of $40 in any one day, and are paid for at the time of top up.

Each top up has a 90 day expiry. Every time you top up, the expiry date of your whole Credit Wallet balance is reset to 90 days from that top up and the existing balance rolls over with the new credit. Any balance remaining at expiry is forfeited. The balance can expire at any time on the 90th day, so we recommend topping up before that day if you want to keep it.

Usage charged at Excess Rates stops when your Credit Wallet balance is zero or has expired, even if you are on a call. Your Plan inclusions are not affected by your Credit Wallet balance, and calls to emergency services on 000 are always available.

Credit Wallet balances are not transferable between Services and are not refunded if you cancel your Service or port your number to another provider, except where a refund is required by law.

2.3 When your allowances run out

When the data allowance on your Plan is used up, data stops until your next Plan period starts unless you purchase a data bolt on at the price shown in the Critical Information Summary for your Plan. Data bolt ons are purchased in your dashboard under Recharges and Add Ons, are paid for at the time of purchase from your nominated payment method, do not renew automatically, and expire at the end of the current Plan period.

When the IDD allowance on your Plan is used up, further international calls are charged at Excess Rates from your Credit Wallet. If your Credit Wallet balance is zero, international calls stop until your next Plan period starts or you top up. IDD calls are charged per minute in 60 second blocks with no connection fee.

Calls and premium SMS to numbers starting with 19, calls to directory assistance, international SMS and MMS and any other usage not included in your Plan are charged at Excess Rates from your Credit Wallet. Calls and premium SMS to 19 numbers are barred on all Services.

3 PREPAID SERVICES

3.1 Paying for your Plan

Your Plan is paid for in advance, at the time it is first added to your Service and at each renewal, using the payment method nominated on your account.

Each Plan period is 30 days. Your Plan renews automatically at the end of each period unless you turn automatic renewal off in your dashboard, in which case your Plan ends at the end of the current period.

Renewal payments are taken after 10am Sydney time on the day your Plan expires. If the payment fails we try again at 7pm Sydney time the same day, and if it fails again your Plan stops and any remaining Plan inclusions are forfeited at 10pm Sydney time. While you have no active Plan any usage is charged at Excess Rates from your Credit Wallet, and you can renew your Plan yourself at any time through your dashboard. Renewals cannot be brought forward to an earlier date. If your Service has had no active Plan for 90 days we may cancel it, and your mobile number will be lost.

3.2 Plan inclusions

There is no data banking on a Prepaid Service. Unused data, IDD allowance and any monthly top up or bolt on are forfeited at the end of each Plan period.

3.3 MBB Plans

MBB Plans are data only Prepaid Services for use in a tablet, hotspot or other mobile broadband device. Calls, SMS, MMS and international roaming are not available on an MBB Plan. MBB Plans are not eligible for Family Bundles. MBB Plans are otherwise subject to the same terms as other Prepaid Services.

3.4 Cancelling a Prepaid Service

You can cancel a Prepaid Service at any time through your dashboard or by contacting us. The unused part of a Plan period is not refunded, except where a refund is required by law. If you port your mobile number to another provider, your Service is cancelled when the port completes.

4 POSTPAID SERVICES

4.1 Credit assessment

A credit check is required for every Postpaid Service. Before we supply a Postpaid Service we obtain a credit report on you from a credit reporting body and carry out a credit assessment, in accordance with our Credit Reporting Policy at https://www.yomojo.com.au/terms. By applying for a Postpaid Service you agree to us obtaining that report. We may decline to supply a Postpaid Service, or offer a Prepaid Service instead, based on that assessment, and we will tell you if we do.

4.2 Billing and payment

Postpaid Plans run on a calendar month and renew on the 1st of each month. We issue your bill for the month ahead 10 business days before the 1st, and the amount of the bill is charged to the payment method nominated on your account on the 1st.

In the month your Service is activated, your Plan fee and your data allowance are pro rated for the number of days left in that month. The pro rated first month is charged at activation.

Charges that are not part of your Plan fee, including data bolt ons and Day Passes, are charged to your nominated payment method at the time of purchase. Usage charged at Excess Rates is paid for from your Credit Wallet in the same way as on a Prepaid Service.

If your payment fails we will tell you straight away and give you at least 5 business days to pay before we suspend your Service. A late payment fee of $15.00 applies if your bill remains unpaid X days after the 1st. While your Service is suspended you can still call emergency services on 000. Your Service is restored once the overdue amount is paid and no reconnection fee applies. If your bill remains unpaid 30 days after suspension we may cancel your Service.

4.3 Changing your Plan

You may change your Postpaid Plan once in each calendar month. An upgrade to a higher priced Plan takes effect immediately, and you are charged the pro rated difference in Plan fee and receive the pro rated difference in data for the rest of that month. A downgrade to a lower priced Plan takes effect on the 1st of the following month. Any promotion or discount on your current Plan ends when you change Plans.

4.4 Data banking

Unused data on a Postpaid Plan carries over to following months, up to the data bank limit shown in the Critical Information Summary for your Plan, for as long as you stay on that Plan. Your monthly allowance is used before your banked data. Banked data is forfeited if you move to a lower priced Plan or your Service is cancelled.

4.5 Usage notifications

We will send you a notification by SMS and email when you have used 50%, 85% and 100% of the data allowance and the IDD allowance on your Plan in a month. Notifications are sent within 48 hours of the usage, and usage from some sources, including international roaming, may take longer to reach us.

4.6 Cancelling a Postpaid Service

There is no minimum term on a Postpaid Service. You can cancel at any time through your dashboard or by contacting us. Cancellations take effect at the end of the calendar month in which you cancel, you are charged your Plan fee for that whole month, and no part of the month is refunded. If you port your mobile number to another provider, your Service is cancelled when the port completes and the same charges apply. Roaming and third party charges can reach us late, so they may be billed up to two months after your Service is cancelled.

5 INTERNATIONAL ROAMING

5.1 Turning roaming on

International roaming is not available on MBB Plans. On all other Services international roaming is turned off by default. You can turn it on and off in your dashboard. While roaming is on you are responsible for all usage on your Service overseas, including usage by apps running in the background on your device, and for the usage of anyone you allow to use your device.

Receiving a call while overseas is charged, because the call is carried from Australia to the country you are in. Receiving an SMS is not charged.

5.2 Roaming on a Prepaid Service

Roaming usage on a Prepaid Service is charged at the International Roaming Rates published at https://www.yomojo.com.au/mobile-plans/global-roaming and is paid for from your Credit Wallet. You must have enough Credit Wallet balance to cover the usage before you use it, and roaming usage stops when your balance is zero. International Roaming Rates are set by the overseas carriers and are considerably higher than the rates that apply in Australia, so please check the rates for each country you are visiting before you travel.

5.3 Roaming on a Postpaid Service, the Day Pass

In the countries listed as Zone 1 at https://www.yomojo.com.au/mobile-plans/global-roaming, roaming on a Postpaid Service is provided through the Day Pass. A Day Pass costs $5.90 and gives you 5GB of data and unlimited standard calls and SMS to Australian numbers and to numbers in the country you are in, for one calendar day measured in the local time of that country, subject to our Fair Use Policy. Calls and SMS to any other country are charged at International Roaming Rates.

A Day Pass is triggered automatically by the first call you make or receive, SMS you send, or data you use in a day. Calls that divert to voicemail while you are overseas also trigger a Day Pass. If you use more than 5GB of data in a day, another Day Pass is charged automatically for that day, and there is no limit to the number of Day Passes that can be charged in a day. A new Day Pass is charged on each day you use your Service.

Outside Zone 1, roaming on a Postpaid Service is charged at International Roaming Rates from your Credit Wallet. Day Pass charges are billed to your nominated payment method at the end of each day.

Usage records from overseas carriers can take several days to reach us, so Day Pass and roaming charges may appear after you return to Australia, and the usage notifications described in section 4 may be delayed while you are overseas. We may change or withdraw the Day Pass on 30 days notice.

6 FAULTS AND SUPPORT

6.1 Network maintenance

The Optus network and our own systems are maintained from time to time, and maintenance may affect your Service for a period. Where we know in advance of planned maintenance that is likely to affect your Service we will email you at the address on your account, and we may also post notice on our website or your dashboard. Unplanned outages are posted on our website as soon as we are aware of them.

6.2 Faulty and replacement SIMs

If your SIM does not work and the problem is not with your device (for example, the SIM has the same problem in another device), contact Customer Support and give us the information we need to investigate. Where the fault is in our network or the SIM itself we will replace the SIM at no charge. Where the fault is in the Optus network we will report it to Optus and keep you informed until it is fixed.

You can request a new physical SIM or eSIM at any time through your dashboard or by contacting us. A replacement SIM requested for any other reason, such as a lost or damaged SIM, costs $X.

Our Service comes with guarantees under the Australian Consumer Law that cannot be excluded, and nothing in this section limits your rights under those guarantees.

6.3 Customer Support

Customer Support is available on 1300 966 656, 8am to 8pm Monday to Sunday (AET), and through your dashboard. Our complaint handling process is described in the General Terms.

7 NUMBER PORTING

7.1 Porting your number to Yomojo

You can bring your existing mobile number to a Prepaid Service or a Postpaid Service. The name, date of birth and account details you give us must match those held by your current provider, and a port that does not match will be rejected. Do not cancel your service with your current provider before the port completes, because a cancelled number cannot be ported. Your current provider may charge you for any remaining contract or plan period. A port usually completes within a few hours but can take several business days.

7.2 Porting your number away from Yomojo

When another provider asks us to port your mobile number, and the request is validated, we treat it as a cancellation of your Service and release your number to that provider when the port completes. The cancellation terms for your Service in sections 3 and 4 apply, including charges to the end of the calendar month on a Postpaid Service. Any Credit Wallet balance is forfeited when the port completes, except where a refund is required by law.

8 MOBILE PHONE UNLOCKING

8.1 Unlocking your phone

If your phone is locked to another network you need to have it unlocked by that network before you can use it with our Service. Only the network a phone is locked to can unlock it. Please check any contract you have with that network before you leave it, and back up anything on your phone you want to keep before it is unlocked, as unlocking can erase stored data.

9 FAMILY BUNDLES

9.1 How Family Bundles work

Family Bundles give a discount on the standard price of a Plan based on the number of Services with a qualifying Plan on a single Yomojo account at the time each Plan is purchased or renewed. All Plans priced at $24.90 a month or higher qualify, and Prepaid Services and Postpaid Services both count towards and receive the discount. MBB Plans do not qualify.

A minimum of two Services with a qualifying Plan must be active on the account at the time of purchase or renewal to receive the discount. Where that is not the case at the time of purchase or renewal, the full standard Plan price is charged. The current discount amounts are published at https://www.yomojo.com.au/bundles/family,

and we may vary the qualifying Plans or the discount amounts from time to time in accordance with the General Terms.

The discount applies only to the standard purchase price of a Plan. It does not apply to other charges, including usage at Excess Rates, data bolt ons, Day Passes and Credit Wallet top ups. On a Postpaid Service the discount is applied to each monthly bill, including a pro rated first month.

Family Bundle discounts cannot be applied retrospectively and, unless we say otherwise, are not available with any other promotion or offer. We may suspend or cancel the Family Bundle on an account if any Service on that account is in breach of this agreement.

10 FAIR USE POLICY

The Yomojo Fair Use Policy applies to the Service. See https://www.yomojo.com.au/terms for the policy.