

Critical Information Summary

YOMOJO CLOUD BUSINESS VOICE PLANS

Plan	Yomojo Cloud (per user)
Standard Monthly Plan Fee (Minimum Monthly Charge)	\$20.00 inc GST per user per month
Minimum Term (Expiry)	No minimum term (month to month)
Setup and Porting Fees	\$0. No setup fee and no number porting fee applies.
Included Calls	Unlimited local, national and mobile calls; unlimited 1300/13 calls; unlimited international calls to 14 included destinations (landlines and mobiles) as listed on our website.
Excluded Calls	Calls to premium and satellite numbers, and to international destinations outside the 14 included, are charged as set out in our Pricing Table.
Handsets (Optional)	Softphone apps for your own devices are included. Optional Yealink T53W \$260 or T54W \$350 per handset, purchased outright, with a 24-month return-to-base warranty.
Internet Requirement	An active broadband internet service is required and is not included.
Minimum Monthly Charge	The per-user plan fee multiplied by the number of users on your account
Support	Standard support 8am–8pm AET, 7 days, on 02 8530 1000.
Cancellation fees	There is no cancellation fee. If your plan is cancelled you won't receive a pro-rata refund for the remainder of your payment cycle.
Early Termination Charge	Not Applicable

INFORMATION ABOUT THE SERVICE

Description of the service

Yomojo Cloud is a cloud-hosted business voice (hosted PBX) service, charged per user per month with no minimum term. Each user gets a business phone number they can use across their devices, with unlimited calls to the included destinations, voicemail to email, presence, chat and messaging, web and audio conferencing, and CRM integrations.

Equipment needs

You can use Yomojo Cloud with the included softphone apps on your own computers and mobile devices, or with optional Yealink desk handsets purchased outright. The service requires an active broadband internet connection and mains power at your premises; neither is included in this plan.

Emergency (000) calls

Yomojo Cloud is a VoIP service. Calls to emergency services (000) may not work during a power or internet outage, and your location is not automatically available to emergency services in the way it is from a fixed line. We recommend you keep a charged mobile phone available for emergency calls.

Number porting

You can port your existing phone numbers to Yomojo Cloud at no charge. Porting timeframes depend on your current provider and third-party carrier processes.

Is this plan bundled with any other Telecommunications Service?

You don't need to bundle this plan with another Yomojo service and no bundle discounts apply. Yomojo Cloud requires an internet service, which you can obtain from any provider, including Yomojo Business Fibre. See <https://www.yomojo.com.au/business>.

What's included

Each Yomojo Cloud user has the following features:

- Unlimited local, national and mobile calls, 1300/13 calls, and international calls to 14 included destinations
- Voicemail and unified messaging to email
- One number across all your devices, with presence, chat and messaging
- Advanced web and audio conferencing
- CRM integrations (including HubSpot, Odoo and Zoho)
- Plan automatically renews each month



Business use only. Terms & Conditions, the Yomojo Business VoIP Service Schedule and Fair Use Policy apply.

<https://www.yomojo.com.au/terms>

INFORMATION ABOUT THE PRICING

Minimum term

None. Yomojo Cloud is a month-to-month service.

Minimum monthly plan cost

The per-user plan fee multiplied by the number of users on your account, pro-rated for your first month based on the day of activation. Optional handsets are charged upfront at the prices in the table above.

Maximum Monthly Plan Cost

Your per-user plan fees, plus any calls you make to excluded destinations (premium and satellite numbers, and

international destinations outside the 14 included), which are charged as set out in our Pricing Table. All prices include GST.

Cancellation fees

There is no minimum term, so you can cancel or reduce users whenever you choose but please note, we won't refund for unused plan allowances or credit. Handsets purchased outright are yours and are not refundable on cancellation.

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 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.

Yomojo Full Pricing List and Fair Use Policy

Our Fair Use Policy and the Yomojo Business VoIP Service Schedule apply to this plan. You can find these and all our policies, terms and pricing at <https://www.yomojo.com.au/terms>.

Payment

No payment processing fees or card surcharges apply to this plan.

Additional account fees

A late payment fee of \$15.00 per event may apply if your invoice remains unpaid after your payment due date. Other account fees may apply as set out in our [Terms and Conditions](#) and Pricing Table.

Moving premises

Yomojo Cloud is not tied to an address. If you move, your service and numbers move with you — you just need an

active internet connection at your new premises. Remember to update the address we hold for emergency (000) call purposes.

Help and Support

If you have any questions, call us on 02 8530 1000 (8am–8pm AET, 7 days), go to <https://www.yomojo.com.au/help-and-support> or email us at support@yomojo.com.au. If you have a complaint, you can lodge it at <https://www.yomojo.com.au/complaint>.

An educational information package to help consumers better understand broadband technologies and their performance has been created by the Communications Alliance and is available online at <https://commsalliance.com.au/BEP>.

If we are unable to resolve your complaint, 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 this plan are available at: <https://www.yomojo.com.au/terms>