

## Critical Information Summary

# Yomojo SIM-only Prepaid Mobile Plans

| Plan   | 8GB   | 25GB    | 40GB    | 75GB    | 100GB   |
|--|---|---------|---------|---------|---------|
| Standard Monthly Plan Fee (Minimum Monthly Charge)   | \$19.90   | \$24.90 | \$29.90 | \$39.90 | \$49.90 |
| Minimum Term (Expiry)  | 30 Days   |         |         |         |         |
| Included Data  | 8GB   | 25GB    | 40GB    | 75GB    | 100GB   |
| Mobile Network Access  | 4G  |         |         |         |         |
| Speed Cap  | 150Mbps   |         |         |         |         |
| Included Minutes. Standard calls to Australian mobiles and landlines, 13/1300 numbers and Voicemail. Charged per minute. | Unlimited                                       |         |         |         |         |
| Included SMS/MMS. Standard national SMS (159 characters) and MMS   | Unlimited                                       |         |         |         |         |
| Early Termination Charge   | Not Applicable                                  |         |         |         |         |
| Cost of Extra Data (does not auto recharge)  | \$11 for an extra 1GB and \$20 for an extra 2GB |         |         |         |         |

## Information About the Service

### Description of the service

Yomojo plans are month-to-month included value mobile service plans. This means that for a set fee, the plans provide allowances for national voice calls, national standard SMS/MMS and national mobile data for use via your mobile phone handset. You first need to purchase and activate a Yomojo SIM card.

### 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 [www.yomojo.com.au/family](http://www.yomojo.com.au/family)

### What's included?

All Unlimited SIM-only Prepaid Mobile plans have the following features:

- Unlimited mins standard national voice calls
- Unlimited mins Yomojo voice calls
- Unlimited standard national SMS and MMS
- National mobile data GBs based on the plan
- All for use in Australia

Unused allowances will expire when your plan expires.

Personal use only, Terms & Conditions and Fair Use Policy applies: [www.yomojo.com.au/terms](http://www.yomojo.com.au/terms)

### What's not included?

The following services are excluded from your plan and any use of these services will be charged in addition to the minimum monthly charge.

- International calls and SMS/MMS
- International roaming
- Calls or premium SMS to 1900 numbers
- Calls to Directory Assistance

### Minimum Term

30 days

### Speed Cap and Coverage

Download speeds are capped at 150Mbps. This is the maximum potential download speed. Speeds vary due to various factors like your location, device and network congestion.

Customers require 4G to use within our coverage areas as applicable. For more information on coverage please visit: <https://yomojo.com.au/network-coverage/>

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## Information About Pricing

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### Excess Usages

Excess usage and services not included in your plan are charged at our Standard Usage charge rates.

### 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.

### Usage Calculation

Call charges are calculated in 60-second blocks. SMS count is based on 160-character increments including spaces. Data is counted in kilobytes and includes uploads and downloads.

### Cost of 2-Minute Standard National Mobile Call

Plan includes an allowance of Unlimited mins for standard national calls. There is no per-minute charge.

### Cost of Standard National SMS

Plan includes Unlimited standard national SMS. There is no per-message charge.

### Cost of 1MB of Data in Australia

Plan includes a specific number of GBs of data in Australia. There is no per-MB charge.

### Automatic Renewal

Plans will automatically renew on the day of expiry, which is 30 days from the purchase date. The payment and plan renewal will occur any time after 10 AM Sydney Time on the day of the plan renewal.

If the plan renewal fails, we will make another attempt at 7 PM Sydney Time on the same day. If the plan renewal still fails, the remaining plan credits will be forfeited by 10 PM Sydney Time.

You can stop plan renewals at any time, but the current plan will remain active until its scheduled expiry date. Plan renewals cannot be adjusted to an earlier date.

### 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

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### Usage Information

To check your balance or view your bills or usage, log in to your Yomojo dashboard at <https://login.yomojo.com.au/login/> or via our mobile app on the Apple AppStore and Google Play. You can also text "BAL" to 965 to receive a simplified balance by text.

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 [www.yomojo.com.au/terms](http://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%

### Using Your Service Overseas

Our roaming service operates in over 50 countries so you can stay in touch with family & friends while overseas. Just be aware that while it's easy to connect, charges for international roaming are much higher so make sure you review our roaming service and charges at [www.yomojo.com.au/terms](http://www.yomojo.com.au/terms)

### Help and Support

If you have any questions, go to [www.yomojo.com.au/faq/](http://www.yomojo.com.au/faq/) or email us at [support@yomojo.com.au](mailto:support@yomojo.com.au).

The Telecommunications Industry Ombudsman is contactable at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/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: [www.yomojo.com.au/terms/](http://www.yomojo.com.au/terms/)