

# Information About The Service

## Description of the service:

**100 Min Voice Pack** is a SIM only voice plan product which allows you to access 100 minutes of national voice calls at a discounted rate per minute via your mobile phone handset. However, you first need to purchase and activate a Yomojo SIM card.

## Is this plan bundled with any other Telecommunications Service?

No, you bring your own mobile, tablet or mobile broadband device.

## What's included?

100 Min Voice Pack has the following features:

- o \$7 per 30 days.
- o 100 minutes standard calls to national fixed line and mobile numbers, 13 numbers and voicemail within Australia. 1800 numbers are free and will not be deducted from Voice minutes.
- o Bonus 100 minutes which can be used to call other Yomojo customers.
- o Extra minutes are charged at 11c per minute.
- o Available Australia wide.
- o 30 day expiry.

T&Cs & Fair Use Policy applies.

For a full list of rates go to: [www.yomojo.com.au/pricing-table/](http://www.yomojo.com.au/pricing-table/)

## What's not included?

Calls to 19 numbers are blocked and cannot be made using Yomojo services.

## Minimum Term:

30 days

# Information About Pricing

## Total Minimum Monthly Plan Cost:

\$7.00 per 30 days

## Total Maximum Monthly Plan Cost:

The maximum monthly charge payable will depend on whether or not you exceed the monthly voice calls allowance under the plan and/or use any SMS or data by accessing Yomojo's Pay As You Go rates. Excess minutes (within Australia) are charged at 11c per minute, 9c per SMS and 5c per MB data. There is no maximum monthly plan cost.

## Early Termination:

With Yomojo there is no minimum term contract, so you can cancel whenever you want. There is no fee for cancellation. We just ask that you send an email to [support@yomojo.com.au](mailto:support@yomojo.com.au). Please note that you could receive invoices with delayed charges up to two months after you disconnect for international and previously unbilled 3<sup>rd</sup> party charges.

## Cost of 2 Minute Standard National Call:

14c/2min

## Cost of Standard National SMS:

9c/SMS (1 standard SMS = 160 characters)

## Cost of 1MB of Data in Australia:

5c/MB

## Estimated # of Standard National Calls:

If you restricted your calls to 1 minute, then you could make 100 calls under this plan.

## Other Information

### Using Your Service Overseas:

Yomojo's roaming service operates in 54 countries so that 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/pricing-table/](http://www.yomojo.com.au/pricing-table/).

### Spend Management Tools:

To check your balance or to view your bills or usage, login to your Yomojo dashboard at [www.yomojo.com.au](http://www.yomojo.com.au).

### 4G Product Information:

4G coverage is already available in parts of Sydney, Melbourne, Brisbane, Gold Coast, Sunshine Coast, Byron Bay, Toowoomba, Perth, Adelaide, Coffs Harbour, Wollongong, Central Coast and Newcastle, Hunter regions. We run on the Optus 4G coverage – using 1800 MHz spectrum. To check the coverage in your area, please visit: [www.yomojo.com.au/network-coverage/](http://www.yomojo.com.au/network-coverage/).

### 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).

You can also access Yomojo's complaint handling process at [www.yomojo.com.au/complaints/](http://www.yomojo.com.au/complaints/).

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 this plan are available at:**

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