

## Critical Information Summary

# Residential NBN Plans

Plan	Turtle	Brisk	Fast	Faster	Light	Ridiculous
Minimum Monthly Charge	\$65.00	\$79.00	\$95.00	\$99.00	\$105.00	\$115.00
NBN Speed Tier	25Mbps/ 10Mbps	50Mbps/ 20Mbps	100Mbps/ 20Mbps	100Mbps/ 40Mbps	250Mbps/ 25Mbps	1000Mbps/ 50Mbps
Typical Evening Download /Upload Speeds 7pm-11pm	25Mbps/ 8Mbps	50Mbps/ 18Mbps	100Mbps/ 18Mbps	96Mbps/ 33Mbps	245Mbps/ 22Mbps	780Mbps/ 40Mbps
Data Included	Unlimited					
Minimum Term	1 month with \$0.00 activation fee					
Early Termination Charge	\$0.00					

## Information About the Service

### Description of the service

Yomojo nbn® broadband service uses nbn® infrastructure (e.g. Fibre To The Premises (FTTP), HFC, Fibre To The Curb (FTTC), Fibre To The Node (FTTN), Fibre To The Basement (FTTB), or Fixed Wireless to deliver broadband to your premises.

### Where is it available?

These services are available anywhere where nbn® has been rolled out - for more details please you can visit <https://www.nbnco.com.au/learn/rollout-map>

### How do I access this service?

Where applicable, nbn® will need to install equipment on the outside and inside (near a power point) of your premises., and you will also need an NBN-ready modem/router.

### Speed

The nbn® speed tiers mentioned above are the theoretical maximum speed of connecting your premises to the nbn® network.

The actual speeds experienced may change based on demands on the network.

Please note for FTTN, FTTB, and FTTC services, Yomojo cannot confirm the maximum access line speed until after the services have been installed. If post-installation your speed does not support your chosen speed tier, we will write to you to offer a lower speed tier and refund any difference.

### Minimum Term

1 month with no fixed term

### 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)

---

## Information About Pricing

---

### Excess Usages

There are no excess usage charges for these services.

### Setup Fee

There is no setup fee for this service, however, NBN may charge a \$300.00 new development fee for the cost of deploying infrastructure if this is a new premise/dwelling.

### 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.

### 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 check your balance or to view your bills or usage, login to your Yomojo dashboard at <https://login.yomojo.com.au/login/> or via our mobile app found on the Apple AppStore and Google Play. Where applicable, 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%

### 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).

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>.

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/)