

Critical Information Summary

5G Home Max

This summary does not reflect any discounts, bonus data or promotions which may apply from time to time.

cost	expiry	voice calls	Yomojo calls	SMS/MMS	data included
\$89.90	monthly	n/a	n/a	n/a	unlimited

+

standard national use within Australia

**\$820.00 one-off Nokia
FastMile 5G Gateway**

Information About the Service

Description of the service

5G Home Max is a month-to-month included value service. This means that for a set fee, the plan provides an allowance of broadband data within Australia. The 5G Home Max plan includes an unlimited broadband data allowance.

Coverage and serviceability

5G Home Max is a 5G internet service only available in limited areas of selected suburbs on the Optus 5G network and only with the modem supplied by Yomojo. There may also be technical or commercial reasons that affect your ability to access the service at your address. Check your coverage on our website, yomojo.com.au/network-coverage/. The service qualification check is an indication that you are within a 5G serviceable area, it does not guarantee that your address is 5G serviceable.

Speed

Your actual data speed will depend on a number of factors including congestion, location, local conditions, hardware, software, general internet traffic, distance from the Optus 5G tower and any obstructions between the tower and the modem. In the event of an interruption to the Optus 5G Network service, your service may continue to operate on the Optus 4G Plus network (if available) depending on the nature of the interruption. We recommend that you position your modem close to a window to maximise signal strength.

As at 1 March 2021, the typical busy period download speed of the 5G Home Max service is 225Mbps.

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

The purchase of a Yomojo-supplied modem is required to access the 5G Home Max service. Only a Yomojo-supplied device (or a device expressly approved by Yomojo) fitted with a Yomojo-supplied SIM card is supported and we do not warrant that the service will work if an unapproved

device or equipment is used. We may suspend or cancel your service if an unapproved device or equipment is used. The SIM supplied with the modem must not be removed from the modem and will not work in any other device.

What's included?

The 5G Home Max has the following features:

- Unlimited, uncapped national mobile data
- Plan automatically renews each month

Personal use only, Terms & Conditions and Fair Use Policy applies. www.yomojo.com.au/terms

Information About Pricing

Minimum term

One month.

Minimum monthly plan cost

Modem fee of \$820.00 in the first month plus a charge of \$89.90 that will be pro-rated based on the day of the month that the service is activated. The minimum monthly plan cost each month thereafter is \$89.90.

Total Maximum Monthly Plan Cost

\$89.90 per month after the first month modem purchase.

Cancellation fees

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.

Payment Processing Fee

Credit, debit or charge card payments for our plans are all subject to a transaction fee as listed in our [pricing table](#).

Other Information

Usage Information

To check your balance or to view your bills or usage, login to your Yomojo dashboard at www.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 50%, 85% 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.

Using Your Service Overseas

You can not use this service overseas.

Relocating to a new address

Before relocating to a new address you must contact us to perform a serviceability check to determine if the **5G Home Max** service is available at your new address. If your new address is not 5G serviceable, we will offer you an alternative broadband service.

Help and Support

If you have any questions, go to www.yomojo.com.au/faq/ or email us at 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 commsalliance.com.au/BEP.

The Telecommunications Industry Ombudsman is contactable at 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/