

# Information About The Service

## Description of the service:

**25GB Data Pack** is a SIM only product, which provides 25GB of data for use with your mobile, tablet or mobile broadband device. However, you first need to purchase and activate a Yomojo SIM card. 4G is available in selected areas with a 4G compatible mobile or tablet device.

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

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

## What's included?

25GB Data Pack has the following features:

- o Per KB billing
- o Downloads and uploads included
- o Your data pack will automatically renew every 30 days
- 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/)

## Excess Data:

If you use all of your 25GB inclusion, excess data will be charged in KB increments at an equivalent rate of 5c per MB (our standard Data pricing). You may also manually purchase a Data Bolt-on via your Dashboard [www.yomojo.com.au/login](http://www.yomojo.com.au/login). Bolt-on data is measured in kilobytes and includes uploads and downloads. See the Data Bolt-ons section of our pricing page for options and prices [www.yomojo.com.au/pricing-table/#appendix1](http://www.yomojo.com.au/pricing-table/#appendix1).

## What's not included?

Yomojo Data Packs are a SIM only product and do not come with a Wi-Fi dongle or other hardware device. They are not available for Blackberry services such as email, data MMS or internet.

## Minimum Term:

30 days

# Information About Pricing

## Total Minimum Monthly Plan Cost:

\$45.90 per 30 days

## Total Maximum Monthly Plan Cost:

The maximum monthly charge payable will depend on whether or not you exceed the monthly data allowance under the plan. Excess data rate (within Australia) is 5c/MB.

## 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 3rd party charges.

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| <b>Total Minimum Monthly Plan Cost:</b>  | 22c/2min                                 |
| <b>Cost of Standard National SMS:</b>    | 9c/SMS (1 standard SMS = 160 characters) |
| <b>Cost of 1MB of Data in Australia:</b> | 2.5c/MB                                  |

## 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/)