Yomojo Pricing Table

As at 17 September 2019

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1 Voice, SMS and Data Charges

All National & International Voice, SMS, MMS and Data will be charged as at the rates listed in the pricing tables listed in the appendices at the end of this document.

1.1 Voice Calls

When you make a call, we calculate the price between the time the call is answered and the time the call is terminated. We will charge in increments of 60 seconds, meaning that charges for a part of a minute call will be rounded up to a full minute and charged at our per minute rate. For example, if you make a 1min:44sec call, the charge will be calculated based on a 2min call.

1.2 SMS and MMS

SMS messages will be charged per standard text message rate. Standard text messages hold up to 160 characters - this can vary depending on your mobile phone. If you use more than your limit of characters in one message you will be charged for separate text messages and standard rates apply. For example, 165 characters will be charged as two separate messages.

MMS will be charged per standard message rate. Receiving both MMS and SMS in Australia is free of charge.

1.3 Data Usage

A session of data is measured between the start and end of a transaction between your mobile and your Internet destination. This includes websites and applications for smartphones. Handsets operate in different ways; for example, one handset may view numerous websites / applications as one session, while another may view each individual website / application as a separate session. Irrespective of which way or the number of sessions, you will be charged for the volume of data in each session.

For 4G services and 3G services, both uploads & downloads are counted towards data usage. Data is charged per KB (1 GB = 1024 MB, 1 MB = 1024 KB).

1.4 Yomojo Plans

Yomojo has numerous Plans on offer. These include bundled allowances of Voice, SMS, Data and possibly International Voice. Plans auto-renew unless cancelled.

Allowances are ‘charged’ in the same manner as standard usage however rather than a monetary cost, the balance of the allowance will be deducted by the volume of usage. For example, if you make a 1min:44sec call, the voice allowance balance will be reduced by 2 minutes. For “unlimited” allowances, the volume or duration is not relevant.

2 International Roaming Charges

2.1 Overseas Voice, SMS, MMS, Data Charges

All outgoing & incoming Voice, SMS, MMS and data usage while outside of Australia will be charged at international roaming rates from the (roaming) country of origin to and from Australia. Flag fall (connection fee) and additional charges may apply while roaming, e.g. welcome SMS.

Roaming usage will be charged at the rates listed in APPENDIX 3. Roaming is turned OFF by default. It can be turned ON in your Account Settings.

Monthly Billing (Postpay) customers may hit their credit limit while roaming, especially with data turned on. This is to protect you from overspend and eliminate bill shock. Once your credit limit is reached, you will no longer be able to use your service.

After you have been roaming, it may take several months for all charges from your time overseas to appear on your bill.

2.2 Using Voicemail Overseas

To access your Voicemail from overseas, please contact us.

2.3 Voicemail Charges when Roaming

Access to Voicemail while outside of Australia will be charged at international roaming rates from the country of origin to Australia.

Important Roaming Notes:
Roaming is expensive – please be aware of our roaming rates below or on our website prior to leaving Australia and turning roaming on. Yomojo and our network provider Optus makes no guarantee regarding the availability and quality of coverage or any other services while roaming on 3rd party networks.

3 Additional Charges

3.1 Premium Mobile Number

You may wish to choose a number that is easy to remember, for example triple or more digits (777), or 4 sequential digits (1234). This option requires a small fee upon a request of number.

Premium Number Fee: $30.00 Per Number

3.2 Changing Your Number

There are a few reasons why people might want to change their mobile number e.g. offensive or harassing messages/calls.

If you report your issue to a relevant law enforcement agency, we will change your number free of charge. In other circumstances we reserve the right to charge for this process.

Fee to change your number: $20 Per Event

3.3 Debit & Credit Card Transaction Fee

A transaction fee will be applied to all payments made using a credit or debit card. This includes any upfront payments, top-ups, monthly bill payments and any additional charges incurred. It is calculated as a percentage of the total amount per transaction.

Credit/Debit Card Fee Charged per transaction: American Express 3%, Other cards 2%.

3.4 Late Payment Charges

When your bill has been generated, we will attempt to take a payment within 4 days. If we do not receive a payment from within this time, your service may be suspended until the outstanding charge has been paid.

We may charge a late payment fee if an invoice remains outstanding.

Late Payment Charge: $15.00 Per Event

3.5 Collecting Agent Charges

There may be cases where we use an agent or debt collecting agency if you have a bill outstanding for an extended period of time. The fees which we incur in this process may be added to your bill.

Collecting Agent Charge: $varies

3.6 SIM Card Replacement

In the case of a lost, damaged or stolen phone, you can request a new SIM card. This will cancel your old SIM. No charges will be made to your account for a replacement SIM.

Replacement SIM Card: Free

3.7 Billing History

Your recent usage history can be accessed at any point via your Yomojo Dashboard. If you wish to request information dated earlier than available online, you can do so by contacting us. We may charge for this service.

Billing History Fee: $30.00 Per Event

3.8 FaceTime, iMessage & Apple Charges

FaceTime / iMessage

FaceTime calls and iMessages can be made through the iPhone using mobile data or when connected to a Wi-Fi modem. When FaceTime or iMessage are switched on, your device must send an international SMS to Apple as part of the registration process. This applies every time you deactivate and re-activate FaceTime / iMessage on your iPhone or iPad.

These services can be switched on and off through your device settings.

FaceTime / iMessage Registration Fee: The applicable international SMS rate

Apple Charges

Other Apple Services which require international SMS registration will incur a fee applicable to the international rate.

3.9 FamilyEye

Yomojo FamilyEye is a monthly software subscription product. A subscription is required for each child created on your FamilyEye account.

FamilyEye subscription: $5.00 Per Child Per Month

APPENDIX 1 Pricing Table

Standard Usage Charges

Call Type / Services	Standard Rate (incl GST)
National Mobile	11c / min
National Fixed Line	11c / min
National Flag-fall	$0.00
International Voice	See Appendix 2
International Flag-fall	$0.00
International Roaming	See Appendix 3
National SMS	9c / each
International SMS	35c / each
National MMS	50c / each
International MMS	90c / each
Premium SMS	Dependent on 3rd party charges
Data	5c / MB
1800 Numbers	Free
13 Numbers	30c / min
19 Numbers	Barred
Sim Card (upfront)	$2.00
Replacement SIM	$0.00
Voicemail Retrieval (Local)	15c / min
Call Diversion	Standard Rate 55c / min
Video Calls	50c / min
International Video Calls	$2.50 / min
Video Call Flagfall (Nat & Int)	60c / min
Directory Assistance	15c/min + $1.50 Flagfall

Mobile SIM-only Plans

Plan	Standard Rate (incl GST)
Kids Plan	$9.90
Unlimited Voice & Text + 2GB	$15.90
Unlimited Voice & Text + 10GB	$25.90
Unlimited Voice & Text + 25GB	$35.90
Unlimited Voice & Text + 45GB	$49.90

Includes standard national SMS & MMS within Australia and standard voice calls to national fixed line and mobile numbers, 13 numbers and voicemail within Australia. Calls to 1800 numbers do not count toward Voice minutes. Bonus Yomojo Voice minutes are included with every plan. **Fair Use Policy applies.** See Critical Information Summaries for details.

Mobile Broadband Plans

Plan	Standard Rate (incl GST)
2GB MBB	$14.90
7GB MBB	$19.90
15GB MBB	$34.90
50GB MBB	$54.90
100GB MBB	$79.90

Home Wireless Broadband Plans

Plan	Standard Rate (incl GST)
250GB	$44.90

Note: Use of the Home Wireless Broadband service requires the purchase of a Yomojo-supplied modem. See our website for details. International roaming is not available for this product.

Data Bolt-Ons

Bolt-on	Standard Rate (incl GST)
1GB data	$11.00
2GB data	$20.00

Must be added to an existing plan data allowance and expires with that plan. Includes standard data usage within Australia.

International Voice Packs

Voice minutes	Standard Rate (incl GST)
50 minutes	$5.00
100 minutes	$10.00
200 minutes	$20.00
300 minutes	$30.00

Includes standard voice calls to international fixed line and mobile numbers to selected countries. The list of included countries may be amended from time-to-time.

Included countries:

Austria	Greece	Netherlands	Thailand
Bangladesh	Hong Kong	New Zealand	Turkey
Canada	Hungary	Pakistan	UK
Cambodia	India	Philippines	USA
Chile	Indonesia	Poland	Vietnam
China	Ireland	Singapore	
Croatia	Italy	South Africa	
France	Japan	South Korea	
Germany	Malaysia	Taiwan	

Family Bundle Discounts

Number of services	Discount rate
2	5.0%
3	7.5%
4	10.0%
5	12.5%
6	15.0%

APPENDIX 2 International Rates Table

International Fixed Line & Mobile Calling Rates per minute (incl. GST)

Country	Rate/minute
Afghanistan	$1.00
Albania	$1.50
Algeria	$2.00
American Samoa	$0.30
Andorra	$0.80
Angola	$0.40
Anguilla	$0.80
Antarctica	$5.49
Antigua & Barbuda	$0.50
Argentina	$0.50
Armenia	$0.60
Aruba	$1.00
Ascension Island	$5.49
Austria	$0.99
Azerbaijan Republic	$1.50
Bahamas	$0.80
Bahrain	$0.30
Bangladesh	$0.30
Barbados	$0.80
Belarus	$1.00
Belgium	$0.40
Belize	$1.00
Benin	$1.00
Bermuda	$0.30
Bhutan	$0.40
Bolivia	$0.60
Bosnia & Herzegovina	$1.50
Botswana	$1.00
Brazil	$0.40
Brunei	$0.20
Bulgaria	$2.00
Burkina Faso	$1.50
Burundi	$1.89
Cambodia	$0.30
Cameroon	$1.00
Canada	$0.20
Cape Verde	$1.50
Cayman Islands	$0.60
Central African Republic	$1.50
Chad	$1.50
Chile	$0.20
China	$0.20
Colombia	$0.40
Comoros Island	$2.00
Congo	$2.00
Cook Islands	$3.00
Costa Rica	$0.30
Croatia	$0.80
Cuba	$3.00
Cyprus	$0.30
Czech Republic	$0.40
Denmark	$0.60
Diego Garcia	$3.00
Djibouti	$1.50
Dominica Islands	$0.80
Dominican Republic	$0.40

East Timor	$2.00
Ecuador	$1.00
Egypt	$0.40
El Salvador	$0.60
Equatorial Guinea	$1.89
Eritrea	$1.00
Estonia	$1.50
Ethiopia	$1.00
Faeroe Islands	$0.80
Falkland Islands	$3.00
Fiji	$1.50
Finland	$0.40
France	$0.40
French Polynesia	$1.50
FYR Macedonia	$2.00
Gabonese Republic	$2.00
Gambia	$2.00
Georgia	$0.99
Germany	$0.40
Ghana	$0.80
Gibraltar	$1.00
Greece	$0.50
Greenland	$2.00
Grenada	$1.00
Guadeloupe	$0.40
Guam	$0.20
Guantanamo Bay	$2.00
Guatemala	$0.50
Guiana French	$0.50
Guinea Bissau	$2.00
Guinea Republic	$2.00
Guyana	$1.50
Haiti	$1.50
Honduras	$0.60
Hong Kong	$0.20
Hungary	$0.30
Iceland	$0.40
India	$0.20
Indonesia	$0.30
Iran	$0.40
Iraq	$0.50
Ireland	$0.50
Israel	$0.30
Italy	$0.50
Ivory Coast	$1.50
Jamaica	$1.00
Japan	$0.60
Jordan	$0.50
Kazakhstan	$0.40
Kenya	$0.40
Kiribati	$5.49
North Korea	$2.00
South Korea	$0.30
Kuwait	$0.30
Kyrgyzstan	$0.50
Laos	$0.20
Latvia	$5.49
Lebanon	$0.60
Lesotho	$1.00
Liberia	$2.00
Libya	$2.00
Liechtenstein	$1.50
Lithuania	$1.89

Luxembourg	$0.80
Macau	$0.30
Madagascar	$5.49
Malawi	$0.99
Malaysia	$0.20
Maldives	$2.00
Mali	$1.50
Malta	$0.40
Mariana Island	$0.20
Marshall Islands	$1.00
Martinique	$0.40
Mauritania	$2.00
Mauritius	$0.50
Mexico	$0.30
Micronesia	$1.89
Moldova	$1.00
Monaco	$1.50
Mongolia	$0.30
Montenegro	$1.50
Montserrat	$2.00
Morocco	$2.00
Mozambique	$1.00
Myanmar	$1.50
Nakhodka	$0.30
Namibia	$0.60
Nauru	$3.00
Nepal	$0.50
Netherland	$0.40
Netherland Antilles	$0.50
New Caledonia	$0.60
New Zealand	$0.30
Nicaragua	$1.00
Niger	$0.80
Nigeria	$0.40
Niue Island	$5.49
Norfolk Island	$3.00
Norway	$0.50
Oman	$1.50
Pakistan	$0.20
Palau	$1.89
Palestine	$2.00
Panama	$0.55
Papua New Guinea	$2.00
Paraguay	$0.50
Peru	$0.50
Philippines	$0.60
Poland	$0.50
Portugal	$1.89
Puerto Rico	$0.20
Qatar	$0.80
Republic of Moldova	$0.80
Reunion	$1.50
Romania	$0.40
Russia	$0.55
Rwanda	$0.99
San Marino	$3.69
Sao Tome & Principe	$5.49
Saudi Arabia	$0.50
Senegal	$2.00
Seychelles	$1.50
Sierra Leone	$2.00
Singapore	$0.20
Slovakia	$0.60

Slovenia	$2.00
Solomon Islands	$3.00
Somalia	$2.00
South Africa	$0.50
South Sudan	$2.00
Spain	$0.40
Sri Lanka	$0.50
St Helena	$3.00
St Kitts & Nevis	$0.80
St Lucia	$1.00
St Pierre & Miquelon	$1.89
St Vincent & Bequia	$0.99
Sudan	$0.60
Surinam	$0.99
Swaziland	$0.60
Sweden	$0.30
Switzerland	$1.00
Syria	$0.60
Taiwan	$0.40
Tajikistan	$0.50
Tanzania	$1.00
Thailand	$0.20
Thuraya	$2.00
Togolese Republic	$2.00
Tokelau	$5.49
Tonga	$2.00
Trinidad &Tobago	$0.60
Tunisia	$2.00
Turkey	$0.50
Turkmenistan	$0.40
Turks & Caicos Islands	$1.00
Tuvalu	$5.49
Uganda	$0.99
United Kingdom	$0.30
Ukraine	$1.89
United Arab Emirates	$0.80
Uruguay	$0.60
USA	$0.20
Uzbekistan	$0.30
Vatican City	$0.50
Vanuatu	$2.00
Venezuela	$0.30
Vietnam	$0.30
Virgin Islands (Br)	$1.89
Virgin Islands (US)	$0.20
Wallis & Futuna	$2.00
Western Samoa	$2.00
Yemen Republic	$0.60
Yugoslavia (Serbia)	$1.50
Zaire	$1.50
Zambia	$1.89
Zimbabwe	$2.00

APPENDIX 3 International Roaming Rates

	Zone 1	Zone 2	Zone 3
Make a voice call within country you're in	$1.00 /min	$2.00 /min	$4.00 / min
Make an International voice call	$1.00 /min	$2.00 /min	$4.00 / min
Receive a voice call	$1.00 /min	$2.00 /min	$4.00 / min
Voicemail deposit	$1.00 /min	$2.00 /min	$4.00 / min
Flagfall (on all incoming & outgoing calls)	$0.00 / per call	$0.00 / per call	$0.00 / per call
Send SMS or MMS	$0.50 /each	$1.00 / each	$1.00 / each
Data Roaming (per 10kb session)	$0.005	$0.01	$0.155

Mobile Roaming Zones

Zone 1 countries
Afghanistan
Albania
Armenia
Austria
Azerbaijan
Bangladesh
Belgium
Brunei
Bulgaria
Cambodia
Canada
Canary Islands
China
Croatia
Cyprus
Czech Republic
Denmark
Estonia
Faroe Islands
Finland
France
French Polynesia
Germany
Greece
Hawaii
Hongkong
Hungary
Iceland
India
Indonesia
Ireland
Isle of Man
Italy
Japan
Jersey
Kazakhstan
Korea South
Kyrgyzstan (from 9 Aug 2019)
Latvia
Lithuania
Luxembourg
Macau
Macedonia
Malaysia
Malta
Moldova
Monaco
Mongolia
Montenegro
Myanmar
Nauru
Nepal
Netherlands

Zone 2 countries
Anguilla
Antigua and Barbuda
Argentina
Aruba
Bahrain
Barbados
Bermuda
Brazil
British Virgin Islands
Burkina Faso
Cameroon
Cayman Islands
Chile
Colombia
Costa Rica
Dominica
Egypt
Gambia
Ghana
Grenada
Haiti
Israel
Jamaica
Jordan
Kenya
Lebanon
Mali
Mauritius
Mexico
Montserrat
Morocco
Nigeria
Oman
Panama
Peru
Qatar
Saudi Arabia
South Africa
St. Kitts and Nevis
St. Lucia
St. Vincent and the Grenadines
Tanzania
Turks and Caicos
United Arab Emirates
Uganda
Uruguay
Vietnam

Zone 3 countries
Aeroplane
Aerospace
Airplane
Airspace
Cruise
Inflight
Maritime
Sea
Ships

Zone 1 countries	Zone 2 countries	Zone 3 countries
New Zealand		
Norway		
Pakistan		
Papua New Guinea		
Philippines		
Poland		
Portugal		
Puerto Rico		
Romania		
Russia		
Samoa		
Serbia		
Singapore		
Slovakia		
Slovenia		
Solomon Islands		
South Korea		
Spain		
Sri Lanka		
Sweden		
Switzerland		
Tahiti		
Taiwan		
Tajikistan		
Thailand		
Timor-Leste		
Tonga		
Turkey		
UK		
Ukraine		
United Kingdom		
United States of America		
US Virgin Islands		
USA		
Uzbekistan		
Vanuatu		