

Yomojo Pricing Table

As at 21 February 2023

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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 Mobile Plans, Mobile Broadband Plans and Home (Fixed) Wireless Broadband Plans on offer. Mobile Plans include bundled allowances of Voice, SMS, Data, and possibly International Voice. Mobile Broadband and Home Wireless Broadband Plans include an allowance of Data. All 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.

The Plans we offer, the amount or value of the included allowances, and the price of those Plans is constantly reviewed and updated. You will find information and pricing for each current Plan on our website, including the applicable Critical Information Summary (CIS) at <https://yomojo.com.au/cis>. You will find the CIS for previous Plans under the 'Previous Plans' section of the Critical Information Summaries webpage.

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 C](#). Roaming is turned OFF by default. It can be turned ON in your Account Settings.

Monthly Billing 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 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 request

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 A - Standard 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 B
International Flag-fall	\$0.00
International Roaming	See Appendix C
National SMS	9c / each
International SMS	35c / each
National MMS	50c / each
International MMS	90c / each
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

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 B - 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 C - International Roaming Rates Table

	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 (incl. GPRS)	\$0.005/10kb	\$0.01/10kb	\$0.155/10kb

Mobile Roaming Zones

Zone 1 countries

Afghanistan
 Albania
 Armenia
 Austria
 Azerbaijan
 Bangladesh
 Belarus
 Belgium
 Brunei
 Bulgaria
 Cambodia
 Canada
 Canary Islands
 China
 Croatia
 Cyprus
 Czech Republic
 Denmark
 Estonia
 Fiji
 Finland
 France
 French Polynesia
 Georgia

Zone 2 countries

Algeria
 Anguilla
 Antigua and Barbuda
 Argentina
 Aruba
 Bahrain
 Barbados
 Bermuda
 Bolivia
 Brazil
 British Virgin Islands
 Burkina Faso
 Cameroon
 Cayman Islands
 Chile
 Colombia
 Costa Rica
 Dominica
 Ecuador
 Egypt
 El Salvador
 French Guiana (Fr West Indies)
 Gambia
 Ghana

Zone 3 countries

Aeroplane
 Aerospace
 Airplane
 Airspace
 Cruise
 Inflight
 Maritime
 Sea
 Ships

Zone 1 countries

Germany
Greece
Greenland
Guam & The Northern Marianas
Guernsey
Hawaii
Hong Kong
Hungary
Iceland
India
Indonesia
Ireland
Isle of Man
Italy
Japan
Jersey
Kazakhstan
Kiribati
Korea South
Kyrgystan
Latvia
Lithuania
Luxembourg
Macau
Macedonia
Malaysia
Malta
Moldova
Monaco
Mongolia
Montenegro
Myanmar
Nauru
Nepal
Netherlands
New Zealand
Norway

Zone 2 countries

Grenada
Guadeloupe (Fr West Indies)
Haiti
Iran
Israel
Jamaica
Jordan
Kenya
Kuwait
Lebanon
Malawi
Mali
Martinique (Fr West Indies)
Mauritius
Mexico
Montserrat
Morocco
Mozambique
Nigeria
Oman
Panama
Peru
Qatar
Saudi Arabia
Seychelles
South Africa
St. Barthelemy (Fr West Indies)
St. Kitts and Nevis
St. Lucia
St. Martin (French) (Fr West Indies)
St. Vincent and the Grenadines
Turks and Caicos
UAE
Uganda
United Arab Emirates
Uruguay
Vietnam

Zone 3 countries

Zone 1 countries

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

Zone 2 countries

Zambia

Zone 3 countries