

# Information About The Service

## Description of the service:

**Limitless SMS Pack** is a SIM only product, which allows you to send limitless text messages at a discounted rate per SMS (subject to Yatango's Fair Use Policy) via your mobile phone handset. However, you first need to purchase and activate a Yomojo SIM card.

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

No, you bring your own mobile phone.

## What's included?

Limitless SMS Pack has the following features:

- o \$19.00 per 30 days
- o Available Australiawide
- 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/)

## What's not included?

International SMS is charged at 35c per SMS. Some services may require your phone to send an international SMS to activate which is not included in any SMS Pack.

## Minimum Term:

30 days

# Information About Pricing

## Total Minimum Monthly Plan Cost:

\$19.00 per 30 days

## Total Maximum Monthly Plan Cost:

The maximum monthly charge payable will depend on whether or not you exceed the monthly SMS allowance under the plan and/or use any calls or data by accessing Yomojo's Pay As You Go rates. Excess minutes (within Australia) are charged at 11c per minute, 9c per SMS and 5c per MB data. There is no maximum monthly plan cost.

## 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.

## Cost of 2 Minute Standard National Call:

22c/2min

## Cost of Standard National SMS:

N/A as the plan is limitless

## Cost of 1MB of Data in Australia:

5c/MB

## Estimated # of Standard SMS:

N/A as the plan is limitless

# 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/)