

## 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	data	download speed	upload speed
\$95.90	monthly	unlimited	uncapped	uncapped
+				
<b>\$820.00 one-off Nokia FastMile 5G Gateway</b>				

## 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 for use 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. The service cannot be used overseas.

Check your coverage on our website, [yomojo.com.au/network-coverage/](http://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

Speeds on **5G Home Max** plans are uncapped. The typical busy period download speed of the **5G Home Max** service is 225Mbps (as at May 2022).

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.

### 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](http://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 national mobile data
- Speed uncapped
- Plan automatically renews each month

Personal use only, Terms & Conditions and Fair Use Policy applies. [www.yomojo.com.au/terms](http://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 \$95.90 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 \$95.90.

### Total Maximum Monthly Plan Cost

\$95.90 per month after the first month modem purchase.

### Cancellation fees

There is no minimum term contract so you can cancel whenever you choose but please note, we won't refund for unused plan allowances or credit.

### 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](#).

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## Other Information

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### Usage Information

To check your balance or to view your bills or usage, login to your Yomojo dashboard at [www.yomojo.com.au/login](http://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](http://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/](http://www.yomojo.com.au/faq/) or email us at [support@yomojo.com.au](mailto: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](http://commsalliance.com.au/BEP).

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/)