

# Yomojo Pricing Table

As at 10 March 2021

<b>1. VOICE, SMS AND DATA CHARGES .....</b>	<b>1</b>
1.1. VOICE CALLS .....	1
1.2. SMS AND MMS.....	1
1.3. DATA USAGE.....	1
1.4. YOMOJO PLANS .....	1
<b>2. INTERNATIONAL ROAMING CHARGES .....</b>	<b>2</b>
2.1. OVERSEAS VOICE, SMS, MMS, DATA CHARGES .....	2
2.2. USING VOICEMAIL OVERSEAS .....	2
2.3. VOICEMAIL CHARGES WHEN ROAMING.....	2
<b>3. ADDITIONAL CHARGES.....</b>	<b>2</b>
3.1. PREMIUM MOBILE NUMBER .....	2
3.2. CHANGING YOUR NUMBER .....	2
3.3. DEBIT & CREDIT CARD TRANSACTION FEE .....	2
3.4. LATE PAYMENT CHARGES .....	2
3.5. COLLECTING AGENT CHARGES .....	3
3.6. SIM CARD REPLACEMENT.....	3
3.7. BILLING HISTORY .....	3
3.8. FACETIME, IMESSAGE & APPLE CHARGES .....	3
FaceTime / iMessage.....	3
Apple Charges .....	3
3.9. FAMILYEYE .....	3
<b>APPENDIX A - STANDARD PRICING TABLE.....</b>	<b>4</b>
<b>APPENDIX B - INTERNATIONAL RATES TABLE.....</b>	<b>6</b>
<b>APPENDIX C - INTERNATIONAL ROAMING RATES TABLE.....</b>	<b>12</b>

## 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 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 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 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

## 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

	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
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

Albania  
 Argentina  
 Armenia  
 Austria  
 Azerbaijan  
 Bangladesh  
 Belarus  
 Belgium  
 Bhutan  
 Bosnia and Herzegovina  
 Brazil  
 Bulgaria  
 Cambodia  
 Canada  
 Chile  
 China  
 Colombia  
 Croatia  
 Cyprus  
 Czech Republic  
 Denmark  
 Ecuador  
 Estonia  
 Faroe Islands

#### Zone 2 countries

Afghanistan  
 Algeria  
 Anguilla  
 Antigua and Barbuda  
 Aruba  
 Bahrain  
 Barbados  
 Belize  
 Bermuda  
 Bolivia  
 Bonaire  
 Botswana  
 Brunei Darussalam  
 Burkina Faso  
 Cameroon  
 Cayman Islands  
 Chad  
 Congo, Democratic Republic of the  
 Cook Islands  
 Costa Rica  
 Cote D'Ivoire  
 Curacao & Bonaire  
 Dominica  
 Dominican Republic

#### Zone 3 countries

Aeroplane  
 Aerospace  
 Airplane  
 Airspace  
 Cruise  
 Inflight  
 Maritime  
 Sea  
 Ships

**Zone 1 countries**

Fiji  
Finland  
France  
French Polynesia  
Georgia  
Germany  
Gibraltar  
Greece  
Greenland  
Guam & the Northern Marianas  
Guernsey  
Hong Kong  
Hungary  
Iceland  
India  
Indonesia  
Ireland  
Isle of Man  
Israel  
Italy  
Japan  
Jersey  
Kazakhstan  
Korea South  
Kuwait  
Kyrgyzstan  
Latvia  
Liechtenstein  
Lithuania  
Luxembourg  
Macau  
Macedonia  
Malaysia  
Malta  
Mexico  
Monaco  
Montenegro

**Zone 2 countries**

Egypt  
El Salvador  
Ethiopia  
Fed States of Micronesia  
French Guiana  
Gambia  
Ghana  
Grenada  
Guatemala  
Guinea  
Guinea Bissau  
Guyana  
Haiti  
Iran  
Iraq  
Jamaica  
Jordan  
Kenya  
Kiribati  
Laos  
Lebanon  
Liberia  
Madagascar  
Malawi  
Mali  
Mauritania  
Mauritius  
Mongolia  
Morocco  
Mozambique  
Namibia  
Nepal  
Nicaragua  
Nigeria  
Oman  
Palestine  
Paraguay

**Zone 3 countries**

**Zone 1 countries**

Myanmar  
Nauru  
Netherlands  
New Caledonia  
New Zealand  
Norfolk Island  
Norway  
Pakistan  
Panama  
Papua New Guinea  
Philippines  
Poland  
Portugal  
Puerto Rico  
Romania  
Russia  
Samoa  
San Marino  
Serbia  
Singapore  
Slovak Republic  
Slovenia  
Solomon Islands  
South Africa  
Spain  
Sri Lanka  
Sweden  
Switzerland  
Taiwan  
Tajikistan  
Thailand  
Timor-Leste  
Tonga  
Turkey  
Ukraine  
United Kingdom  
United States

**Zone 2 countries**

Peru  
Qatar  
Reunion Island  
Rwanda  
Saudi Arabia  
Senegal  
Seychelles  
Sierra Leone  
South Sudan  
St. Kitts and Nevis  
St. Lucia  
St. Vincent and the Grenadines  
Sudan  
Syria  
Tanzania  
Trinidad and Tobago  
Tunisia  
Turks and Caicos  
Uganda  
United Arab Emirates  
Uruguay  
Uzbekistan  
Venezuela  
Yemen  
Zambia  
Zimbabwe

**Zone 3 countries**



**Zone 1 countries**

US Virgin Islands

Vanuatu

Vatican City

Vietnam

**Zone 2 countries**

**Zone 3 countries**