



BUSINESS CUSTOMERS - CRITICAL INFORMATION SUMMARY

Small Cell Fixed Wireless

ABOUT US

MyDFI is 100% Australian owned, community focused and locally based with over 15 years' experience in Broadband Internet services.

INFORMATION ABOUT THE SERVICE

Description of the Service

MyDFI and partners use a combination of Optic Fibre network and high-speed wireless technologies to enable eligible premises to get ultra-high-speed internet connectivity.

Eligible customers can choose to add services from 3rd parties for IP phone services (VOIP) offering great call rates and inclusions with a choice of VoIP plans which are supported by MyDFI.

Service Availability

The MyDFI Broadband service is only available within a MyDFI Broadband ready service area and subject to an assessment of your premises suitability by a MyDFI approved Technician.

Minimum Term

MyDFI Broadband plans have a 12 month minimum term, which applies to the Broadband plan and any optional Service Plans.

Broadband Speed

Customers can choose from one of our great broadband plans

- DFI1000 up to 1,000 Mbps upload/download
- DFI500 up to 500 Mbps upload/download
- DFI200 up to 200 Mbps upload/download
- DFI100 up to 100 Mbps upload/download
- DFI75 up to 75 Mbps upload/download
- DFI50 up to 50 Mbps upload/download

Actual speeds may vary and may be slower than the maximum MyDFI Broadband wholesale connection speeds.

Your Data Allowance

MyDFI Broadband Business plans on a 12 month contract come with **Unlimited Data**.

Please note

Business plans are only available to ABN holders.

INFORMATION ABOUT PRICING

The Charges payable include the Monthly Plan Charge, Activation Fee, and Other Fees & Charges as outlined below.

Monthly Plan Charge

The minimum Monthly Charge for a MyDFI Broadband Plan is \$229/month (excl-GST) for the 50/50 Mbps Plan or a total Minimum Charge of \$3,748 (excl-GST) including standard activation fee over **12 months**. The Charges for other plan options are shown in the table below.

Business Plan	Maximum Speed upload/download	data allowance	Monthly Plan Charge (\$excl-GST)	Standard Activation Fee (\$excl-GST)	Total Minimum Charge over 12 Months^ (\$excl-GST)
DFI1000	1000/1000 Mbps	Unlimited	\$849/month	\$1000	\$11,188
DFI500	500/500 Mbps	Unlimited	\$649/month	\$1000	\$8,788
DFI200	200/200 Mbps	Unlimited	\$529/month	\$1000	\$7,348
DFI100	100/100 Mbps	Unlimited	\$399/month	\$1000	\$5,778
DFI75	75/75 Mbps	Unlimited	\$299/month	\$1000	\$4,588
DFI50	50/50 Mbps	Unlimited	\$229/month	\$1000	\$3,748

^Please note: Includes minimum Standard Activation Fee of \$1000, paid at time of activation plus Monthly Plan Charge over 12 Months.



Router

The Installation Charges above exclude provision of a compatible router.

You can connect with your own compatible router (NBN compatible, supporting 100Mbps+ WAN) which will also need to be WiFi and/or VoIP enabled if you want to connect wireless devices or make use of third party VoIP services and any cabling to connect it to the wall point.

Alternatively, MyDFI can provide you with a fully configured, unlocked router for a one time fee of \$195 excl-GST

Cancellation Fees

Cancellation Fee is the Monthly Plan Charge, Monthly Installation Charge (where applicable) multiplied by the number of all as yet unbilled months remaining in the Contract Term.

Cancelling your MyDFI Broadband service may also result in a cancellation of any other MyDFI Broadband products you've purchased, that are only available when bundled with MyDFI Broadband. Should those products have their own contract, you will be liable for their associated break fees, if applicable.

GST

All dollar values in this Critical Information Summary are exclusive of GST unless stated otherwise.

OTHER INFORMATION

Other Information

Our Broadband Internet services can be delivered to your premises using MyDFI Broadband innovative wireless technologies together with our partner organisations wireless and optic fibre services

Further information regarding these technologies can be found at: www.mydfi.com.au

Contact Us!

You can contact MyDFI Broadband customer service for Sales, Support & Billing assistance via

Phone: 0414 885000

Email: info@mydfi.com.au

Website: www.mydfi.com.au

Payment

Payment is strictly by bank transfer or Credit Card. Mastercard and Visa have no surcharge.

Other Fees and Charges

In accordance with our Terms and Conditions Other Charges may apply for services such as Plan Downgrades, Handling Fees, Printed Invoices, Incorrect Call-Out Fee, Service Reconnection Fee, Payment Declined Fee, Hardware Replacement Fee. Refer to the MyDFI Broadband Terms and Conditions – Appendix A Pricing Schedule available at: www.mydfi.com.au

Telecommunications Industry Ombudsman (TIO)

If you are not satisfied with the resolution of your complaint by MyDFI Broadband, you may wish to contact the TIO, an independent dispute resolution body via:

Phone: 1800 062 058

Email: tio@tio.com.au

Fax: 1800 630 614

Mail: PO Box 276, Collins Street West VIC 8007