



CLIENT APPLICATION FORM

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CLIENT INFORMATION

Name:	_____	Company Name:	_____
Surname:	_____	Reg No:	_____
Contact Person (Payments):	_____	Work No:	_____
Cell No:	_____	Vat No:	_____
ID No (attach copy of ID):	_____	Agent / Sales Rep:	_____
Address (install address):	_____		
Email Address:	_____		

ADDITIONAL SERVICES (tick for 5% discount on internet bill if we host any service monthly)

Hosting (email or website) _____ Voip (Telephone) _____

HOME UNCAPPED BASIC — MONTH TO MONTH — BEST EFFORT SERVICE (least priority)

Package	Speed (Down/Up)	Contention	Monthly	Tick
My-fi Home 7 Basic	up to 7 / 2 Mbps	Best effort	R 399,00	
My-fi Home 10 Basic	up to 10 / 3 Mbps	Best effort	R 599,00	
My-fi Home 12 Basic	up to 12 / 4 Mbps	Best effort	R 899,00	
My-fi Home 15 Basic	up to 15 / 5 Mbps	Best effort	R 1 199,00	
My-fi Home 20 Basic	up to 20 / 5 Mbps	Best effort	R 1 499,00	
My-fi Home 25 Basic	up to 25 / 5 Mbps	Best effort	R 1 899,00	

HOME UNCAPPED PREMIUM — PRIORITY SERVICE — NO FUP, NO THROTTLING, NO SHAPING

Package	Speed (Down/Up)	Contention	Monthly	Tick
My-fi Home 7 premium	up to 7 / 7 Mbps	2 to 1	R 599,00	
My-fi Home 10 premium	up to 10 / 10 Mbps	2 to 1	R 899,00	
My-fi Home 12 premium	up to 12 / 12 Mbps	2 to 1	R 1 099,00	
My-fi Home 15 premium	up to 15 / 15 Mbps	2 to 1	R 1 299,00	
My-fi Home 20 premium	up to 20 / 20 Mbps	2 to 1	R 1 599,00	
My-fi Home 25 premium	up to 25 / 20 Mbps	2 to 1	R 1 999,00	

BUSINESS UNCAPPED — PRIORITY SERVICE — NO FUP, NO THROTTLING, NO SHAPING

Package	Speed up to	Contention	Monthly	Tick
My-fi Business 10	10 Mbps	1 to 1	R 999,00	
My-fi Business 12	12 Mbps	1 to 1	R 1 299,00	
My-fi Business 15	15 Mbps	1 to 1	R 1 599,00	
My-fi Business 25	25 Mbps	1 to 1	R 2 299,00	



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MY-FI PROTECT — replacement of outdoor antenna & AP (lightning/surge; excludes theft)

Equipment Installed	Detail	Monthly	Tick
Outdoor CPE Ubiquity	per outdoor device	R 69,00	
Outdoor CPE Cambium	outdoor device (dish)	R 120,00	
Indoor Wireless AP	per indoor router supplied	R 29,00	

Note: one claim on Protect per calendar year is covered in full; thereafter 50% of the replacement fee is covered, balance payable by client.

INSTALLATION FEE (select one — standard install)

- Month to month (once-off install fee): R 2 999,00
6 month contract (Protect mandatory): R 458,16 p.m. + R750 once-off callout fee
3 month contract (Protect mandatory): R 916,33 p.m. + R750 once-off callout fee
12 month contract — free install (equipment stays property of My-fi); R750 deposit, Protect mandatory

MY-FI WIRELESS BANKING DETAILS

Bank: FNB
Account No: 628 354 610 71
Branch: Montana | Branch Code: 230145
Account Type: Cheque



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TERMS AND CONDITIONS

- Standard install refers to: 20m cable, AC Lite Gen2, a DStv bracket or small tripod and 3m pole, a Cudy dual-band AP, and installation/setup of equipment. Additional charges may apply for a non-standard install — the technician will run a signal test and advise how to proceed.
- Debit order is mandatory unless otherwise arranged with management.
- Monthly payments must reflect in our bank account by the 5th of each month.
- A R150 fee applies if your debit order fails and was not arranged 5 days before debit batches are authorised (25th of each month).
- A R250 reconnection fee applies if a line is cut off due to non-payment. Suspension of service does not imply cancellation — you remain liable for payment until cancellation is given in writing.
- One calendar month's written notice to accounts@my-fi.co.za is required to cancel. Notice periods always run from the 1st to the last day of a calendar month — notice given mid-month only starts on the 1st of the following month and runs to the last day of that month.
- All hardware remains the property of My-fi until the account is paid/settled in full.
- Any misuse of home uncapped packages results in a warning; continued misuse may lead to My-fi cancelling the service.
- All support queries are handled via the ticket system: support@my-fi.co.za.
- On installation, proof of payment must be provided/sent to accounts@my-fi.co.za before the technician is permitted to leave site.
- We reserve the right to change packages, prices, or service offerings if our suppliers do so, and will notify clients in writing.
- Please provide a copy of your ID; the install address must match the address on this form.

ACKNOWLEDGEMENT & SIGNATURE

I, the undersigned, acknowledge that I have read and understand all the terms and conditions above, and agree to them. I will be fully liable for any costs or outstanding amounts. I understand that one calendar month's notice in writing to accounts@my-fi.co.za is required to cancel this contract, and that this notice period runs from the 1st to the last day of a calendar month.

I acknowledge and agree to the Terms and Conditions above.

Customer Name & Surname: _____

Date: _____

Signature: _____

Date fills in automatically the first time you click into it. Signature: click the signature box and use your PDF reader's Digital ID / Certificate tool to sign electronically, or print this form and sign by hand.