



BELIZE TELEMEDIA LIMITED
SERVICE DESCRIPTION
DIGI WI-FI HOME (MESH WI-FI)
February 5, 2024

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1. INTRODUCTION

Digi will be launching a new residential service called Digi Wi-Fi Home. This mesh Wi-Fi solution offers 2 to 4 routers to be strategically placed to form a mesh system. The number of routers recommended depends on the size of the coverage area and aims to improve Wi-Fi speeds, promote seamless connectivity throughout, manage connected devices and more. The first router will be connected to the ONT, therefore, DigiNet is pre-requisite to receiving this service. Each router thereafter can cover an area of 1,000 – 1,500 square feet.

The solution will be rented for a monthly charge which varies depending on the number of routers acquired. Digi will be responsible for installation and maintenance of the solution along with replacements based on warranty terms. The installation process will start with a request for the service followed by a visit for a survey. Based on the results of the survey, one of the three available plans will be recommended by the technician and installed once accepted by the customer.

Digi Wi-Fi Home is a value-added service implemented with the main objective of enhancing customer experience for DigiNet.

2. DIGI WI-FI HOME PRODUCTS

There are three plans that a customer may contract – Wi-Fi Small, Wi-Fi Medium, or Wi-Fi Large. The starter plan which is the Wi-Fi Small comes with 2 routers and may cover an area of up to 2,500 square feet. The largest plan is the Wi-Fi Large which comes with 4 routers and covers up to 4,500 square feet.

Table 1: Digi Wi-Fi Home Products and Pricing

Product Names	# of Routers	Recommended Coverage (Sq. Ft.)	MRC incl. GST	MRC excl. GST
Wi-Fi Small	2	1,000 – 2,500	\$20.00	\$17.78
Wi-Fi Medium	3	2,500 – 3,500	\$30.00	\$26.67
Wi-Fi Large	4	3,500 – 4,500	\$40.00	\$35.56

Business Rules:

- To contract Digi Wi-Fi Home, a customer must have DigiNet or DigiONE
- The minimum number of routers that a customer can get is two in the Wi-Fi Small plan
- If the customer requires additional coverage, they can upgrade to a large plan with more routers
- One-time installation fee may be required
- Deposit may be applicable based on approved deposit tiers
- Customer must be in good standing or is adhering to a payment plan

Table 2: Digi Wi-Fi Home Fees

Fees	MRC incl. GST	MRC excl. GST
Installation Fee	\$25.00	\$22.22
Replacement Fee (per router)	\$20.00	\$17.78
Internal Removal	\$33.75	\$30.00
External Removal	\$67.50	\$60.00

Business Rules:

- Installation Fee:
 - Applicable if customer does not have DigiNet or DigiONE
 - Not applicable if customer is installing along with a new DigiNet or DigiONE service
- Replacement Fee (per router):
 - Applicable if customer does not have warranty which will cover replacement/repair for free
 - Not applicable if replacement/repair is covered by warranty terms
- Internal Removal & External Removal:
 - Service available upon customer’s request only
 - Terms and conditions to indicate that a customer can and should move equipment or contact Digi to request assistance to move within or outside of current location/physical address.
 - Charge applicable if customer requests service and is not also moving a DigiNet service from and to the same location; if a DigiNet is also being relocated, these fees will only be charged once on the DigiNet service.

3. WARRANTY & REPLACEMENTS

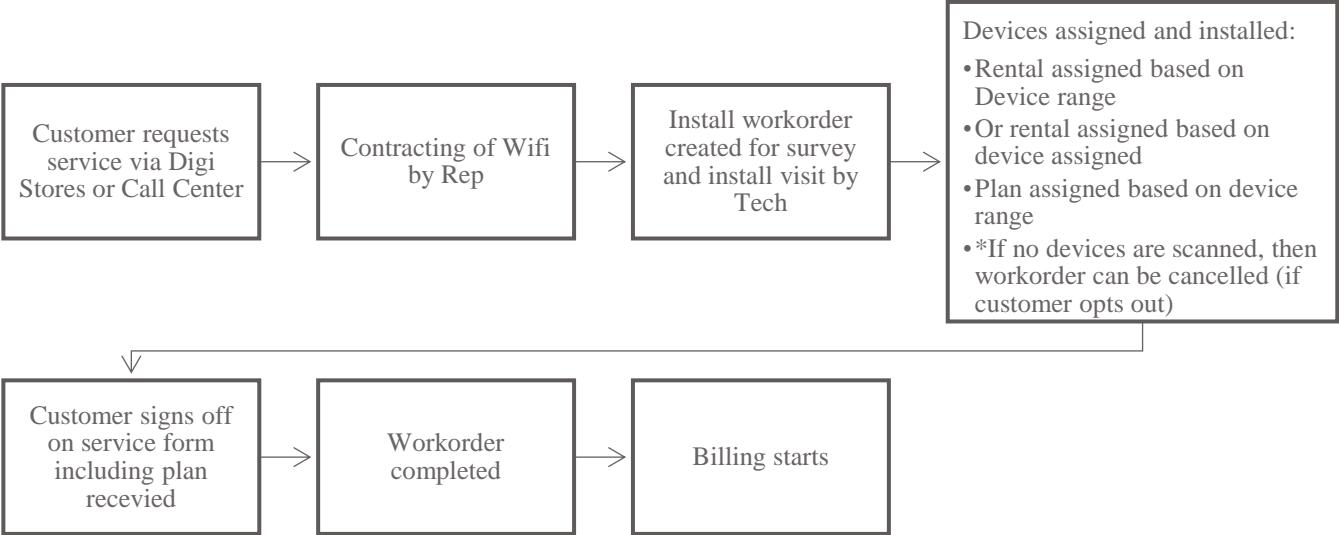
All quality-related defects on products sold directly by Digi are covered and will be replaced with a new or refurbished device of a similar or new model.

The following products are not covered by the Warranty:

- Products submitted that were not purchased from Digi directly
- Investigation reveals issue is not quality-related
- Products that are lost or stolen
- Products received without charge in a giveaway, donation, or as samples
- Products subjected to falls, extreme temperatures, water damage, natural disasters, or other incidents that have caused physical damage

4. HIGH LEVEL PROCESS FLOW

The below high-level flow outlines the intended process to be used for the contracting, survey and installation of Digi Wi-Fi Home plans. The goal of accommodating this process is to reduce the truck rollout costs by reducing the number visits by technicians from two to one; having them complete the survey and installation on the same visit to the customer’s premises.



5. GL MAPPING

To be determined by accounts.

Revenues will be generated from the monthly reoccurring charge and one-time fees where applicable.

6. INVOICE PRESENTATION

The Digi Wi-Fi Home plans should be presented on Digi’s invoice details as a separate service with the below descriptions:

Plan/Fee	Invoice Description
Wi-Fi Small	Digi Wi-Fi Home Small (\$20)
Wi-Fi Medium	Digi Wi-Fi Home Medium (\$30)
Wi-Fi Large	Digi Wi-Fi Home Large (\$40)
Installation Fee	Wi-Fi Home Installation Fee (\$25)

Example Invoice Presentation:

Digi Wi-Fi Home	
Digi Wi-Fi Home Small (\$20)	
TOTAL	\$17.78

7. SIGN OFF

Abigail Neal, Innovation Manager _____ Date: _____

Erika Hernandez, GM, Marketing _____ Date: _____

Dionne Emtage, Chief Commercial Officer _____ Date: _____