

1 December 2020

[Redacted]

By email only: [Redacted]

Dear [Redacted]

**Official Information Act #20.100 - ENQ0547348 (MyFi NZ Limited)**

1. We refer to your Official Information Act 1982 (**OIA**) request received on 3 November 2020 for information about whether the Commerce Commission (**Commission**) has any active complaints about MyFi services.

**Our response**

2. We have decided to grant your request.
3. The Commission has received 82 complaints about MyFi NZ Limited (MyFi),<sup>1</sup> excluding your enquiry received on 3 November 2020 (ENQ0547348).
4. The Commission is currently investigating MyFi, and the investigation is in its early stages.
5. Please note the Commission will be publishing this response to your request in the OIA Register on our website.<sup>2</sup> Your personal details will be redacted from the published response.
6. Please do not hesitate to contact us at [oya@comcom.govt.nz](mailto:oya@comcom.govt.nz) if you have any questions about this request.

Yours sincerely

*Mary Sheppard*  
OIA Coordinator

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<sup>1</sup> At 9 November 2020.

<sup>2</sup> <https://comcom.govt.nz/about-us/requesting-official-information/oia-register>