

Dear Valued Client,

MetroFibre Networkx wishes you a blessed and safe upcoming festive season.

We would like to keep you abreast of our Network Freeze period. Since most of our suppliers and contractors will be closing, MetroFibre will observe a freeze period from 10 December 2021 until 10 January 2022.

Freeze Period Important Notes:

- Access Builds and planned maintenance will cease;
- Emergency maintenance work will remain operational to ensure network continuity;
- No core changes will be permitted over this period to ensure network stability;
- ONT/Router installations will continue over this period.

The MetroFibre Support Desk will be available throughout the freeze period on 0871514000 or e-mail sales.support@metrofibre.co.za for fibre to the home and BusinessSupport@metrofibre.co.za for fibre to the business.

Normal MetroFibre operations will resume on Monday, 10 January 2022 at 8am.

Kind regards
The MetroFibre Team