

## REVISED PROMOTION TERMS AND CONDITIONS

### Revised Terms and Conditions Fibre to the Home Free TP Installation Pretoria Promotion – Direct Customers (“the Promotion”)

1. This Promotion is applicable to customers whose residence is in the below areas of Pretoria that are directly covered by the Metro Fibre Network Pty Ltd (“**MetroFibre**”) network (check MetroFibre’s Coverage Map found at <https://ftthorder.metrofibre.co.za/ftthservice/servicemap> to confirm if your street is covered by the MetroFibre network) in:
  - a. Bronberrik
  - b. Hennops Park
  - c. Moreleta Park
  - d. The Meadows
  - e. Wierda Park
  - f. Eldoraiguecollectively referred to as the “**Promotion Area**”.
2. The Promotion was previously indicated to run from 01 March 2022 to close of business on 31 May 2022 (“**Initial Promotional Period**”). However, the Initial Promotion Period has been subsequently been amended by MetroFibre with to end on 30 April 2022. The revised promotional period is 1 March 2022 until 30 April 2022 (“**Revised Promotional Period**”).
3. The Promotion is only available to new direct MetroFibre customers (i.e., MetroFibre is the customers’ ISP).
4. For new customers in the Promotional Area, the Promotion entails:
  - a. installation of a fibre infrastructure Termination Point at an on-network residence at no cost to the unit owner/ occupant subject to the placing of an order for a fibre data service simultaneously with the order for installation, directly with MetroFibre.
  - b. Termination Point is a small distribution box which is then connected to the optical network terminal;
  - c. no activation fee will be charged;
  - d. discounted rates on monthly subscription amounting to 50% off monthly subscription rate

- for 12 (twelve) months from date of activation. Thereafter standard rates apply; and
- e. the Promotion is subject to and conditional on 12 (twelve) months of consecutive billing at the same address during the Contract Obligation Period.
5. Once signed up on the Promotion, subject to the customer remaining in the Promotional Area, a customer may upgrade/downgrade their package. The following terms and conditions specifically apply to a customer already signed up on the Promotion that wishes to upgrade or downgrade their packages in terms of the Promotion:
    - a. upgrade immediately on the same terms mentioned above.
    - b. downgrades are effective 30 (thirty) days from date of notice on the same terms mentioned above.
  6. For the avoidance of doubt, the installation of the Termination Point at no cost is conditional on owner / occupant's activation of a Fibre to the Home ("**FTTH**") service at the residence. MetroFibre shall be entitled to demand full payment of its installation costs of the Termination Point from the person placing the order in the event a full fibre to the home service is not activated within 30 (thirty) days from the installation of the Termination Point in terms of this Promotion.
  7. Termination Point installation for a residence is subject to MetroFibre conducting a feasibility review of the installation. Installations, including trenching, of less than 20 (twenty) running meters are at no cost to the customer. Installations involving distances of more than 20 (twenty) running meters will be charged to the customer, subject to prior agreement on pricing.
  8. This Promotion is available to FTTH customers only. All business packages are excluded from the Promotion.
  9. Only one Promotion may be claimed per residence and no other specials may run concurrently.
  10. The provision of MetroFibre services is provided subject to MetroFibre's standard terms and conditions of trading ("**FTTH T&C's**") which can be found at [www.metrofibre.co.za](http://www.metrofibre.co.za). These conditions apply to this Promotion, quotation and any subsequent order notwithstanding anything to the contrary contained in or incorporated into any document from or oral statement made by you, the customer. No variation or amendment to the conditions shall be of any effect unless expressly agreed, in writing, by a person authorised to sign on behalf of MetroFibre.
  11. As per MetroFibre's standard FTTH T&C's, customers who cancel their service directly with MetroFibre within 12 (twelve) months of their service activation are liable to pay R2000.00 (two thousand rand) administrative costs.

12. By accepting this offer, you confirm that you have read and accept these terms and conditions and have full capacity to enter into a contract.

**NOTE: these Terms and Conditions may be changed by MetroFibre at any time without prior notice or explanation. MetroFibre assumes no responsibility or liability for any consequences or damages resulting out or in connection with the changes.**