

Terms and Conditions for the Vumatel Double Up Speed Incentive (“*Double Up Incentive*”) for New MetroFibre Go customers

1. The Vumatel Double Up Speed Incentive (the “**Double Up Incentive**”) is only applicable to new MetroFibre Go customers (“**Customers**”) that reside in an area with existing and deliverable Vumatel (Pty) Ltd (Reg: 2014/138808/07) network already in place.
2. This Double up Incentive is not available or valid on any other participating fibre network provider.
3. The duration of this Double Incentive valid from the 20th of June 2022 through to the 13th of September 2022 (“**Vuma Double Up Period**”)
4. This Double Up Incentive offers Customers an upgraded speed service to the next incremental line speed package available to that specific Customer, for no additional cost for the duration of the Vuma Double Up Period. After this period expires the original sign-up speed service as recorded on the date of sale will be re-instated and invoiced.
5. For the avoidance of doubt, the following is an illustration of how the Double Up Incentive will work for new customers:
 - 5.1 A deliverable (installable) order is placed and verified with MetroFibre Go on the Vuma Network within the Double Up Period.
 - 5.2 The Customer signs up for a Go20 (20mbps line speed) package at point of sale and is activated and invoiced for this package on 4th of July 2022.
 - 5.3 Customer will automatically receive upgraded 50mbps line speed from the date of activation until the end of the Vuma Double Up period i.e., 13 September 2022 at the no increased subscription fee for the duration of the Vuma Double Up Period only.
 - 5.4 Once the Vuma Double Up Period expires the Customer will automatically be downgraded to their original GO20 (20mbps line speed) package as selected at point of sale.
 - 5.5 The next incremental line speed and package upgrades are detailed below:

LINE SPEED UPGRADES ON VUMA NETWORK	
Line Speed as recorded at point of sale during Vuma Double Up Period	Line Speed offered for the duration of Vuma Double Up Period after activation
GO20 (20mbps asymmetrical line)	GO50 (50mbps symmetrical line)
GO50 (50mbps symmetrical line)	GO100 (100mbps symmetrical line)
GO100 (100mbps symmetrical line)	GO200 (200mbps symmetrical line)
GO200 (200mbps symmetrical line)	GO200 (200mbps symmetrical line)

5.6 Customers on Go200 packages will not receive a speed upgrade as 200mpbs is currently the maximum line speed that MetroFibre Go can offer Customers at this stage.

6. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
7. Prices quoted for non-recurring costs equipment and monthly recurring costs are inclusive of VAT.
8. Installation and Activation costs and CPE are included as per the Standard Terms and Conditions.
9. Should the Customer cancel within their contractual 12-month period (also referred to as the Contract Obligation Period) the Customer shall be liable for any reasonable Cancellation Fees, which are the applicable charges specific to the expenses incurred by MetroFibre GO to deliver the Service to the Customer. These charges include but are not limited to: (i) the Access Build; (ii) applicable Installation and Activation fees; (iii) CPE Service Provisioning fees excluding the monthly Service Fee charged for use of the Service.
10. MetroFibre GO reserves the right to cancel this incentive offer at any time without prior notice.
11. The provision of MetroFibre GO services provided is subject to MetroFibre s Standard Terms and Conditions of Trading (conditions); which can be found at. <https://metrofibre.co.za/wp-content/uploads/2021/09/MetroFibre-Go-Standard-Terms-And-Conditions.pdf?2021-09-27%2016:03:36>. These conditions apply to this Double up Incentive, 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 Go.
12. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.