

Terms and Conditions Fibre to the Home Small Towns Direct Customers (“Small Towns”) Promotion (“the Promotion”)

This Promotion is applicable to end users whose residence is in the below areas 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:

Bloemhof Christiana Beaufort West
Warrenton Queenstown

collectively referred to as the “**Promotion Areas**”.

1. The Promotion is valid from 01 September 2022 to close of business on 31 December 2022 (“**Promotional Period**”). New customer orders must be submitted before the closing date in order to qualify.
2. The Promotion is available to new and existing direct MetroFibre customers (i.e., MetroFibre is the customers’ ISP) in the Promotion Areas.
 - a. New customers must submit an order before the end of the Promotional Period to qualify.
 - b. Existing customer monthly subscription fees will automatically be amended with effect from 1 September 2022 for a period of 12 months on our billing system to reflect the below discounted rates.
3. For new and existing customers that sign up during the Promotional Period 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.
 - i. Termination Point – small distribution box which is then connected to the Optical Network Terminal (“**ONT**”):
 - b. no service activation fee will be charged; and/or
 - c. discounted rates on monthly subscriptions (see table below) for 12 (twelve) months/invoices from date of activation on the below packages and applicable discounted package. Thereafter standard rates apply to the package.

Download Speed	Upload Speed	Applicable Package Discount	Monthly Subscription Rate
20Mbps	20Mbps	25%	R300.00
50Mbps	50Mbps	50%	R380.00
100Mbps	100Mbps	50%	R535.00
200Mbps	200Mbps	50%	R620.00
500Mbps	500Mbps	50%	R825.00
1000Mbps	250Mbps	50%	R875.00

4. Once signed up on the Promotion, and subject to the customer remaining in the Promotional Area, a customer may upgrade/downgrade their package. The following terms and conditions specifically apply to customers already signed up on the Promotion, and the customer 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.

5. For the avoidance of doubt, the installation of the Termination Point at no cost for new customers is conditional on the owner / occupant's activation of a 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.
6. 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 end user. Installations involving distances of more than 20 (twenty) running meters will be charged to the end user, subject to prior agreement on pricing.
7. This Promotion is available to Fibre to the Home ("FTTH") customers only. All business packages are excluded from the Promotion.
8. Only one Promotion may be claimed per residence and no other specials may run concurrently.
9. The provision of MetroFibre services is provided subject to MetroFibre's standard terms and conditions of trading (conditions) which can be found at 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 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.
10. By accepting this offer, you confirm that you have read and accept the terms and conditions and have full capacity to enter into a contract.