

## Promotion Rules (“Rules”) – MetroFibre Go Vumatel March 2023 & May 2023 Promotion for new MetroFibre Go customers (“Promotion”)



### Introduction

1. This promotion (“**Promotion**”) is being run by Metro Fibre Go, an Internet Service Provider of MetroFibre Networx Proprietary Limited (company registration number 2007/024366/07) (“**MetroFibre Go**”).
2. This offer may not be used in conjunction with any other MetroFibre Go or MetroFibre promotional offer.
3. This Promotion is only available 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.
4. The Promotion begins on 01 March 2023 and ends on 31 May 2023 (“**Promotion Period**”).
5. The Promotion is not available or valid on any other fibre network provider.

### The Promotion

6. The Promotion offers Customers a reduced rate on the MetroFibre Go 50Mbps package and 100Mbps package on the Vumatel FTTH network (the “**Promotion Charges**”) per month for a period of 12 months from date of activation. After the 12-month period (the “**Contract Obligation Period**”) expires the full package price per month will be billed. The promotion is subject to and conditional on 12 months of consecutive billing at the same address during the Contract Obligation Period.
7. Access build, installation and activation costs and consumer premises equipment (“**CPE**”) costs are additional to the Promotion Charge and priced/charged as per MetroFibre Go’s standard terms and conditions (“**Standard Terms and Conditions**”).
8. The Table below shows the comparison between the Standard Package Pricing and Promotional Charge for MetroFibre Go promotional packages on the Vumatel Network.

1. MetroFibre Go Packages offered on the Vumatel Network		
MetroFibre Go Packages	Standard Package Pricing	Promotional Charge
GO50 (50mbps/50mbps)	R 649	R 599
GO100 (100mbps/100mbps)	R 849	R 749

9. Should the Customer cancel within the Contract Obligation Period the Customer shall be liable for cancellation fees, which are the applicable charges specific to the expenses incurred by MetroFibre to deliver the Service to the Customer (“**Cancellation Fees**”). Cancellation Fees include, but are not limited to, the access build costs (where applicable), installation and activation fees, CPE provisioning fees, monthly recurring fees and such other fees and charges required for delivery of the service to Customer which shall be due and payable on MetroFibre’s demand. The Customer acknowledges and agrees that imposition of Cancellation Fees is fair, just and reasonable
10. Prices quoted for non-recurring costs and charges (including applicable access build,



installation and activation costs), equipment and monthly recurring costs are inclusive of VAT.

11. This promotion is available to FTTH Customers on the Vumatel network only. For the avoidance of doubt, all business packages are excluded.
12. For the avoidance of doubt, the following is an illustration of how the Vumatel March 2023 and May 2023 Promotion will work for new customers :
  - 12.1. A deliverable (installable) order is placed and verified with MetroFibre Go on the Vumatel Network within the Promotion Period.
  - 12.2. The Customer signs up for a Go50 (50 Mbps line speed) or Go100 (100 Mbps line speed) package at the reduced Promotional Charge at point of sale and is activated and invoiced for this package.
  - 12.3. Customer is invoiced the Promotional Charge for a period of 12 months while remaining on the Go50/Go100 package.
  - 12.4. Scenario 1 : Customer requests a regrade to a Go200 (200 Mbps line speed) after initial activation and is billed the standard package pricing for the newly selected packages respectively moving forward.
  - 12.5. Scenario 2 : Customer requests a relocation of fibre services to a different deliverable unit/dwelling after initial activation. Package is activated and billed at standard package pricing at the new location.
13. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
14. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre may in its sole discretion award a similar promotion of similar value to eligible participants.

### **How to Participate**

15. To participate, Customers can place an order by :
  - 15.1. Contacting the MetroFibre Go Sales Team via the email address [go.sales@metrofibre.co.za](mailto:go.sales@metrofibre.co.za), or ;
  - 15.2. telephonically on 087 151 4000 during standard business hours, or ;
  - 15.3. placing an order on our website platform [www.metrofibre.co.za](http://www.metrofibre.co.za).

### **Eligibility**

16. In order to qualify for this promotion, Customers may not have an existing MetroFibre Go service.
17. Customers must reside in an area with existing and deliverable Vumatel (Pty) Ltd (Reg : 2014/138808/07) network already in place.
18. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
19. Should the customer cancel their order prior to activation within 30 (thirty) days from the installation of the CPE in terms of this promotion, MetroFibre Go shall be entitled to demand

full payment of the installation costs of the CPE from the person placing the order.

20. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

### **General**

21. These Rules may be amended by notification at any time during the Promotion.
22. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
23. Participants hereby indemnify MetroFibre Go and its agents, against any / all claims for any injury, loss or damages, whether direct, indirect, consequential or otherwise, arising from any cause whatsoever from their participation in any way howsoever in this Promotion.
24. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
25. By entering this Promotion you agree that we can process your personal information and the personal information of end-users set out in our privacy policy available at <https://metrofibre.co.za/privacy-policy>.
26. 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 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 Go.
27. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.