



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

Introduction

1. This promotion (“**Promotion**”) is being run by MetroFibre Go, an Internet Service Provider of MetroFibre Network 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. This Promotion is only available to Customers who reside in a premises where no existing or previous Access Build (“**Installation**”) has occurred as determined by Vumatel.
5. The Promotion begins on 27 May 2023 and ends on 06 June 2023 (“**Promotion Sign Up Period**”).
6. The Promotion is not available or valid on any other fibre network provider.

The Promotion

7. The Promotion offers new Customers a reduced rate on the MetroFibre Go 50/50Mbps, 100/100Mbps and 200/200Mbps packages on the Vumatel FTTH network (the “**Promotion Charges**”). The Promotion Charges entail (i) free installation and (ii) free activation, and then free monthly line rental for a period of up to 3 months (ending 31 August 2023).
8. New Customers that place their qualifying order for the 50Mbps, 100Mbps and 200Mbps services during the Promotion Sign Up Period will be entitled to the Promotion Charges for the duration of the promotional period ending 31 August 2023 (the ‘**Promotional Period**’). After the Promotional Period expires the full standard package price per month will be billed.
9. The Table below shows the comparison between the Standard Package Pricing and Promotional Charge for MetroFibre Go Promotion Period on the Vumatel Network.

1. MetroFibre Go Packages offered on the Vumatel Network		
MetroFibre Go Packages	Standard Package Pricing	Promotional Charge

GO50 (50mbps/50mbps)	R649.00	R0 (free)
GO100 (100mbps/100mbps)	R849.00	R0 (free)
GO200 (200mbps/200Mbps)	R999.00	R0 (free)

10. Should the Customer cancel within the Contract Obligation Period ; as stipulated in the Standard Terms and Conditions of Service ,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
11. 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.
12. This promotion is available new to FTTH Customers on the Vumatel network only. For the avoidance of doubt, all business packages are excluded.
13. For the avoidance of doubt, the following is an illustration of how the Vumatel Flash Incentive May/June 2023 Promotion will work for qualifying customers :
 - 13.1. The Customer signs up for a Go50 (50 Mbps line speed), Go100 (100 Mbps line speed) or Go200 (200Mbps line speed) package at the reduced Promotional Charge at point of sale during the Promotion Sign up Period.
 - 13.2. MetroFibre Go in conjunction with Vumatel determines that no previous installation occurred at the customers residence
 - 13.3. A deliverable new installation order is placed and verified with MetroFibre Go on the Vumatel Network within the Promotion Sign Up Period. Customer is installed by Vumatel and selected speed packages is activate at the Promotional Charge rates. Customer pays no activation and installation fee.
 - 13.4. Customer is invoiced the Promotional Charge until 31 August 2023 whereafter standard package rates is applicable
14. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
15. 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

16. To participate, Customers can place an order by :
 - 16.1. Contacting the MetroFibre Go Sales Team via the email address go.sales@metrofibre.co.za, or ;
 - 16.2. telephonically on 087 151 4000 during standard business hours, or ;

16.3. placing an order on our website platform www.metrofibre.co.za.

Eligibility

17. In order to qualify for this promotion, Customers may not have an existing MetroFibre Go service.
18. Customers must reside in an area with existing and deliverable Vumatel (Pty) Ltd (Reg : 2014/138808/07) network already in place.
19. Customers must reside in a residence that has no existing or previous Access Build (“Installation”) as determined by Vumatel.
20. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
21. 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.
22. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

23. These Rules may be amended by notification at any time during the Promotion.
24. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
25. 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.
26. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
27. 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>.
28. 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.
29. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.