

Promotion Rules (“Rules”) – MetroFibre FTTH Spring Direct Customer Promotion (“Promotion”)

Introduction

1. This promotion (“**Promotion**”) is being run by MetroFibre Networkx Proprietary Limited (company registration number 2007/024366/07) (“**MetroFibre**”).
2. This offer may not be used in conjunction with any other MetroFibre promotional offer.
3. This Promotion is available to new direct MetroFibre customers (“**Customers**”) that sign up for a new service and the customer resides in the areas mentioned below with existing and deliverable MetroFibre network already in place.
4. The Promotion begins on 28 September 2023 and ends on 31 October 2023 (“**Promotion Period**”) and during this period customers will be able to place new orders.
5. The Promotion is not available or valid on any other fibre network provider.

The Promotion

6. The Promotion offers new Direct MetroFibre Customers the below:
 - 6.1. No Installation and activation costs will be charged.
7. Should a customer move to a new address outside of the promotional areas list below they will be liable for the activation and installation charges if applicable.
8. For the avoidance of doubt, all business packages are excluded.
9. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
10. 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

11. To participate, customers must place a new service order by:
 - 11.1. Contacting the MetroFibre Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 11.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
 - 11.3. placing an order on our website platform www.metrofibre.co.za.
 - 11.4. Or a physical order form through direct marketing.

Eligibility

12. Customers must reside in an area listed below with existing and deliverable MetroFibre network already in place.

- 12.1. Wonderpark Lifestyle Estate Corner First avenue & Heinrich Avenue, Karen Park, Pretoria North
13. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
14. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

15. These Rules may be amended by notification at any time during the Promotion.
16. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
17. Participants hereby indemnify MetroFibre 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.
18. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
19. 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>.
20. The provision of MetroFibre services provided is subject to MetroFibres Standard Terms and Conditions of Trading (conditions); which can be found at <https://metrofibre.co.za/wp-content/uploads/2020/07/ResidentialTerms.pdf?2021-08-10%2013:00:35>. 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.
21. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.