

## Promotion Rules (“Rules”) – MetroFibre Direct FTTH Black Friday 2023 – Fibre Friday (“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. The Promotion begins on 24 November 2023 and ends on 1 December 2023 (“**Promotion Period**”).
4. This Promotion is available to new and existing direct MetroFibre customers (“**Customers**”) that sign up for a new service or upgrade their existing package and the customer resides in an area with existing and deliverable MetroFibre network already in place.
5. The Promotion is not available or valid on any other fibre network provider.

### The Promotion

6. The Promotion offers new and existing Direct MetroFibre Customers the below:
  - 6.1. Discounted rates on monthly subscriptions (see table below) for 12 (twelve) months from date of activation/upgrade on the 250Mbps package.

Download Speed	Upload Speed	Discounted Pricing	Standard Pricing
250Mbps	250Mbps	R699.00	R849.00

- 6.2. No Installation and activation costs will be charged.
7. After 12 months from the activation/upgrade date, standard monthly subscription rates apply as stated above.
8. Should a customer move to a new address, the Black Friday Promotion will fall away and the customer will be liable for the activation and installation charges at the new address, if applicable. The service that the customer signs up for at the new address will be at the prevailing price and conditions at the time of sign-up.
9. For the avoidance of doubt, all business packages are excluded.
10. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
11. 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.
12. Prices quoted for non-recurring costs equipment and monthly recurring costs are inclusive of VAT.

### How to Participate

12. To participate, customers must place a new service order or upgrade by:
  - 12.1. Contacting the MetroFibre Sales Team via the email address [ftthsales@metrofibre.co.za](mailto:ftthsales@metrofibre.co.za), or;
  - 12.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;

12.3. placing an order on our website platform [www.metrofibre.co.za](http://www.metrofibre.co.za).

12.4. Or a physical order form through direct marketing.

## **Eligibility**

13. Customers must reside in an area with existing and deliverable MetroFibre network already in place.
14. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
15. Existing customers cannot downgrade from a higher package to benefit from the promotion. Existing customers will be eligible for the Promotional Packages if their current monthly recurring fees is equal to or lower than the Promotional Packages
16. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

## **General**

17. These Rules may be amended by notification at any time during the Promotion.
18. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
19. 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.
20. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
21. 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>.
22. 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.
23. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.