



Promotion Rules (“Rules”) – MetroFibre Go Black Friday 2023 Vumatel Promotion - New 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 20 November 2023 and ends on 30 November 2023 (“**Promotion Period**”).
5. The Promotion is not available or valid on any other fibre network provider.

The Promotion

6. The Black Friday Promotion entails the installation of Vumatel’s Customer Premise Equipment (CPE) and the activation thereof at a residence at no cost to the unit owner/occupant subject to the placing of an order for MetroFibre Go fibre data service during the Promotion Period.
7. In addition, the Promotion offers customers 2 (two) consecutive zero-rated invoices from the date of activation. For the avoidance of doubt, this includes the pro-rata invoice and the subsequent invoice generated thereafter. Once this zero-rated period expires, the full standard package pricing of the selected package will be billed.
8. Should the Customer cancel within the Contract Obligation Period of 12 (twelve) months the Customer shall be liable for cancellation fees to the value of R650.00 (six hundred and fifty rand), 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 costs, 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



9. 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.
10. This promotion is available to FTTH Customers on the Vumatel network only. For the avoidance of doubt, all business packages are excluded.
11. For the avoidance of doubt, the following is an illustration of how the Vumatel November 2023 Black Friday Promotion will work for new customers :
 - 11.1. A deliverable (installable) order is placed and verified with MetroFibre Go on the Vumatel Network within the Promotion Period.
 - 11.2. Scenario 1 : The Customer signs up for a Go50 (50 Mbps line speed), Go100 (100 Mbps line speed) or Go200 (200 Mbps line speed) package at the point of sale and is activated and invoiced at a zero charge for the first 2 (two) consecutive invoices. Thereafter, the standard prices will be instituted.
 - 11.3. Scenario 2 : Customer requests a cancellation within the Contract Obligation Period and is billed the cancellation fee.
12. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
13. 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

14. To participate, Customers can place an order by :
 - 14.1. Contacting the MetroFibre Go Sales Team via the email address go.sales@metrofibre.co.za, or ;
 - 14.2. telephonically on 087 151 4000 during standard business hours, or ;
 - 14.3. placing an order on our website platform www.metrofibre.co.za.



Eligibility

15. In order to qualify for this promotion, Customers may not have an existing MetroFibre Go service.
16. Customers must reside in an area with existing and deliverable Vumatel (Pty) Ltd (Reg : 2014/138808/07) network already in place.
17. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
18. 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 and activation costs of the CPE from the person placing the order.
19. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

20. These Rules may be amended by notification at any time during the Promotion.
21. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
22. 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.
23. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
24. 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>.
25. 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.
26. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.