

## Promotion Rules (“Rules”) – MetroFibre Direct 40Mbps Promotion Package (“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 existing MetroFibre customers (“**Customers**”) that have an existing service order for MetroFibre’s 25Mbps or 20Mbps package on MetroFibre’s Nova & Nexus networks and the customer resides in an area with existing and deliverable MetroFibre network already in place.
4. The Promotion begins on 13 October 2023 and ends on 31 January 2024 (“**Promotion Period**”).
5. The Promotion is not available or valid on any other fibre network provider.

### The Promotion

6. The Promotion offers Customers a 25+15Mbps (40Mbps) package on MetroFibre’s Nexus network or a 20+20Mbps package on the MetroFibre Nova network for R499.00 (the “**Promotion Charge**”) per month from date of activation.
  - 6.1. MetroFibre’s 25Mbps for R449.00 plus an additional 15Mbps for R50 total of 40Mbps for R499.00 per month.
  - 6.2. MetroFibre’s 20Mbps for R399.00 plus an additional 20Mbps for R100 total of 40Mbps for R499.00 per month
  - 6.3. The additional speed can be cancelled at any time and revert to the original package at the original price. Standard cancellation terms apply.
  - 6.4. The Promotion Charge will apply to monthly subscriptions until 31 January 2025 and thereafter standard rates will apply to the package.
7. The promotional rates will be applicable until the customer:
  - 7.1. Upgrades to higher package.
  - 7.2. Downgrades to a lower package.
  - 7.3. Cancels their services with MetroFibre.
  - 7.4. Reverts back to the original package at the standard rate
8. Activation costs are additional to the Promotion Charge and priced/charged as per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”).
9. Prices quoted for non-recurring costs and charges (including applicable access build and activation costs) and monthly recurring costs are inclusive of VAT.
10. This promotion is available to FTTH Customers on the MetroFibre Nova & Nexus networks only. For the avoidance of doubt, all business packages are excluded.

11. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
12. 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**

13. To participate, Customers can place an order by :
  - 13.1. Contacting the MetroFibre FTTH Sales Team via the email address [ftthsales@metrofibre.co.za](mailto:ftthsales@metrofibre.co.za), or ;
  - 13.2. telephonically on 087 151 4000 during standard business hours, or ;

## **Eligibility**

14. Customers must reside in an area with existing and deliverable MetroFibre network already in place.
15. Existing customers must have an active service or valid accepted service order placed by 12 October 2023 to be eligible for this promotion.
16. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
17. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

## **General**

18. These Rules may be amended by notification at any time during the Promotion.
19. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
20. 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.
21. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
22. 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>.
23. 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.

24. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.