



1 October 2026

## Notice: MetroFibre Annual Network Freeze Period 2026

Dear Valued Customer,

We would like to inform you about our upcoming Network Freeze period during the peak trading and holiday season. These periods will impact certain operations in line with national civil regulations.

- **Black Friday & Cyber Monday Freeze:** Wednesday, 25 November – Wednesday, 2 December 2026 (inclusive) – no planned maintenance during this time.
- **Year-End Network Freeze:** Monday, 14 December 2026 – Sunday, 10 January 2027 (inclusive) - we pause planned maintenance, core network changes, trenching and civil works in compliance with civil regulations.

### Key Points:

- **Planned Maintenance:** No core changes or planned maintenance will be conducted during these periods to maintain network stability.
- **Emergency Maintenance:** Standard individual maintenance tickets and emergency maintenance will continue to ensure network continuity.
- **Installations:** Drop Cable installations will be paused from Wednesday, 23 December 2026 and resume on Monday, 4 January 2027.
- **Access Builds:** Access builds (including civils) will be paused from Saturday, 12 December 2026 and resume on Monday, 11 January 2027.
- **CPE Installations:** Installations involving network configuration changes will be paused from Saturday, 12 December 2026 and resume on Monday, 11 January 2027.

**Please note:** We will have skeleton staff available during this time to maintain network stability and service continuity. Our NOC and Maintenance teams will be on hand to assist at [BusinessSupport@MetroFibre.co.za](mailto:BusinessSupport@MetroFibre.co.za)

Full operations will resume on Monday, 11 January 2027, at 08:00.

Wishing you a peaceful and safe holiday season.

Kind regards,  
The MetroFibre Team