

## Promotion Rules (“Rules”) – MetroFibre Direct 75Mbps Promotion Package (“Promotion”)

### Introduction

1. This promotion (“**Promotion**”) is being run by MetroFibre Networx 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 and existing MetroFibre customers (“**Customers**”) that reside in an area with existing and deliverable MetroFibre network already in place.
4. The Promotion begins on 15 January 2024 and ends on 31 March 2024 (“**Promotion Period**”).
5. The Promotion is not available or valid on any other fibre network provider.

### The Promotion

6. The Promotion offers new and existing customers discounted rates on the 75Mbps package for 12 months from date of activation/upgrade, thereafter standard rates apply. The table below outlines the standard and discounted pricing.

Package	Standard Rate		Discounted Rate	
	Excl VAT	Incl VAT	Excl VAT	Incl VAT
75Mbps	R651,30	R749,00	R564,35	R649,00

7. Standard Installation is included up to 20 running meters of cable infrastructure per the standard terms and conditions.
8. The promotional rates will be applicable until the customer:
  - 8.1. Upgrades to higher package.
  - 8.2. Downgrades to a lower package.
  - 8.3. Cancels their services with MetroFibre.
  - 8.4. Reverts back to the original 75Mbps package at the standard rate at the end of the Promotional Period.
9. Activation costs are additional to the Promotion Charge and priced/charged as per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”).
10. Prices quoted for non-recurring costs and charges (including applicable access build and activation costs) and monthly recurring costs are inclusive of VAT.
11. This promotion is available to Fibre-to-the-home (FTTH) Customers on the MetroFibre network only. For the avoidance of doubt, all business packages are excluded.
12. All customers will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these terms and conditions.
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 FTTH Sales Team via the email address [ftthsales@metrofibre.co.za](mailto:ftthsales@metrofibre.co.za), or;
  - 14.2. By placing an order on the MetroFibre marketplace [www.metrofibre.co.za](http://www.metrofibre.co.za), or;
  - 14.3. telephonically on 087 151 4000 during standard business hours.

## **Eligibility**

15. Customers must reside in an area with existing and deliverable MetroFibre network already in place.
16. Existing customers are eligible for this promotion if their current monthly recurring fees are equal to or lower than the promotional discounted rate.
17. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
18. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

## **General**

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