

Promotion Rules (“Rules”) – MetroFibre Direct 40Mbps Promotion Package (“Promotion”)

Introduction

1. This promotion (“**Promotion**”) is being run by Metro Fibre 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 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 09 February 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 existing 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 Offer**’) per month from date of activation and entails:
 - 6.1. MetroFibre’s 25Mbps package for R449.00 plus an additional 15Mbps for R50 total of 40Mbps for R499.00 per month; and
 - 6.2. MetroFibre’s 20Mbps package for R399.00 plus an additional 20Mbps for R100 total of 40Mbps for R499.00 per month.
7. New customers signing up for the 25 Mbps package after 1 March 2024 will also be eligible for the additional 15 Mbps Promotional Offer for the Promotion Period at no additional cost. In this regard, please note that MetroFibre's standard rate for new customers for a 25Mbps service will be R499 per month. The increase for customers effective from 1 March 2024.
8. The additional speed can be cancelled at any time and revert to the original package at the original price or new price. Standard cancellation terms apply.
9. The Promotion Charge will apply to monthly subscriptions of those accepting the Promotion Offer until 31 January 2025. Thereafter standard rates will apply to the package.
10. The promotional rates will be applicable until the customer:
 - 10.1. upgrades to higher package;
 - 10.2. downgrades to a lower package;
 - 10.3. cancels their services with MetroFibre; or
 - 10.4. reverts back to the original package at the standard rate.
11. Activation/build costs are additional to the Promotion Charge and priced/charged as per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”).

12. Prices quoted for non-recurring costs and charges (including applicable access build and activation costs) and monthly recurring costs are inclusive of VAT.
13. This promotion is available to FTTH (Fiber-To-The Home) Customers on the MetroFibre Nova & Nexus networks only. For the avoidance of doubt, all business packages are excluded. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Promotion rules.
14. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre may in its sole discretion award a similar promotion packages of similar value to eligible participants.

How to Participate

15. To participate, Customers can place an order by:
 - 15.1. Contacting the MetroFibre FTTH Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 15.2. telephonically on 087 151 4000 during standard business hours, or.

Eligibility

16. Customers must reside in an area with existing and deliverable MetroFibre network already in place.
17. Existing customers must have an active service or valid accepted service order placed by 31 March 2024 to be eligible for this promotion.
18. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
19. By placing an order in terms of this promotion you confirm that you accept the provisions of these rules ("**Rules**").

General

20. These Rules may be amended by notification at any time during the Promotion. MetroFibre may cancel or suspend this Promotion at any time without notification.
21. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
22. 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.
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 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/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 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.

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