



**Promotion Rules (“Rules”) – MetroFibre Go Vumatel Free Installation and Free Connection Fees June 2024 – July 2024 Promotion for new MetroFibre Go customers (“Promotion”)**

**Introduction**

1. This promotion (“**Promotion**”) is being run by MetroFibre 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 01 June 2024 and ends on 31 July 2024 (“**Promotion Period**”).
5. The Promotion is not available or valid on any other fibre network provider.

**The Promotion**

6. Subject to the eligibility criteria below, the Promotion offers new Customers that sign up during the Promotion Period the following:
  - 6.1. 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, and;
  - 6.2. Zero-rated Once off Connection Fees applicable to the relevant package on the Vumatel Network as listed below:

Package	Download Speed	Upload Speed	Monthly Subscription Fee	Once Off Connection Fee
Go50	50Mbps	50Mbps	R729.00	R0.00
Go100	100Mbps	100Mbps	R929.00	R0.00
Go200	200Mbps	200Mbps	R1 079.00	R0.00
Go500	500Mbps	200Mbps	R1 249.00	R0.00



7. Should the Customer move from an Internet Service Provider (ISP) to MetroFibre Go within the 30 day notice period, at the same premises, the Customer will not be eligible to benefit from this Promotion.
8. For the avoidance of doubt, Customers who are in their 30 day notice period with another ISP, will not be eligible for this Promotion and the Customer will be liable for the full-priced Connection Fees should the Customer be found to have moved from an ISP to MetroFibre Go within 30 days, at the same premises.
9. Prices quoted for non-recurring costs and charges (including applicable access build, installation costs), and equipment are inclusive of VAT.
10. Should a Customer move to a new address after initial activation at one unit/dwelling, they will no longer be eligible for the zero-rated once off Connection Fees at their new address and will be charged as per MetroFibre Go's Standard Terms and Conditions.
11. This promotion is limited to FTTH Customers residing in Vumatel suburbs and areas, which may change from time to time at the sole discretion of Vumatel. For the avoidance of doubt, all business packages are excluded.
12. The following is an illustration of how the Promotion will work for new Customers :
  - 12.1. Scenario 1 : Customer signs up for any standard package on the Vumatel network and is activated and invoiced for the monthly subscription fee only. Installation Fees, if applicable, and Connection Fees will not be invoiced to the customer.
  - 12.2. Scenario 2 : Customer requests a relocation of fibre services to a different deliverable unit/dwelling after initial activation. Installation costs, if applicable, will not be invoiced to the customer. Connection Fees will be billed in full and invoiced to the Customer.
13. All entrants will qualify for the promotion benefits provided they comply with the eligibility and other requirements set out in these Rules.
14. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre Go may in its sole discretion award a similar promotion of similar value to eligible participants.

### **How to Participate**

15. To participate, Customers can place an order by :
  - 15.1. Contacting the MetroFibre Go Sales Team via the email address [Go.sales@metrofibre.co.za](mailto:Go.sales@metrofibre.co.za), or ;
  - 15.2. telephonically on 087 151 4000 during standard business hours, or ;
  - 15.3. placing an order on our website platform [www.metrofibre.co.za](http://www.metrofibre.co.za).

### **Eligibility**

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. Customers order must be verified and placed withing the Promotion Period.
19. 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.

20. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

### **General**

21. These Rules may be amended by notification at any time during the Promotion.
22. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
23. 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.
24. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
25. 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>.
26. The provision of MetroFibre Go services provided is subject to MetroFibre s Standard Terms and Conditions of Trading (conditions); which can be found at [MetroFibre-Go-Standard-Terms-and-Conditions-Final-03-May-2024.pdf](#). 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.
27. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.