



The Home of Fast
MetroFibre

**Managing
your account.**

Uncapped. Unlimited. Unbeatable.

Super fast fibre internet.

Keeping your uncapped, unlimited, unbeatable super fast fibre internet *uninterrupted* is easy with hassle-free payment method options to choose from.



EFT / DIRECT DEPOSIT

Easy and secure. Log into your online banking and add MetroFibre as a beneficiary. Use your MetroFibre account number as a reference.



DEBIT ORDER

Set it up once and forget about it. Your bank will automatically transfer the correct amount from your account to ours.



Pay@

Quick, easy and secure. Using the link sent to you via SMS or Email, make instant payments online using your bank card, instant EFT, Zapper or Snapscan.



CARD PAYMENT

Use your debit, cheque or credit bank card to pay your account at selected MetroFibre Experience Stores and branches.

Important tips to keep you connected

Payment Due Date



Your payment is due by the 4th of each month.

Your MetroFibre service operates on a pre-paid basis, which means you pay for each month's service at the beginning of the month. For example, a payment made on the 1st of the month covers your service for that entire month.

Payment Reference



Always use your MetroFibre Customer Account Number as the beneficiary / recipient reference when making payment via EFT or direct deposit.

That way, we can allocate it to your account quickly and efficiently without unnecessary delays. Your MetroFibre Customer Account Number can be found on your invoice or statement and will start with 3 letters followed by numbers (e.g. SUE122).

Using the My MetroFibre Portal

Logging in for the first time



Once your account is activated, you will receive a “Welcome to the MetroFibre Customer Portal” email with your login credentials and a link to get started.



Head over to the online portal and log in using your MetroFibre account credentials.

<https://clientportal.metrofibre.co.za>

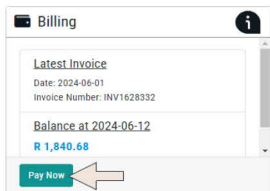


User credentials

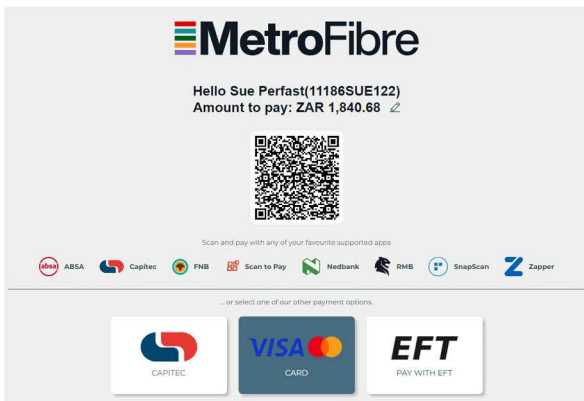


Your username is the email address you used to sign up with. If you have forgotten your password, click ‘Forgot Password’ to receive instructions via email to reset your password.

Click on the **Pay Now** button in the Billing window. A new tab or window will open with your payment options.



Your balance due will be displayed as **Amount to pay**. Select any of the payment methods to continue.



Amount to pay



To change your payment amount, click the pencil icon next to the displayed amount to pay. Use the decrease / increase buttons to adjust your payment total.

Paying with EFT or Direct Deposit



Log in to your online banking and add MetroFibre as a beneficiary using our banking details.

Account Name MetroFibre Networkx (Pty) Ltd

Bank Name ABSA Bank

Branch Code 632005

Account No. 4093072466



Payment Reference

Always use your **MetroFibre Customer Account number** as the beneficiary / recipient reference.

MetroFibre Tax Invoice: INV1628332 (Copy)

Metro Fibre Networkx (Pty) Ltd
Eco Square
298 Witch-Hazel Street
Highveld X71, Centurion

VAT Registration: 4540241066
Telephone: 0871514000
Email: ftthfinance@metrofibre.co.za

To: SUE122
Sue Perlast

Account	Date	Order No	Delivery Note	Our Reference
SUE122	2024/06/01	SO1374751	DEL1374702	INV1628332

Item Description	Quantity	Price (Excl. VAT)	Tax	Total (Excl. VAT)
FTTX505975	1	R738.26	R 110.74	R 738.26
SUE122 Sue Perlast -250Mbps Uncapped (Home) 0				

Bank Name: ABSA Bank	Total (Excl. VAT)	R 738.26
Branch Code: 632 005	VAT	R 110.74
Bank Account: 409 307 2466	Total (Incl. VAT)	R 849.00
Payment Reference: SUE122		

This is a pre-paid service. Please arrange for prompt settlement of this invoice. Thank you.



Email your Proof of Payment to FTTHPOP@metrofibre.co.za

New Message

To : **FTTHPOP@metrofibre.co.za** cc : bcc :

Subject : Proof of Payment SUE122

Send Draft



Need help?

Our support teams are available 24/7/365 across many channels.



Log a ticket on the My MetroFibre Portal

<https://clientportal.metrofibre.co.za>



Live chat on our website

www.MetroFibre.co.za



Send us an email

FTTHfinance@metrofibre.co.za



WhatsApp or call us

087 151 4000



Message us directly

on our social media channels

Download and install the
MetroFibre Mobile App



Experience Stores and Branches



Thembisa Experience Store

Busy Corner Imbizo Shisanyama, 32 Thekwane Crescent
Ebony Park, Midrand, Gauteng, 1632

 087 151 4024



Riverside View Experience Store

Riverside Square, 24 Porcupine Park Avenue
Riverside View, Johannesburg, Gauteng, 2191

 087 151 4018



New Brighton Experience Store

42 Ntshekisa Rd, New Brighton 1
Ibhayi, Gqeberha, Eastern Cape, 6200

 087 151 4022



Zwide Experience Store

Cnr Spondo and Koyana Road, Zwide 3
Ibhayi, Gqeberha, Eastern Cape, 6061

 087 151 4019



Eastern Cape Offices

98 Da Gama Road, Ferreira Town
Jeffreys Bay, 6330

115 Villiers Road, Walmer
Gqeberha, 6070

 087 151 4000



Mpumulanga Office

Unit 9, 2 Maria Street, Fransville
Emalahleni, Mpumalanga, 1035

 087 151 4000



KwaZulu-Natal Office

Suit 3, 20 Frosterley Crescent, Frosterley Park
La Lucia, uMhlanga, KwaZulu-Natal, 4051

 087 151 4000



North West Office

Rockwill Square, Cnr Austin and William Street
Wilkoppies, Klerksdorp, North West, 2571

 087 151 4000

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