

Promotion Rules (“Rules”) – MetroFibre Direct Customer December Subscription Promotion:
Applicable to MetroFibre’s entire fibre network (“Promotion”)

Introduction

1. This promotion (“Promotion”) is being run by MetroFibre Networkx Proprietary Limited (company registration number 2007/024366/07) (“MetroFibre”).
2. This offer may be used in conjunction with any other MetroFibre promotional offer.
3. This Promotion is only available to new customers that use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that reside in an any area with existing and deliverable MetroFibre FTTH Network already in place (“**Promotional Areas**”).
4. The Promotion begins on 20 September 2024 and ends on 15 November 2024 (“**Promotion Period**”).
5. The Promotion is not available or valid to customers utilizing any other fibre network provider ISP.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new direct MetroFibre Customers that sign up/ upgrade during the Promotional Period in the Promotional Area, the following:
 - 6.1. Installation of a fibre infrastructure Termination Point at an on-network residence at the standard cost to the unit owner/ occupant subject to the placing of an order for a fibre data service simultaneously with the order for installation, directly with MetroFibre.
 - 6.1.1. Termination Point – small distribution box which is then connected to the Optical Network Terminal (“ONT”):
 - 6.2. Service activation fee will be charged; and
 - 6.3. Zero rated billing will be charged only for the month of December, including full or pro-rata billing on all available packages.

	What you pay for: (Standard Speed)	What you pay for: (Installation Fee)	What you pay for: (Activation Fee)	What you pay: (Standard Monthly Subscription rate*)
Package	Mbps	Incl VAT	Incl VAT	Incl VAT
Nexus - 25Mbps	25/25	R0.00	R500.00	R 499.00
Nexus - 75Mbps	75/75	R0.00	R750.00	R 749.00
Nexus - 250Mbps	250/250	R0.00	R750.00	R 849.00
Nexus - 500Mbps	500/500	R0.00	R750.00	R 1 099.00
Nexus - 1Gbps	1000/500	R0.00	R750.00	R1249.00
Nova – 20Mbps	20/20	R0.00	R260.00	R399.00
Nova – 25Mbps	25/25	R0.00	R500.00	R449.00
Nova – 75Mbps	75/75	R0.00	R750.00	R749.00
Nova – 250Mbps	250/250	R0.00	R750.00	R849.00
Nova – 500Mbps	500/500	R0.00	R750.00	R1099.00
Nova – 1Gbps	1000/500	R0.00	R750.00	R1249.00

7. Standard Monthly subscriptions rates are priced/charged are per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”) and thus *subject to any standard price adjustments.

7.1. For avoidance of doubt, this means that during the month of December 2024, the zero-rated billing will apply to the Monthly Subscription rates, which is not fixed as quoted in the above table but subject to standard pricing adjustments.

8. For avoidance of doubt, the following is an illustration of how the December Promotion will work:

8.1. For new Customers placing a deliverable service order with MetroFibre within the Promotion Period

8.1.1. Scenario 1: The Customer signs up for a Nexus 25Mbps (25 Mbps line speed) at point of sale is activated and invoiced for this package. Customer will benefit from the zero-rated billing in the form of a credit for the Monthly Subscription fee for the December billing cycle. For example, one full month’s billing will be equivalent to R499.00 credit in December.

8.1.2. After December 2024, the Customer’s Monthly Subscription fee will automatically revert to full Monthly Subscription rate of R499.00 for January 2025.

9. Should a customer move to a new address outside of the Promotional Area before December 2024, they will no longer be eligible for the promotional zero-rated billing as per MetroFibre's Standard Terms and Conditions.
10. If a customer has not paid their preceding invoices during the period of the Promotion, the customer will not be eligible for the zero-rated billing in December 2024.
11. Standard Installation includes up to 20 running meters of cable infrastructure per the standard terms and conditions.
12. Prices quoted for non-recurring costs and charges (including applicable access build, installation, and activation costs), equipment and monthly recurring costs are inclusive of VAT.
13. All business packages are excluded.
14. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre may in its sole discretion award a non-promotional benefit of similar value to eligible participants.

How to Participate

15. To participate, customers must place a new service order or service upgrade request by:
 - 15.1. Contacting the MetroFibre Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 15.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
 - 15.3. placing an order on our website platform www.metrofibre.co.za.
 - 15.4. Or a physical order form through direct marketing.

Eligibility

16. Customers must reside in an area listed with the existing and deliverable MetroFibre fibre optic network service already in place.
17. Only one promotion can be claimed per unit/dwelling and other specials can be claimed concurrently.
18. Should the customer cancel their order prior to activation within 30 (thirty) days from the installation of a fibre infrastructure Termination Point and ONT in terms of this promotion, MetroFibre shall be entitled to demand full payment of the installation and activation costs of the CPE from the person placing the order.
19. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

20. These Rules may be amended by notification at any time during the Promotion.
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 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.
26. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.