

Promotion Rules (“Rules”) MetroFibre Direct FTTH Black Friday 2024 – (“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 not be used in conjunction with any other MetroFibre promotional offer.
3. This Promotion is only available to new customers that sign up for a new service and use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that reside in an area with existing and deliverable MetroFibre FTTH Network already in place.
4. The Promotion begins on 22 November 2024 and ends on 6 December 2024. (“**Promotion Period**”)
5. The Promotion is not available or valid to customers utilizing any other fibre network provider or ISP.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new direct MetroFibre Customers that sign up during the Promotional Period the following:
 - 6.1. A discounted rate on the monthly subscription (“**Promotional Price**”) (see table below) until 30 June 2025 (“**Promotional Benefit Period**”) exclusively on the 250Mbps package, after which the standard rate will automatically apply from 1 July 2025 onwards.
 - 6.2. Installation of a fibre infrastructure Termination Point at an on-network residence at no 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.
 - 6.2.1. Termination Point – small distribution box which is then connected to the Optical Network Terminal (“ONT”):
 - 6.3. A discounted once-off service activation fee of R250.00 (Incl. VAT) will be charged (“**Promotional Activation Fee**”)

	What you pay up until 30 June 2025: PROMOTIONAL PRICE (valid for the Promotional Period)	What you will pay from 1 July 2025: STANDARD RATE (Monthly recurring subscription fee)	What you pay: PROMOTIONAL ACTIVATION FEE (Once-off)	What you would have paid: STANDARD ACTIVATION FEE (Once-off)
Package	Incl VAT	Incl VAT	Incl VAT	Incl VAT
Black Friday 250Mbps Promotion 2024	R 499	R 899	R 250	R 750

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 the Standard Monthly subscription rate is not fixed as quoted in the above table and subject to standard pricing adjustments.
8. Should a Customer change their address within the Promotional Benefit Period, the Black Friday Promotion will be forfeited, and the Customer will no longer qualify for Promotional Pricing or the Promotional Activation Fees at the new address. In this event, activation and installation fees (if applicable) at the new address will be charged according to MetroFibre's Standard Terms and Conditions, at the prevailing standard rates.
9. Standard Installation includes up to 20 running meters of cable infrastructure per the Standard Terms and Conditions.
10. 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.
11. All business packages are excluded.
12. 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

13. To participate, Customers must place a new service order by:
 - 13.1. Contacting the MetroFibre Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 13.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
 - 13.3. placing an order on our website platform www.metrofibre.co.za.
 - 13.4. Or a physical order form through direct marketing.

Eligibility

14. In order to qualify for this promotion, the Customer must place a new order within the Promotional Period. This Promotion does not apply to existing customers and the Customer may not have an existing MetroFibre service to benefit from this Promotion.
15. Customers must reside in an area with the existing and deliverable MetroFibre fibre optic network service already in place.
16. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.

17. 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.
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 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.