

**Promotion Rules (“Rules”) – MetroFibre Direct Customer SpeedUp Promotion:**  
**Selected areas in KwaZulu-Natal (“Promotion”) April 2025**

## **Introduction**

1. This promotion (“Promotion”) is being run by MetroFibre Network 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 and existing customers that use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that reside in an area listed below (“**Promotional Areas**”) with existing and deliverable MetroFibre FTTH Network already in place.

## **KwaZulu-Natal**

Bonela  
Bulwer  
Carrington Heights  
Clare Hills  
Essenwood  
Glenmore  
Glenwood  
Musgrave  
Sherwood  
Sparks  
Sydenham  
Umbilo  
Westridge  
Windermere

4. The Promotion begins on 01 April 2025 and ends on 30 September 2025 (“**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 and existing 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 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.
    - 6.1.1. Termination Point – small distribution box which is then connected to the Optical Network Terminal (“ONT”):
  - 6.2. no service activation fee will be charged; and

6.3. additional line speed on top of their selected package's standard speed ("**Promotional Speed**") at no additional cost (see table below) from date of activation/upgrade up until the **31 October 2026** ("**Promotional Benefit Period**") as per the below packages and applicable speeds. Thereafter, standard bandwidth speeds will apply from **1 November 2026**.

	The speed you pay for: (Standard Speed)	The speed you get for the Promotional Benefit Period: (Promotional Speed)	What you pay: (Standard Monthly Subscription rate*)
Package	Mbps	Mbps	Incl VAT
SpeedUp 25Mbps Promotion	25/25	75/75	R 529.00
SpeedUp 75Mbps Promotion	75/75	250/250	R 749.00
SpeedUp 250Mbps Promotion	250/250	500/500	R 949.00
SpeedUp 500Mbps Promotion	500/500	1000/500	R 1 149.00

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 for the duration of the Promotional Benefit Period while you are experiencing the Promotional Speed, the Monthly Subscription rates are 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 SpeedUp 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 SpeedUp 25Mbps (25Mbps standard line speed) at point of sale and is activated and invoiced for this package at the current standard monthly subscription rate. The Customer; however, experiences a 75Mbps line speed for the duration of the Promotional Benefit Period.

8.1.2. After the Promotional Benefit Period ends the Customer's line speed will automatically revert to the standard 25Mbps line speed unless the customer requests a standard package upgrade.

8.2. For existing Customers placing an upgrade on their current active service order with MetroFibre

within the Promotion Period

8.2.1. Scenario 2: The Customer is currently on a standard 25Mbps package and places an upgrade request for the SpeedUp 75Mbps (75Mbps standard line speed). Upon the upgrade effective date, the Customer will be invoiced at the current standard monthly subscription rate for 75Mbps package; however, they will experience a 250Mbps line speed for the duration of the Promotional Benefit Period.

8.2.2. After the Promotional Benefit Period ends the Customer's line speed will automatically revert to the standard 75Mbps line speed unless the customer requests an additional standard package upgrade.

9. Should a customer relocate to a new address outside of the Promotional Areas listed above within the Promotional Benefit Period, the Customer will no longer be eligible for the promotional SpeedUp package and its additional speed at the new address. The standard line speed and packages will automatically apply at the new address, and it should also be highlighted that the customer will be liable for the activation and installation charges if applicable at their new address as per MetroFibre's Standard Terms and Conditions.
10. Standard Installation includes up to 20 running meters of cable infrastructure per the standard terms and conditions.
11. 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.
12. All business packages are excluded.
13. 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**

14. To participate, customers must place a new service order or service upgrade request by:
  - 14.1. Contacting the MetroFibre Sales Team via the email address [ftthsales@metrofibre.co.za](mailto:ftthsales@metrofibre.co.za), or;
  - 14.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
  - 14.3. placing an order on our website platform [www.metrofibre.co.za](http://www.metrofibre.co.za).
  - 14.4. Or a physical order form through direct marketing.

## **Eligibility**

15. Customers must reside in an area listed below with the existing and deliverable MetroFibre fibre optic network service already in place.
  - 15.1. KwaZulu-Natal

- 15.1.1. Bonela
- 15.1.2. Bulwer
- 15.1.3. Carrington Heights
- 15.1.4. Clare Hills
- 15.1.5. Essenwood
- 15.1.6. Glenmore
- 15.1.7. Glenwood
- 15.1.8. Musgrave
- 15.1.9. Sherwood
- 15.1.10. Sparks
- 15.1.11. Sydenham
- 15.1.12. Umbilo
- 15.1.13. Westridge
- 15.1.14. Windermere

16. Existing customers are eligible for this promotion if their current monthly recurring fee is lower than the standard monthly subscription rate they are upgrading too.

16.1. For avoidance of doubt a Customer currently active on a standard 25Mbps package cannot upgrade to the SpeedUp 25Mbps. A Customer on a standard 25Mbps can only benefit from this promotion if they upgrade to a SpeedUp 75Mbps or higher SpeedUp promotional package.

17. Only one promotion can be claimed per unit/dwelling and no 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.