

METRO FIBRE NETWORKX PROPRIETARY LIMITED**Zwide Customer Refer-and-Earn Programme - Terms and Conditions**

The **Zwide Customer Refer-and-Earn Programme** has been created to reward MetroFibre Networkx Proprietary Limited (“**MetroFibre**”) customers for recommending MetroFibre FTTH direct month-to-month services where MetroFibre is both the ISP and underlying network provider (“**Service**”) to their peers, family and/or friends in Zwide, who subsequently sign up for any one of our Services (the “**Programme**”).

These terms and conditions are a binding agreement between you, as the Referring Person, MetroFibre and any person that you refer us to, who participates in the Programme by ordering a Service from us on the terms and conditions set out herein (“**Terms and Conditions**”). These Terms and Conditions must be read in conjunction with the MetroFibre [Standard Terms and Conditions](#), MetroFibre’s Privacy Policy and the MetroFibre Disclaimer.

1. Definitions

- | | | |
|-------|---------------------------|---|
| 1.1.1 | “Boxer” | is Boxer Retail Limited a South African discount supermarket retailer with stores nationwide; |
| 1.1.2 | “Boxer Voucher” | means a redeemable voucher issued by Boxer to the value of R200.00 (two hundred Rand) inclusive of VAT. The vouchers will expire on 28 May 2028 and must be redeemed before, failing which the voucher will expire; |
| 1.1.3 | “FTTH” | is fibre-to-the-home; |
| 1.1.4 | “ISP” | means an internet service provider providing internet connectivity and bandwidth to its customers; |
| 1.1.5 | “Person Invited” | is your peer, friend, or family member that you wish to invite to participate in the Programme; |
| 1.1.6 | “Referring Person” | is you, the existing MetroFibre FTTH direct customer who wants to invite your peers, friends and family to sign up with us, and who has accepted these Terms and Conditions; |
| 1.1.7 | “VAT” | means South African value-added tax; |
| 1.1.8 | “Website” | the MetroFibre website, www.metrofibre.co.za |
| 1.1.9 | “Zwide” | is the area situated in Gqeberha, Eastern Cape Province. |

2. Duration of the Programme

- 
- 2.1. The Programme shall commence on 18 July 2025 and shall continue to 30 September 2025.
 - 2.2. MetroFibre reserves the right to cancel or amend the Programme without notice at any time.

3. How the Programme Works and how to qualify

- 3.1. The Referring Person may register to participate via the Refer-and-Earn link by registering on the following page – <https://metrofibre.referral-factory.com/c0q3kl1x>.
- 3.2. You, as the Referring Person, may register as stated above. The registration process will generate a unique link which you may then share with your peers, family and/or friends who reside in Zwede that you wish to invite to be eligible for the promotion. If they click on the link, insert their details in the fields required and submit them to MetroFibre to confirm their participation, you are ready to go!
- 3.3. To qualify for the Boxer Voucher as a Referring Person, at least four Persons Invited have to accept the invitation within 30 (thirty) days of being referred, and meet the criteria set out below in paragraph 3.7.
- 3.4. Should there be more than 1 (one) reference of the same Person Invited, the first referee will be considered the Referring Person.
- 3.5. Issuing of the Boxer Voucher to the Referring Person will take place after successful activation of the Service of at least 4 (four) Persons Invited, subject to MetroFibre being in receipt of payment for the first full monthly invoice from each of the four Persons Invited within the Programme period stated in clause 2.1.
- 3.6. Eligible Persons Referring will receive a Boxer Voucher code via email from MetroFibre. The Boxer Voucher is only redeemable in Boxer stores. The Boxer Voucher is inclusive of VAT and is not convertible to cash.
- 3.7. Terms and conditions apply to the redemption of Boxer Vouchers. These may be found at [Boxer - home \(https://www.boxer.co.za/storage/web/source/eCoupons/Terms%20%26%20Conditions.pdf?t=1609767980\)](https://www.boxer.co.za/storage/web/source/eCoupons/Terms%20%26%20Conditions.pdf?t=1609767980).
- 3.8. MetroFibre disclaims any liability in respect of the Boxer Voucher which shall be redeemed at the Persons Invited and/or Referring Persons sole and own risk. Persons Invited and Persons Referring hereby indemnify and hold harmless MetroFibre, its officers, directors and employees from and against any claim, loss, cost, liability and cause of action arising out of or in connection with the redemption of Boxer Voucher or coupon howsoever arising.

4. Eligibility

- 4.1. To be eligible to qualify for the Boxer Voucher, the Referring Person must be an active a



direct FTTH customer of MetroFibre and be in good standing. At least 4 Persons Invited by the Referring Person must (i) accept the invitation to be a MetroFibre direct customer by completing the online registration process and placing an order, (ii) their Service shall have been activated, and (iii) have paid their full first month's subscription invoice. All the Persons invited must be resident of Zwide, on the MetroFibre network.

4.2. This Programme is not available to any Persons Referred / Person Invited who are existing customers of any MetroFibre authorised ISP, any MetroConnect Customer and/or any MetroFibre Go Customer. For the avoidance of doubt MetroFibre will not issue any Boxer Voucher to such participants.

4.3. Persons Invited are not eligible to participate in the Programme as a Referring Person until such time as they are customers in good standing and have paid their subscriptions over a period of at least 2 (two) months. A link to participate in the Programme as Persons Referring will not be sent to Persons Invited until such time period has elapsed.

5. Conduct and General Rules

If you do not wish to agree and abide by these Terms and Conditions in the entirety, then you should not participate in the Programme.

6. Monitoring of information

We may monitor and record communications or traffic on the Programme to maintain the proper functioning of the Programme as well as to detect any unauthorised use, or when the law requires us to do so.

7. Amendment of these Terms and Conditions

We have the right to amend or add new terms and conditions for the use of the referral service channels at any time. Whenever we change these Terms and Conditions, we will electronically update the Terms and Conditions, the MetroFibre Privacy Policy, MetroFibre's Disclaimer, and any other applicable document. You agree to review the Terms and Conditions, Privacy Policy, Disclaimer, and all other annexures whenever you access the referral channels for any such amendments. Save as expressly provided to the contrary in these Terms and Conditions, the amended version of the Terms and Conditions shall supersede and replace all previous versions thereof.

8. Termination of the Terms and Conditions

8.1. The Referral Persons may share the link with Persons Invited, who must then submit their own details. Once the link is received, if the Person Invited does not respond by completing and submitting their own details, they will effectively terminate the referral which will then not count towards eligibility for the Boxer Voucher.

8.2. MetroFibre reserves the right to terminate the Programme at any time on notice to its



customers and participants in the Programme.

- 8.3. We may terminate your right to refer at any time or end your right to make referrals through the available service channels, upon providing you with reasonable notice.

9. Severability

Every clause of these Terms and Conditions is severable from the others including the clause headings. The clause headings have been inserted for convenience and will therefore not be taken into consideration in its interpretation. If one or more of the clauses are invalid, it will not mean the entire Terms and Conditions are invalid and as such the rest of the clauses contained in the Terms and Conditions will still be valid and apply.

10. Privacy

We respect your privacy, and the privacy of those participants referred to us. Any information obtained through the referrals process is subject to the terms and conditions as set out in our Privacy Policy which may be found at [<https://metrofibre.co.za/privacy-policy/>].

11. Standard Terms and Disclaimer

- 11.1. Use of the Website, and the related products and/or services shall be governed by and construed in all respects in accordance with the laws of South Africa, and subject to the exclusive jurisdiction of the High Court of South Africa, Gauteng North Division in Pretoria. The referral services through the available referral service channels are not provided for or intended for the use of customers and/or users outside the jurisdiction of South Africa.
- 11.2. Use of the Refer-and-Earn platform to share a link to Person Invited is at the user's own risk. Notwithstanding the provisions of sections 43(5) and 43(6) of the Electronic Communications and Transactions Act, MetroFibre accepts no liability whatsoever relating to any loss, expense, claim or damage, whether direct, indirect or consequential, arising from the information available on this referral service channel, your use of these referral service channel or any actions or transactions resulting there from, even if MetroFibre has been advised of the possibility of such loss, expense, claim or damages.
- 11.3. We are not responsible for any error or delay that may arise as a result of you being unable to access the referral channels due to an error on your equipment, software or services provided to you by third parties.
- 11.4. Whilst we will always use our best efforts to ensure that the referral service channel operates as it was designed by us, we cannot guarantee that the services are compatible with, or will operate with your mobile device or any software/hardware that you have on your mobile device.



- 11.5. We make no representation or warranty, whether express or implied, as to the operation, integrity, availability, or functionality of the referral service channels or as to the accuracy, completeness or reliability of any information obtained from these channels.
- 11.6. We also make no warranty or representation, whether express or implied, that the products, information, or files available on any MetroFibre channels are free of viruses, destructive materials or any other data or code which is able to corrupt, compromise or jeopardise the operation or content of your mobile device, network or your hardware or software. You accept all risks associated with the existence of such viruses, destructive materials or any other data or code which can corrupt, compromise or jeopardise the operation or content of your mobile device, or your hardware or software.
- 11.7. We accept no responsibility for any errors or omissions that appear and/or may be experienced on our website.
- 11.8. We may, in our sole discretion, at any time, suspend or terminate the service referral channel, without prior notice. We may also at any time discontinue or disable certain parts of the referral services available, for the purposes of maintenance or upgrades or other causes beyond our control. If this referral service channel is unavailable as stated, we request that you call our contact center to make referrals.
- 11.9. All rights remain reserved. Notwithstanding any valid referral to us, you acknowledge that we are under no obligation to offer any Service to the Person Invited, and we at all relevant times and in our sole and absolute discretion, reserve our rights in that respect.