

Promotion Rules (“Rules”) – MetroFibre Direct Customer 25mbps Bulk Deal Migration Promotion:
Applicable to Die Hoewes Towers, Eco Park East and Waterfall Crest in Gauteng (“Promotion”)

Introduction

1. This promotion (“Promotion”) is being run by MetroFibre Networx 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 existing customers that use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that reside in the below specified complexes with existing and deliverable MetroFibre FTTH Network already in place (“**Promotional Areas**”).
 - 3.1. Die Hoewes Towers
 - 3.2. Eco Park East
 - 3.3. Waterfall Crest
4. The Promotion began on 20 February 2025 and ended on 31 March 2025 (“**Promotion Period**”) and has since been extended to 30 April 2025.
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 existing direct MetroFibre Bulk Deal Customers that sign up/ upgrade during the Promotional Period in the Promotional Areas, 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 not be charged; and
 - 6.3. The promotional price will be locked for a period from 1 April 2025 to 31 March 2026. Standard Monthly subscriptions rates will be charged from 1 March 2026 onwards at the market rate published at that point in time.

	What you pay for: (Standard Speed)	What you pay for: (Installation Fee)	What you pay for: (Activation Fee)	What you pay for the first 12 months: (Standard Monthly Subscription rate*)
Package	Mbps	Incl VAT	Incl VAT	Incl VAT
25mbps Bulk Deal Migration Promotion	25/25	R0.00	R0.00	R 399.00

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.
8. For avoidance of doubt, the following is an illustration of how the 25mbps Bulk Deal Migration Promotion will work:
 - 8.1. For existing Customers placing a deliverable service order with MetroFibre within the Promotion Period
 - 8.1.1. Scenario 1: The Customer signs up for a 25mbps Bulk Deal Migration Promotion (25 Mbps line speed), they will be migrated over from their existing bulk deal service between 1 March 2025 and 31 March 2025 to the promotional product.
 - 8.1.2. After April 2026, the Customer's Monthly Subscription fee will automatically revert to full Monthly Subscription rate for the standard 25mbps product as per the standard pricing terms.
9. Should a customer move to a new address outside of the Promotional Area during 20 February 2025 – 31 April 2026, they will no longer be eligible for the promotional billing at the new address and will be charged 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, or;
 - 14.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
 - 14.3. Or a physical order form through direct marketing.

Eligibility

15. Customers must reside in an area listed with the existing and deliverable MetroFibre fibre optic network service already in place.
- 15.1. Die Hoewes Towers
 - 15.2. Eco Park East
 - 15.3. Waterfall Crest
16. Only one promotion can be claimed per unit/dwelling and other specials cannot 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.