



Promotion Rules ("Rules") MetroFibre Direct FTTH 5 for 50 2025 ("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 1 October 2025 and ends on 31 December 2025. ("**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 once off service activation fee discount of fifty percent (50%) ("**Promotional Activation Fee**"), subject to the specific fibre speed package selected by the customer (see table below)
 - 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.

Termination Point – small distribution box which is then connected to the Optical Network Terminal ("ONT")
 - 6.3. A fifty percent (50%) discount on the standard monthly subscription rate ("Promotional Price") applied to the first 4 (four) consecutive monthly recurring invoices issued against the account, including any pro-rated invoice from date of service activation for any qualifying fibre speed packages (see table below), after which the standard monthly rates will automatically apply.
 - 6.4. For the billing period commencing June 2026, and provided that the customer's account is in good standing (meaning all amounts due and payable have been paid in full and there are no outstanding balances) and meets the eligibility criteria, the customer shall receive a credit note equivalent to 50% of the current monthly recurring standard subscription rate invoiced for June 2026.

		PROMOTIONAL PRICE What you pay for the first 4 invoices and June 2025 if you qualify	STANDARD RATE What you will pay from the 5 th invoice onwards	PROMOTIONAL ACTIVATION FEE What you pay (Once-off)	STANDARD ACTIVATION FEE What you would have paid: (Once-off)
Network	Package	Incl VAT	Incl VAT	Incl VAT	Incl VAT
MetroFibre Nova Network	20/20Mbps	R 224.50	R 449	R 130	R 260
	40/40Mbps	R 264.50	R 529	R 130	R 260
	60/60Mbps	R 314.50	R 629	R 130	R 260
MetroFibre Nexus Network	25/25Mbps	R 299.50	R 599	R 250	R 500
	45/45Mbps	R 349.50	R 699	R 250	R 500
	75/75Mbps	R 399.50	R 799	R 250	R 500
MetroFibre Nexus and Nova Network	150/150Mbps	R 449.50	R 899	R 375	R 750
	250/250Mbps	R 499.50	R 999	R 375	R 750
	500/500Mbps	R 599.50	R 1199	R 375	R 750
	1000/500Mbps	R 674.50	R 1349	R 375	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, the 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. The customer must have a valid debit order mandate in place throughout the promotional period. If the customer defaults on their payment, resulting in a change of their payment method to EFT, the customer shall automatically lose eligibility for the promotion and shall be invoiced at the standard rates applicable to the service.
17. To qualify for the additional June 2026 discount, the customer's account must be in good standing, meaning all amounts due and payable have been paid in full and there are no outstanding balances.
18. Only one promotion can be claimed per unit/dwelling, and no other specials can be claimed concurrently.
19. 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.
20. By placing an order in terms of this promotion you confirm that you accept the provisions

of these Rules.

General

21. These Rules may be amended by notification at any time during the Promotion.
22. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
23. 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.
24. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
25. 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>.
26. 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.
27. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.