

**Promotion Rules (“Rules”):
MetroFibre Direct Customers
CloudPBX Try To Buy Free Trial Promotion for 2026:
Effective from 1 August 2026 to 31 December 2026**

Introduction

1. This promotion (“**Promotion**”) is being run by Metro Fibre 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, unless MetroFibre expressly agrees otherwise in writing.
3. The Promotion is available to qualifying new and existing MetroFibre direct business customers (“**Customers**”). It is not available through Internet Service Providers, resellers, wholesale partners or other indirect sales channels.
4. A Customer does not need to purchase or have an active MetroFibre connectivity service to participate in the Promotion. The Customer must, however, provide a suitable internet connection, compatible device and local network environment to use the promotional services.
5. The Promotion begins on 1 August 2026 and ends on 31 December 2026 (“**Promotion Period**”). MetroFibre shall only receive and accept the Customers completed promotional orders during the Promotion Period.
6. An order accepted during the Promotion Period may be activated after 31 December 2026, subject to successful onboarding, regulatory compliance, service availability and provisioning lead times.

The Promotion

7. Subject to these Rules, MetroFibre will provide an eligible Customer with a free trial of MetroFibre CloudPBX with MetroFone softphones (“**Promotional Services**”) comprising:
 - 7.1. up to 5 (five) CloudPBX extensions;
 - 7.2. up to 5 (five) MetroFone softphone application licences;
 - 7.3. a pooled bundle of 500 (five hundred) calling minutes in each 30-day period of the free trial for calls to standard South African geographic and mobile numbers;
 - 7.4. 1 (one) new South African geographic telephone number, commonly referred to as a landline number, subject to number availability and applicable numbering requirements;
 - 7.5. waiver of the standard setup fee for the Promotional Services; and
 - 7.6. The above Promotional Services as summarised in the table below:

Promotional component	Promotional benefit
CloudPBX extensions	5 extensions free for 60 days
MetroFone softphones	5 application licences free for 60 days
Calling bundle	500 pooled minutes per month over the period of 60 days
Telephone number	1 new South African geographic number

Setup fee	R0 for standard promotional setup
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8. The Promotional Services will be available for 60 (sixty) consecutive days from the date on which MetroFibre activates the Promotional Services ("**Activation Date**"), unless terminated earlier in accordance with these Rules ("**Trial Period**").
9. The calling bundle is shared across the Promotional Services and is not allocated separately to each extension or softphone user. Unused minutes expire at the end of each 30-day period and do not carry over, accumulate, convert to cash or transfer to another service.
10. Once the Customer has used the full 500-minute bundle allocation, outbound calling will be suspended for the remainder of the applicable bundle period. Calls to destinations excluded from the bundle allocation will also not be permitted during the trial. Outbound calling may only resume when a new bundle allocation becomes available or where the Customer migrates to an applicable paid voice service.
11. The included calling bundle applies to standard South African geographic and mobile destinations. It excludes international calls, premium-rated services, satellite services, special service numbers, directory enquiry services, short codes and any other non-standard destination identified in the applicable voice rate card.
12. The setup fee waiver applies only to the standard remote setup and activation of the Promotional Services described in clause 7 above. It does not include handsets or other hardware, customer premises cabling, local area network work, internet connectivity, data usage, number porting, on-site installation, non-standard configuration, training, additional licences, additional telephone numbers or any other service not expressly included in clause 7 above.
13. Any additional services, licences, telephone numbers, hardware or usage requested by the Customer are excluded from the Promotion and will be quoted or charged separately at MetroFibre's prevailing rates. The Customer must enter into an applicable paid voice service agreement before any such additional services or usage can be activated.
14. The new telephone number is allocated by MetroFibre and remains subject to applicable numbering regulations, geographic availability and MetroFibre's number allocation processes. Number porting is not included in the Promotion and, if available, must be ordered separately.
15. The Customer may use fewer than 5 (five) extensions or softphone licences, but no unused portion of the promotional benefit may be exchanged, transferred, credited or carried forward.

Technical and Service Requirements

16. Activation is subject to MetroFibre confirming that the Promotional Services can be provisioned, the Customer completing MetroFibre's onboarding processes and the Customer satisfying all applicable legal and regulatory requirements.
17. The Customer must provide all documents and information reasonably required for compliance with the Regulation of Interception of Communications and Provision of Communication-related Information Act, No. 70 of 2002, as amended ("**RICA**"), the Electronic Communications Act, No. 36 of 2005, as amended, and any other applicable law. MetroFibre may delay or decline activation until these requirements have been met by the Customer.

18. The Customer is responsible for providing and maintaining compatible smartphones, computers, operating systems, headsets, internet connectivity, power supply and local network capacity required to use the Promotional Services. The Customer is also responsible for any third-party data, connectivity or device charges.
19. Voice quality and service availability may be affected by the Customer's internet connection, Wi-Fi coverage, device performance, local network configuration, power availability and other third-party services outside MetroFibre's control.
20. The Customer must provide an accurate primary service address and keep its contact and address information current. Since a softphone may be used away from the registered service address, the Promotional Services must not be relied on as the Customer's only means of contacting emergency services. The Customer should maintain an alternative means of emergency communication.
21. The Customer is responsible for assigning each extension and softphone licence to authorised users, safeguarding usernames, passwords and access credentials, as well as promptly notifying MetroFibre of any suspected unauthorised use or security compromise.
22. The Customer is responsible for all usage generated through its account or credentials until MetroFibre has been notified of unauthorised use and has had a reasonable opportunity to suspend the affected service.

End of the Trial Period

23. The Promotion is a trial and does not automatically convert into a paid service. To continue using the Promotional Services after the Trial Period, the Customer must accept a separate paid service quotation or order at least 14 days before the Trial Period ends.
24. Any paid service selected by the Customer will be subject to the pricing, contract term, rate card and terms applicable at the time the paid service order is accepted. Participation in the Promotion does not guarantee any specific post-Trial Period price or promotional offer.
25. If the Customer does not enter into a paid service agreement before the Trial Period ends, MetroFibre may deactivate the extensions and softphone licences, withdraw or reallocate the telephone number, and delete associated configurations and stored service data, subject to applicable law and MetroFibre's retention requirements.
26. The Customer must export or retain any information it requires before the Trial Period ends. MetroFibre is not responsible for the loss of configurations, call records, voicemail or other data following lawful deactivation or deletion at the end of the Trial Period, except to the extent required by the applicable law.

How to Participate

27. To participate, a Customer must request the Promotion during the Promotion Period by:
 - 27.1. contacting the MetroFibre FTTB Sales Team at sales@metrofibre.co.za; or
 - 27.2. contacting its MetroFibre Account Manager.
28. The Customer must complete and sign the applicable Promotional Services order or acceptance document/s, and provide all onboarding and regulatory information requested by MetroFibre.

29. **Eligibility**

- 30. The Promotion is available only to qualifying South African business Customers contracting directly with MetroFibre.
- 31. The Promotion is intended for Customers that do not have an active subscription to the same CloudPBX and MetroFone service configuration at the time of application. MetroFibre may approve an exception in writing, where the trial is for a genuinely new site, new business unit or materially different use case.
- 32. A Customer, Customer account, legal entity or group of related entities may claim the Promotion once only. A Customer may not cancel and re-order, create a related account or use another business name for the purpose of obtaining repeated free trials.
- 33. Existing MetroFibre Customers must have an account that is in good standing and must not have overdue undisputed amounts, an unresolved material breach or a history of fraudulent or abusive use.
- 34. MetroFibre may decline an application where technical capacity, number availability, credit risk, fraud risk, regulatory requirements or operational constraints make the trial unavailable or inappropriate.
- 35. By placing an order under the Promotion, the Customer confirms that it meets the eligibility requirements and accepts these Rules.

Fair Use and Promotional Misuse

- 36. The Promotional Services are provided for the Customer's ordinary business communications and may not be resold, sub-licensed or made available as a public telecommunications service.
- 37. The Customer may not use the Promotional Services for fraudulent, unlawful, abusive or artificial traffic, including traffic pumping, premium-rate arbitrage, auto-dialing, bulk unsolicited calling, deliberate generation of chargeable traffic, bypass activity or any use designed primarily to exploit the promotional benefit.
- 38. MetroFibre may monitor usage patterns for fraud prevention, security, billing and compliance purposes, subject to applicable law and MetroFibre's privacy policy.
- 39. Where misuse, fraud, a material security risk or a breach of these Rules is identified, MetroFibre may suspend or terminate the Promotional Services, remove the promotional benefit and recover losses or costs reasonably incurred, subject to applicable law.

Cancellation and Termination

- 40. The Customer may request cancellation of the trial at any time by giving written notice to MetroFibre through its Account Manager or the Sales Team. Cancellation takes effect once MetroFibre has processed the cancellation request.
- 41. MetroFibre may suspend or terminate the Promotional Services where the Customer breaches these Rules or the applicable service terms, fails to meet a regulatory requirement, creates a material security or fraud risk, or where continued provision is not reasonably possible.

42. Cancellation or termination does not entitle the Customer to a cash payment, refund, credit or replacement benefit for any unused portion of the trial.

General

43. These Rules may be amended by notification during the Promotion where reasonably required for legal, regulatory, security, technical or operational reasons. Any amendment will apply from the date stated in the notification.
44. The Promotion is personal to the eligible Customer and is not transferable, exchangeable or redeemable for cash.
45. Should the Promotion or any component of it become unavailable, MetroFibre may, in its discretion and subject to applicable law, withdraw the affected benefit or offer an alternative benefit of similar value to an eligible Customer.
46. To the extent permitted by law, the Customer indemnifies MetroFibre and its agents against claims, losses, damages, liabilities and costs arising from the Customer's or its users' unlawful, unauthorised or negligent use of the Promotional Services.
47. These Rules are available at <https://metrofibre.co.za/business/promo-terms-and-conditions/>.
48. By participating in the Promotion, the Customer agrees that MetroFibre may process the personal information of the Customer, its representatives and its authorised end users in accordance with MetroFibre's privacy policy, available at <https://metrofibre.co.za/privacy-policy/>.
49. The Customer confirms that it has a lawful basis to provide end-user information to MetroFibre, has informed its end users of the relevant processing, and will obtain any consent required by law.
50. The provision and use of the Promotional Services are subject to MetroFibre's Fibre to the Business Standard Terms and Conditions, which include the Fibre to the Business VoIP Terms and Conditions, which can be found at <https://metrofibre.co.za/wp-content/uploads/2020/07/FTTB-Terms-and-Conditions-05-November-2025-Final-.pdf>, the Customer's order or acceptance document, the applicable voice rate card and any acceptable fair usage or service policies made available by MetroFibre on its website [MetroFibre | Uncapped Fibre for Home and Business](#) (collectively, the "**Standard Terms**").
51. These Rules regulate the promotional benefit. If there is a conflict between these Rules and the Standard Terms, these Rules prevail only to the extent necessary to give effect to the promotional benefit. The Standard Terms continue to apply to the Promotional Services.
52. No variation or amendment requested by the Customer will be valid unless agreed in writing by a person authorised to sign on behalf of MetroFibre.
53. By accepting the Promotion, the person acting for the Customer confirms that they have read and accepted these Rules and the Standard Terms, and are authorised to bind the Customer.