

Promotion Rules (“Rules”) – MetroFibre MetroConnect Customer Relaunch Promotion

1. Introduction

- 1.1. This MetroFibre MetroConnect Customer Relaunch promotion (“**Promotion**”) is being run by MetroFibre Networx Proprietary Limited (registration number 2007/024366/07) (“**MetroFibre**”).
- 1.2. This offer may not be used in conjunction with any other MetroFibre promotional offer.
- 1.3. This Promotion is only available to new customers that use MetroFibre as their internet service provider (ISP) (“**Customer**” or “**you**”), that reside in an area listed below (“**Promotional Area**”) with deliverable MetroFibre FTTH Network already in place:
 - 1.3.1. Thembisa;
 - 1.3.2. Kwa-Thema;
 - 1.3.3. Riverside View;
 - 1.3.4. Johannesburg South;
 - 1.3.5. Bloemhof;
 - 1.3.6. Christiana;
 - 1.3.7. Zwide;
 - 1.3.8. New Brighton;
 - 1.3.9. Queenstown;
 - 1.3.10. Beaufort West.
 - 1.3.11. Clayville;
 - 1.3.12. Warrenton; and
 - 1.3.13. New Modder.
- 1.4. This Promotion has been extended starting on 31 October 2025 until 31 January 2026 (“**Extended Promotional Period**”).
- 1.5. The Promotion is not available or valid to customers utilising any other fibre network provider.

2. The Promotion

- 2.1. Subject to the eligibility criteria below, the Promotion offers new MetroFibre MetroConnect Customers that sign up during the Extended Promotional Period in the Promotional Area, the following:
- 2.1.1. installation of a fibre infrastructure Termination Point at an on-network residence at no cost to the unit owner/ occupant, subject to purchasing a starter pack directly with MetroFibre;
 - 2.1.2. Termination Point – small distribution box which is then connected to the Optical Network Terminal (ONT);
 - 2.1.3. no service activation fee will be charged; and
 - 2.1.4. a discounted rate on the below packages is available during the Extended Promotional Period (“**Promotional Price**”), thereafter standard rates apply.
- 2.2. The table below outlines the standard and discount pricing.

MetroConnect Promotional Packages						
Extended Promotional Period	Promotion Package	Download Speed	Upload Speed	Standard Price* (Incl. VAT)	Promotional Price (Incl. VAT)	Savings per month (Incl. VAT)
31 October 2025 – 31 January 2026	Promo Starter Pack 20Mbps	20Mbps	20Mbps	R 429.00	R 299.00	R 130.00
31 October 2025 – 31 January 2026	Promo Starter Pack 40Mbps	40Mbps	40Mbps	R 499.00	R 299.00	R 200.00
31 October 2025 – 31 January 2026	Promo Starter Pack 60Mbps	60Mbps	60Mbps	R 599.00	R 299.00	R 300.00

- 2.3. The standard package prices are priced/charged as per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”) and thus *subject to any standard price adjustments. For avoidance of doubt, this means that the standard package prices are not fixed as quoted in the above table but subject to standard pricing adjustments.
- 2.4. Should a Customer relocate to a new address outside of the Promotional Area during the Extended Promotional Period, the Customer will no longer be eligible for the promotional package at the new address. The standard prices will automatically apply at the new address and 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.
- 2.5. Standard installation includes up to 20 (twenty) running meters of cable infrastructure per the Standard Terms and Conditions.

- 2.6. Prices quoted for non-recurring costs and charges (including applicable access building, installation, and activation costs), equipment and monthly recurring costs are inclusive of VAT.
- 2.7. All business packages are excluded.
- 2.8. 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.

3. **How to Participate**

- 3.1. To participate, Customers must purchase a starter pack within the Extended Promotional Period by:
 - 3.1.1. contacting the MetroFibre Sales Team telephonically or via WhatsApp on 087 151 4000 during standard business hours; or
 - 3.1.2. placing an order on the MetroConnect Website at www.metroconnect.metrofibre.co.za; or
 - 3.1.3. completing a physical order form through direct marketing; or
 - 3.1.4. placing an order through our valued business partners.

4. **Eligibility**

- 4.1. Customers must reside in a Promotional Area, which qualifying areas are set out below:
 - 4.1.1. Thembisa;
 - 4.1.2. Kwa-Thema;
 - 4.1.3. Riverside View;
 - 4.1.4. Johannesburg South;
 - 4.1.5. Bloemhof;
 - 4.1.6. Christiana;
 - 4.1.7. Zwide;
 - 4.1.8. New Brighton;
 - 4.1.9. Queenstown;
 - 4.1.10. Beaufort West;
 - 4.1.11. Clayville;
 - 4.1.12. Warrenton; and
 - 4.1.13. New Modder.

- 4.2. Only new Customers are eligible for this Promotion.
- 4.3. No other specials can be claimed concurrently with this Promotion.
- 4.4. By purchasing a starter pack in terms of this Promotion you confirm that you accept the provisions of these Rules.

5. **General**

- 5.1. These Rules may be amended by notification at any time during the Extended Promotional Period.
- 5.2. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
- 5.3. 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.
- 5.4. These Rules are also available at: <https://metrofibre.co.za/residential/promo-terms-and-conditions/>.
- 5.5. 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>.
- 5.6. The provision of MetroFibre services provided is subject to MetroConnect standard terms and conditions, which can be found at:

https://metrofibre.co.za/wp-content/uploads/2025/09/Metroconnect-Terms-and-Conditions_10.09.2025.pdf
- 5.7. These Rules 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 the Customer. No variation or amendment to these Rules shall be of any effect unless expressly agreed, in writing, by a person authorised to sign on behalf of MetroFibre.