

Promotion Rules (“Rules”):
MetroFibre ISP and Reseller Customers
MetroLine, Business Internet Access and Direct Internet Access
Promotion for 2026:
Effective from 1 April 2026 to 30 June 2026

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 available to new ISP and Reseller business customers (“**Customers**”) that are located within MetroFibre’s On-Network (or on selected Off-Net partner networks) in major metropolitans only.
4. This Promotion is only applicable to short-haul metropolitan connections and cannot be applied for National Long Distance (“**NLD**”) orders. Should there be a NLD requirement, this will be quoted separately.
5. The Promotion begins on 1 April 2026 and ends on 30 June 2026 (“**Promotion Period**”).

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new ISP and Reseller Customers that sign up during the Promotional Period, for the following “**Promotional Products**” at a Monthly Recurring Cost (excluding VAT)(“**MRC**”) from the date of activation of the Promotion (“**Promotional Benefit Period**”):

Business Internet Access (BIA)						
	12 Month Contract		24 Month Contract		36 Month Contract	
Package	MRC	NRC	MRC	NRC	MRC	NRC
20Mbps	R1,649	R5,000	R1,499	R2,500	R1,349	R1,500
50Mbps	R2,199	R5,000	R1,999	R2,500	R1,799	R1,500
100Mbps	R2,749	R5,000	R2,499	R2,500	R2,249	R1,500
200Mbps	R3,299	R5,000	R2,999	R2,500	R2,699	R1,500
500Mbps	R4,399	R5,000	R3,999	R2,500	R3,599	R1,500
1Gbps	R5,279	R5,000	R4,799	R2,500	R4,319	R1,500

Direct Internet Access (DIA)						
	12 Month Contract		24 Month Contract		36 Month Contract	
Package	MRC	NRC	MRC	NRC	MRC	NRC
20Mbps	R2,199	R5,000	R1,999	R2,500	R1,799	R1,500
50Mbps	R2,969	R5,000	R2,699	R2,500	R2,429	R1,500
100Mbps	R3,849	R5,000	R3,499	R2,500	R3,149	R1,500
200Mbps	R4,399	R5,000	R3,999	R2,500	R3,599	R1,500
500Mbps	R5,499	R5,000	R4,999	R2,500	R4,499	R1,500
1Gbps	R6,379	R5,000	R5,799	R2,500	R5,219	R1,500

MetroLine (Layer 2)						
	12 Month Contract		24 Month Contract		36 Month Contract	
Package	MRC	NRC	MRC	NRC	MRC	NRC
500Mbps	R4,399	R5,000	R3,999	R2,500	R3,599	R1,500
1Gbps	R5,279	R5,000	R4,799	R2,500	R4,319	R1,500

7. The Non-Recurring Costs (“**NRC**”) will be as reflected in the table above (excluding VAT), paid as a once-off payment.
8. After the expiry of the Promotional Benefit Period, Customers will revert to the standard month to month pricing, or as agreed to with MetroFibre.
9. 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. For avoidance of doubt, this means that for the duration of the Promotional Benefit Period while you are experiencing the Promotional Product, the Monthly Subscription rates are not fixed and subject to standard pricing adjustments.
10. Standard Installation is subject to commercial feasibility.
11. Prices quoted for non-recurring costs and charges (including applicable access build, installation, and activation costs), equipment and monthly recurring costs are exclusive of VAT.
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 or service upgrade request by:
 - 13.1. Contacting the MetroFibre Sales Team via sales@metrofibre.co.za, or;
 - 13.2. Contacting the relevant Account Manager.

Eligibility

14. This Promotion is only applicable to new Customers and must be located within the MetroFibre On-Network coverage area (or on selected Off-Net partner networks) in major metropolitan areas only.
15. This Promotion is only applicable to short-haul metropolitan connections and cannot be applied for NLD orders. Should there be an NLD requirement, this will be quoted separately.
16. Only one promotion can be claimed per unit/business and no other specials can be claimed concurrently.
17. Should the Customer decide to cancel their order prior to activation, cancellation penalties as per the FTTB Terms and Conditions will apply.
18. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

Promotional Misuse and Re-contracting

19. This Promotion is intended for new service activations and genuine service upgrades only.
20. The Promotion shall not apply in circumstances where an existing service has been cancelled and re-ordered, in whole or in part, with the sole intention of accessing promotional pricing (**“Re-contracting”**).
21. For clarity, Re-contracting shall include, but is not limited to:
 - 21.1. Cancelling an existing service at the same premises; and
 - 21.2. Re-ordering the same or a similar service within 90 (ninety) days of the date of cancellation.
22. Where Re-contracting is identified, MetroFibre reserves the right to:
 - 22.1. Decline the application of promotional pricing; or
 - 22.2. Reinstate standard pricing.
23. This section does not apply to:
 - 23.1. Genuine service upgrades (e.g. bandwidth or product upgrades);
 - 23.2. New services installed at a different premises; or
 - 23.3. Migrations expressly approved in writing by MetroFibre.

General

24. These Rules may be amended by notification at any time during the Promotion.
25. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
26. 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.
27. These Rules are also available at <https://metrofibre.co.za/business/promo-terms-and-conditions/>
28. 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>.
29. The provision of MetroFibre services provided is subject to the MetroFibre Standard Terms and Conditions of Trading (conditions); which can be found at <https://metrofibre.co.za/wp-content/uploads/2020/07/FTTB-Terms-and-Conditions-25-September-2025-Final.pdf>. 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.
30. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.