

**Promotion Rules (“Rules”) – MetroFibre FTTH (ISP) Pre-Installed Fibre Activation Offer –
Mountain View Estate – Mount Michael – (“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 new customers that sign up for a new service and use any accredited Internet Service Provider (ISP) (“**Customers**”) that reside in Mountain View Estate in Mount Michael, Hilton, KwaZulu Natal, with existing and deliverable MetroFibre FTTH Network already in place.
4. This Promotion will commence on the 31 March 2026 until 31 May 2026 (“**Promotional Period**”).
5. The Promotion is not available or valid to customers utilizing any other fibre network provider.

The Promotion

- 5.1. Subject to the eligibility criteria below, the Promotion offers new Customers signing up through an accredited ISP during the Promotional Period the following:
- 5.2. Free activation, if a customer already has an existing termination point installed on the premises to which the service is delivered. This benefit will be applied as a credit note against the ISP’s account equivalent to the relevant activation fee associated with selected product.
6. Standard Monthly rental rates are priced/charged are per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”) and thus *subject to any standard price adjustments.
 - 6.1. For avoidance of doubt, this means that the Standard Monthly Rental prices are not fixed as quoted in the above table but subject to standard pricing adjustments.
7. Should a customer move to a new address outside of the Promotional Area listed above, the Customer will no longer be eligible for the promotion at the new address. Activation and installation charges may be applicable at the new address as per MetroFibre’s Standard Terms and Conditions.
8. Standard Installation includes up to 20 running meters of cable infrastructure per the standard terms and conditions.
9. Prices quoted for non-recurring costs and charges (including applicable access building, installation, and activation costs), equipment and monthly recurring costs are exclusive of VAT

10. All business packages are excluded.
11. 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

12. To participate, ISP's must place a service order or regrade request on the ISP portal during the Promotion Period.

Eligibility

13. Customers must reside in an area listed below with the existing and deliverable MetroFibre fibre optic network service already in place in Mountain View Estate in Mount Michael, Hilton, KwaZulu Natal.
14. Both new and customers are eligible for this promotion.
15. Only one promotion can be claimed per unit/dwelling, and no other specials can be claimed concurrently.
16. 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.
17. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

18. These Rules may be amended by notification at any time during the Promotion.
19. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
20. 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.
21. These Rules are also available at <https://metrofibre.co.za/isp-promo-tandcs/>

22. 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>.
23. 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/FTTH-Terms-and-Conditions-Final-19-February-2024.pdf>
24. 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.