

Promotion Rules (“Rules”) – MetroFibre Direct Customer Zwide Promotion (“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 and existing customers that use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that reside in an area listed below (“**Promotional Area**”) with existing and deliverable MetroFibre FTTH Network already in place.

Zwide

4. The Promotion begins on 31 March 2025 and ends on 30 September 2025. The Promotion will thereafter be extended from 30 September 2025 to 31 March 2026 (“**Promotion Period**”)
5. The Promotion is not available or valid to customers utilizing any other fibre network provider.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new and existing direct MetroFibre Customers that sign up/ regrade during the Promotional Period in the Promotional Area, the following:
 - 6.1. 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.
 - 6.2. no service activation fee will be charged; and
 - 6.3. a discounted rate (“**Promotional Price**”) on the packages below for 12 months from date of activation/regrade, thereafter standard rates apply. The table below outlines the standard and discount pricing

FTTH Direct Promotional Packages: Zwide Promotion						
Promotional Period	Promotion Package	Download Speed	Upload Speed	Standard Price* (Incl. VAT)	Promotional Price (Incl. VAT)	Savings per month (Incl. VAT)
31 March 2025 – 30 September 2025	Zwide Promo 20Mbps	20Mbps	20Mbps	R 449.00	R 199.00	R 250.00
31 March 2025 – 30 September 2025	Zwide Promo 40Mbps	40Mbps	40Mbps	R 529.00	R 249.00	R 280.00
31 March 2025 – 30 September 2025	Zwide Promo 60Mbps	60Mbps	60Mbps	R 629.00	R 299.00	R 330.00

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 that the Standard Monthly Subscription rates are not fixed as quoted in the above table but subject to standard pricing adjustments.

8. Should a customer relocate to a new address outside of the Promotional Area listed above within the 12 months after activation/regrade, the Customer will no longer be eligible for the promotional package at the new address. The standard monthly subscription price 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.
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 building, installation, and activation costs), equipment and monthly recurring costs are inclusive of 15 % 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 or service regarde request within the Promotional Period 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. Customers must reside in an area listed below with the existing and deliverable MetroFibre fibre optic network service already in place.
- 14.1. Zwide
15. Both new and existing customers are eligible for this promotion.
16. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.

17. 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.
18. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

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