

Promotion Rules (“Rules”) – MetroFibre ISP Customer Zwide Promotion
(“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 and existing customers that use any accredited Internet Service Provider (ISP) on the MetroFibre FTTH Network (“**Customers**”) that reside in an area listed below (“**Promotional Areas**”) with existing and deliverable MetroFibre FTTH Network already in place.

Zwide

4. This Promotion remains valid until 31 May 2026 (“Promotional Period”), subject to the amendments set out in clause 7 and 8 which take effect from 8 April 2026 and 1 May 2026, respectively
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 MetroFibre ISP 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, via an accredited ISP.
 - 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 discounted line rental pricing as well as associated recommended retail pricing.
7. With effect from **8 April 2026**, the speeds applicable to the promotional packages will be upgraded as reflected in the tables above. Customers who subscribe during the Promotional Period will continue to benefit from the applicable promotional prices until **30 April 2026** as set out hereunder:

FTTH Direct Promotional Packages: Zwide Promotion						
Promotional Period	Promotion Package	Download Speed	Upload Speed	Standard Rental Price* (Excl. VAT)	Promotional Rental Price (Excl. VAT)	Maximum Recommended Retail Price (Incl. VAT)
08 Apr 2026 – 30 Apr 2026	Zwide Promo 20Mbps	30Mbps	30Mbps	R 325.00	R 140.00	R 199.00
08 Apr 2026 – 30 Apr 2026	Zwide Promo 40Mbps	50Mbps	50Mbps	R 380.00	R 175.00	R 249.00
08 Apr 2026 – 30 Apr 2026	Zwide Promo 60Mbps	80Mbps	80Mbps	R 450.00	R 210.00	R 299.00

8. With effect from **1 May 2026**, the applicable standard monthly subscription prices for these products will increase, and the updated standard prices set out in the pricing tables below will apply.

FTTH Direct Promotional Packages: Zwide Promotion						
Promotional Period	Promotion Package	Download Speed	Upload Speed	Standard Rental Price* (Excl. VAT)	Promotional Rental Price (Excl. VAT)	Maximum Recommended Retail Price (Incl. VAT)
01 May 2026 – 31 May 2026	Zwide Promo 20Mbps	30Mbps	30Mbps	R 355.00	R 140.00	R 199.00
01 May 2026 – 31 May 2026	Zwide Promo 40Mbps	50Mbps	50Mbps	R 425.00	R 175.00	R 249.00
01 May 2026 – 31 May 2026	Zwide Promo 60Mbps	80Mbps	80Mbps	R 500.00	R 210.00	R 299.00

9. 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.

9.1. 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.

10. The retail price charged by the ISP cannot exceed MetroFibre's Maximum Recommended Retail Price as set up in the table above.
11. Should a customer move to a new address outside of the Promotional Areas listed above within 12 months after activation/regrade, the Customer will no longer be eligible for the promotional package at the new address. The standard monthly rental rate will automatically apply at the new address. Activation and installation charges may be applicable at the new address as per MetroFibre's Standard Terms and Conditions.
12. Standard Installation includes up to 20 running meters of cable infrastructure per the standard terms and conditions.

13. 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 except for the Maximum Recommended Retail price which is inclusive of 15% VAT.
14. All business packages are excluded.
15. 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

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

Eligibility

17. Customers must reside in an area listed below with the existing and deliverable MetroFibre fibre optic network service already in place.
 - 17.1. Zwide
18. Both new and existing customers are eligible for this promotion.
19. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
20. 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.
21. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

22. These Rules may be amended by notification at any time during the Promotion.
23. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.

24. 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.
25. These Rules are also available at <https://metrofibre.co.za/isp-promo-tandcs/>
26. 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>.
27. 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>
28. 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.
29. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.