

Promotion Rules (“Rules”) – MetroFibre MetroConnect Customer Top-up Promotion

1. Introduction

- 1.1. This MetroFibre MetroConnect Customer Top-up 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 existing 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. The Promotion begins on 14 November 2025 and ends on 07 December 2025 (“**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 existing MetroFibre MetroConnect Customers that purchase a top-up during the Promotional Period in the Promotional Area, the following:

2.1.1. a discounted rate on the below packages is available during the Promotional Period (**"Promotional Price"**), thereafter standard rates apply.

2.2. The table below outlines the standard and discount pricing.

MetroConnect Promotional Packages						
Promotional Period	Promotion Package	Download Speed	Upload Speed	Standard Price* (Incl. VAT)	Promotional Price (Incl. VAT)	Savings (Incl. VAT)
14 November 2025 – 07 December 2025	Promo Top-up 30 Days 20Mbps	20Mbps	20Mbps	R 429.00	R 399.00	R 30.00
14 November 2025 – 07 December 2025	Promo Top-up 30 Days 40Mbps	40Mbps	40Mbps	R 499.00	R 429.00	R 70.00
14 November 2025 – 07 December 2025	Promo Top-up 30 Days 60Mbps	60Mbps	60Mbps	R 599.00	R 499.00	R 100.00

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 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. All business packages are excluded.

2.6. 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 Top-up Package within the 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. logging into the customer portal on the MetroConnect Website at www.metroconnect.metrofibre.co.za; or
 - 3.1.3. visiting one of the MetroFibre Experience Stores during operating hours.

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 existing Customers are eligible for this Promotion.
- 4.3. No other specials can be claimed concurrently with this Promotion.
- 4.4. By purchasing a top-up package 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 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 the conditions shall be of any effect unless expressly agreed, in writing, by a person authorised to sign on behalf of MetroFibre.