

Promotion Rules ("Rules") – MetroFibre MetroConnect Customer Zwide Promotion

1. Introduction

- 1.1. This 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 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:
 - 1.3.1. Zwide (Eastern Cape Province).
- 1.4. The Promotion begins on 3 November 2025 and ends on 31 March 2026 ("**Promotion 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 new and existing MetroFibre MetroConnect Customers that sign up and/or top up during the Promotion Period in the Promotional Area, the following:
 - 2.1.1. Installation of a fibre infrastructure Termination Point at an on-network residence at no cost to the unit owner/occupant subject to purchasing a Starter Pack directly with MetroFibre.
 - 2.1.2. Termination Point – small distribution box which is then connected to the Optical Network Terminal (ONT);
 - 2.1.3. no service activation fee will be charged; and
 - 2.1.4. a discounted rate ("**Promotional Price**") on the below packages is available during the Promotion Period thereafter standard rates apply. The table below outlines the standard and discount pricing.

MetroConnect Promotional Packages: Zwide Promotion						
Promotion Period	Promotion Package	Download Speed	Upload Speed	Standard Price* (Incl. VAT)	Promotional Price (Incl. VAT)	Savings per month (Incl. VAT)
3 November 2025 – 31 March 2026	Promo Starter Pack 20Mbps	20Mbps	20Mbps	R 429.00	R 199.00	R 230.00
3 November 2025 – 31 March 2026	Promo 1 Day 20Mbps	20Mbps	20Mbps	R 20.00	R 10.00	R 10.00

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3 November 2025 – 31 March 2026	Promo 7 Days 20Mbps	20Mbps	20Mbps	R 120.00	R 60.00	R 60.00
3 November 2025 – 31 March 2026	Promo 14 Days 20Mbps	20Mbps	20Mbps	R 230.00	R 110.00	R 120.00
3 November 2025 – 31 March 2026	Promo 30 Days 20Mbps	20Mbps	20Mbps	R 429.00	R 199.00	R 230.00
3 November 2025 – 31 March 2026	Promo Starter Pack 40Mbps	40Mbps	40Mbps	R 499.00	R 249.00	R 250.00
3 November 2025 – 31 March 2026	Promo 1 Day 40Mbps	40Mbps	40Mbps	R 25.00	R 12.00	R 13.00
3 November 2025 – 31 March 2026	Promo 7 Days 40Mbps	40Mbps	40Mbps	R 150.00	R 75.00	R 75.00
3 November 2025 – 31 March 2026	Promo 14 Days 40Mbps	40Mbps	40Mbps	R 280.00	R 140.00	R 140.00
3 November 2025 – 31 March 2026	Promo 30 Days 40Mbps	40Mbps	40Mbps	R 499.00	R 249.00	R 250.00
3 November 2025 – 31 March 2026	Promo Starter Pack 60Mbps	60Mbps	60Mbps	R 599.00	R 299.00	R 300.00
3 November 2025 – 31 March 2026	Promo 1 Day 60Mbps	60Mbps	60Mbps	R 30.00	R 15.00	R 15.00
3 November 2025 – 31 March 2026	Promo 7 Days 60Mbps	60Mbps	60Mbps	R 180.00	R 90.00	R 90.00
3 November 2025 – 31 March 2026	Promo 14 Days 60Mbps	60Mbps	60Mbps	R 330.00	R 165.00	R 165.00
3 November 2025 – 31 March 2026	Promo 30 Days 60Mbps	60Mbps	60Mbps	R 599.00	R 299.00	R 300.00

2.2. 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.

2.3. For avoidance of doubt, this means that 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 listed above during the Promotion 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. Standard Installation includes up to 20 (twenty) running meters of cable infrastructure per the standard terms and conditions.
- 2.6. Prices quoted for non-recurring costs and charges (including applicable access building, installation, and activation costs), equipment and monthly recurring costs are inclusive of VAT.
- 2.7. All business packages are excluded.
- 2.8. 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 Starter Pack and/or Top-Up packages within the Promotion 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. placing an order on the MetroConnect website at www.metroconnect.metrofibre.co.za; or
 - 3.1.3. completing a physical order form through direct marketing.

4. **Eligibility**

- 4.1. Customers must reside in an area listed below with the existing and deliverable MetroFibre fibre optic network service already in place:
 - 4.1.1. Zwide (Eastern Cape Province).
- 4.2. Both new and existing customers are eligible for this Promotion.
- 4.3. No other specials can be claimed concurrently with this Promotion.
- 4.4. By purchasing a Starter Pack and/or 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 Promotion.

- 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 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.