

Promotion Rules (“Rules”) – MetroFibre Direct Customer Upgrade 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 existing customers that use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that reside in an area with existing and deliverable MetroFibre FTTH Network already in place.
4. The Promotion begins on 01 July 2026 and ends on 31 March 2027 (“**Promotion Period**”)
5. The Promotion is not available or valid to customers utilizing any other fibre network provider ISP.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers existing direct MetroFibre customers that upgrade during the promotional period, the following:
 - 6.1. Existing customers that are on the 30Mbps, 40Mbps, 50Mbps, 60Mbps and 80Mbps standard packages can upgrade to a 100Mbps package at a discounted rate (“**Promotional Price**”) during the promotional period from date of upgrade.
 - 6.2. Existing customers that are on the 100Mbps and 150Mbps packages can upgrade to a 500Mbps package at a discounted rate (“**Promotional Price**”) during the Promotional Period from date of upgrade.
 - 6.3. The table below outlines the standard and discounted pricing.

Current Package	Current Package Price	100Mbps Standard Price	100Mbps Promotional Price	Customer Savings
Nova 30Mbps	R479.00	R849.00	R749.00	R100.00
Nexus 30Mbps	R549.00	R849.00	R749.00	R100.00
Nexus 40Mbps	R649.00	R849.00	R749.00	R100.00

Current Package	Current Package Price	100Mbps Standard Price	100Mbps Promotional Price	Customer Savings
Nova 50Mbps	R569.00	R849.00	R799.00	R50.00
Nexus 60Mbps	R749.00	R849.00	R799.00	R50.00
Nova 80Mbps	R669.00	R849.00	R799.00	R50.00

Current Package	Current Package Price	500Mbps Standard Price	500Mbps Promotional Price	Customer Savings
Nexus 100Mbps	R849.00	R1 249.00	R999.00	R250.00
Nexus & Nova 150Mbps	R949.00	R1 249.00	R999.00	R250.00

6.4. At the end of the Promotional Period, all Customers will revert to the applicable standard package and prevailing standard pricing in effect at the time of the conclusion of the Promotional Period.

7. The promotional price is based on current market conditions and may change to reflect increases in operational, supplier, or regulatory costs. Customers will be notified at least thirty (30) days prior to any price adjustment. Should a customer elect not to accept the revised pricing, the customer may cancel the service in accordance with the MetroFibre Standard Terms and Conditions.
8. Should a Customer relocate to a new address, the promotion shall cease to apply, and the customer will be charged the standard, non-promotional rate applicable at the new address from the effective date of the relocation.
9. The standard monthly subscriptions rates apply and are priced/charged are per MetroFibre's standard terms and conditions ("**Standard Terms and Conditions**").
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, customers must place a new service order or service upgrade request by:
 - 12.1. Contacting the MetroFibre Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 12.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;

- 12.3. placing an order on our website platform www.metrofibre.co.za.
- 12.4. Or a physical order form through direct marketing.

Eligibility

- 13. The customer must have an existing MetroFibre service.
- 14. Existing customers will not qualify for this promotion if they cancel and subsequently reactivate their services, or if they downgrade their current service plan to qualify for the promo.
- 15. Only Customers with MetroFibre accounts in good standing qualify for this Promotion.
- 16. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
- 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/residential/promo-terms-and-conditions/>
- 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/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.

24. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.