

Promotion Rules ("Rules") MetroFibre FTTH Direct Entry and Intro Nexus Promotions

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 customers** that sign up for a new service and use MetroFibre as their Internet Service Provider (ISP) ("**Customers**") that reside in an area with existing and deliverable MetroFibre FTTH **Nexus** Network already in place.
4. The Promotion begins on 1 March 2026 and ends on 31 March 2026. ("**Promotion Period**")
5. The Promotion is not available or valid to customers utilizing any other fibre network provider or ISP.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new MetroFibre Customers that sign up during the Promotional Period the one of the following Promotional Packages:
 - 6.1. The 45/45Mbps package at a monthly recurring rate of R499.00, Incl. VAT until the **30th of September 2026**. Thereafter, the customer will automatically be moved to the 60/60Mbps at the standard rate of R749.00 per month including VAT ("**Entry Promotional Package**").
 - 6.2. Or the 250/250Mbps package at a monthly recurring rate of R799.00, Incl. VAT until the **30th of September 2026**. Thereafter, the customer will be automatically moved to the 250/250Mbps package at the standard rate of R1049.00 per month including VAT ("**Intro Promotional Package**").
7. Standard Monthly subscriptions rates quoted above are priced/charged as 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 the Standard Monthly subscription rate is not fixed as quoted above and subject to standard pricing adjustments.
8. Standard activation and/or installation charges if applicable, are still charged and priced as per Standard Terms and Conditions relevant to the chosen package. Should a customer move to a new address within or outside the promotional period, they will be liable for the activation and installation charges if applicable, at the prevailing standard rates.
9. All business packages are excluded.
10. 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

11. To participate, Customers must place a new service order by:
 - 11.1. Contacting the MetroFibre Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 11.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
 - 11.3. placing an order on our website platform www.metrofibre.co.za.
 - 11.4. Or a physical order form through direct marketing.

Eligibility

12. The Customer may not have an existing MetroFibre service.
13. The Customer must reside in an area with the existing and deliverable MetroFibre fibre optic network service already in place on the MetroFibre Nexus Network.
14. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
15. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

16. These Rules may be amended by notification at any time during the Promotion.
17. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
18. 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.
19. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
20. 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>.
21. 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.

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