

Promotion Rules (“Rules”) – MetroFibre Direct Customer FTTH 45Mbps and 150Mbps Launch 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 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 October 2024 and ends on 28 February 2025 (“**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 new and existing customers a discounted rate (“**Promotional Price**”) on the new 45Mbps and 150Mbps package for 12 months from date of activation/upgrade, thereafter standard rates apply. The table below outlines the standard and discounted pricing

New FTTH Direct Products: Launch Promotion							
Promotional Period	Customer	Package	Download Speed	Upload Speed	Standard Price (Incl. VAT)	Promotional Price (Incl. VAT)	Savings Value per month (Incl. VAT)
1 October 2024 – 28 February 2025	Direct	45Mbps (MetroFibre Nexus)	45Mbps	45Mbps	R 649.00	R 599.00	R 50.00
1 October 2024 – 28 February 2025	Direct	150Mbps (MetroFibre Nexus & Nova)	150Mbps	150Mbps	R 799.00	R 749.00	R 50.00

7. Standard Monthly subscription rates are priced/charged per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”) and are thus subject to any standard price adjustments.

7.1. For avoidance of doubt, this means that after the 12 months of experiencing the Promotional Price, the customer’s billing will return to the Standard Monthly Subscription rate as published at that time.

8. The promotional rates will be applicable for 12 months after activation/ upgrade date or until the customer:
 - 8.1. Upgrades to a higher package,
 - 8.2. Downgrades to a lower package,
 - 8.3. Or the service with MetroFibre is cancelled.
9. Standard Installation includes up to 20 running meters of cable infrastructure per MetroFibre's Standard Terms and Conditions.
10. Activation costs are additional to the Promotion Charge and priced/charged as per MetroFibre's Standard Terms and Conditions.
11. Prices quoted for non-recurring costs and charges (including applicable access build, installation, and activation costs), equipment and monthly recurring costs are inclusive of VAT.
12. All business packages are excluded.
13. 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

14. To participate, customers must place a new service order or service upgrade request during the Promotion Period by:
 - 14.1. Contacting the MetroFibre Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 14.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
 - 14.3. placing an order on our website platform www.metrofibre.co.za.
 - 14.4. Or a physical order form through direct marketing.

Eligibility

15. Customers must reside in an area with existing and deliverable MetroFibre fibre optic network already in place.
16. Existing customers are eligible for this promotion if their current monthly recurring fee is lower than the promotional discounted rate of the package they are upgrading to.
17. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.

18. 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 of the CPE from the person placing the order.
19. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

20. These Rules may be amended by notification at any time during the Promotion.
21. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
22. 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.
23. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
24. 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>.
25. The provision of MetroFibre services provided is subject to MetroFibre's 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.
26. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.