

Promotion Rules (“Rules”) MetroFibre FTTH Direct Nexus 30 MBPS 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 customers who sign up for a service (“**Customers**”) and appoint MetroFibre as their Internet Service Provider (ISP) , provided that Customers reside in an area with existing and deliverable FTTH Nexus Network already in place.
4. This Promotion does not apply to existing customers, including any service downgrades, upgrades, migrations, or plan changes.
5. The Promotion begins on 1 April 2026 and ends on **30 September 2026**. (“**Promotion Period**”)
6. The Promotion is not available or valid to customers utilizing any other fibre network provider or ISP.
7. The pricing applicable to the Promotion is set out below (all amounts are inclusive of VAT):

Network		Speed	Activation Fee Inc VAT		MRC Inc VAT
Nexus		30/30Mbps	R	500,00	R 549,00

The Promotion

8. Subject to the eligibility criteria below, the Promotion offers new direct MetroFibre Customers an entry-level package at the Promotion Price.
9. 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.
10. 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.
11. The Standard Monthly subscriptions rates apply and are priced/charged are per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”).
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 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. The Customer must not have an existing MetroFibre service.
16. Existing Customers will not qualify for this Promotion if they cancel and subsequently reactivate their services, or if they downgrade their current service plan.
17. The Customer must reside in a Nexus area with existing and deliverable MetroFibre fibre optic network service already in place.
18. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
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 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.
26. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.