

Promotion Rules (“Rules”) MetroFibre FTTH Direct Easy Access Promo – iQ Yellowstone Complex – (“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 new customers that sign up for a new service and use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that reside in iQ Yellowstone Complex in 61 Rooibos Rd, Montana, Pretoria.
4. The promotion shall only apply to customers with an existing and deliverable MetroFibre FTTH Network already in place at the Customer’s premises and commence on the 01 July 2026 and end on 31 July 2026 (“**Promotional Period**”).
5. The Promotion is not available or valid to Customers utilizing any other fibre network provider.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new direct MetroFibre Customers that sign up during the Promotional Period the following:
 - 6.1. A free 250mbps “Try Before You Buy” fibre service with MetroFibre, which shall be provided from the date of activation until 31 July 2026, at which point the service will automatically terminate unless the Customer elects to subscribe to a fibre service. The duration of the free service will accordingly vary depending on the Customer’s activation date within the Promotional Period and will in all cases terminate on 31 July 2026.
 - 6.2. The Customer will not be charged any service, activation, installation, or monthly subscription fees from the date of activation until the 31 July 2026.
 - 6.3. MetroFibre will provide the Customer with the necessary hardware, including a Wi-Fi-enabled router, for the duration of the Promotion. All such hardware shall remain the property of MetroFibre and must be returned at the conclusion of the Promotional Period, failing which MetroFibre reserves the right to recover the cost thereof from the Customer.
 - 6.4. There are no strings attached and no cancellation fees shall be payable should the Customer elect not to continue with the service after the Promotional Period.
 - 6.5. The service will automatically terminate on 31 July 2026 unless the Customer elects to subscribe to a fibre service, in which case continued service will be subject to MetroFibre’s standard terms and applicable pricing.
 - 6.6. A MetroFibre sales agent may contact the Customer towards the end of the Promotional Period to facilitate the Customer’s migration to a permanent fibre service offering.
 - 6.7. This Promotion does not cover the relocation of the termination point. Any relocation costs shall be for the Customer’s account.

7. Should a customer move to a new address outside of the promotional area listed above, the customer will no longer be eligible for the promotion at the new address. Activation and/or installation charges may be applicable at the new address as per MetroFibre's Standard Terms and Conditions.
8. All business packages are excluded.
9. 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

10. To participate, customers must place a new service order by:
11. Contacting the MetroFibre Sales Team via the email address
11.1.1. TryAndBuy@metrofibre.co.za, or;
12. Telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
13. Or a physical order form through direct marketing.

Eligibility

14. Customers must reside in iQ Yellowstone Complex in 61 Rooibos Rd, Montana, Pretoria, where existing and deliverable MetroFibre Optic Network is already in place.
15. Only new customers are eligible for this promotion.
16. Customers with outstanding debt on their MetroFibre account do not qualify for this Promotion..
17. Only one promotion can be claimed per unit/dwelling, and no other specials can be claimed concurrently.
18. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

19. These Rules may be amended by notification at any time during the promotion.
20. The promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
21. 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.

22. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
23. 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>.
24. 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>.
25. 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 accepted the conditions and are authorised to enter into a contract.