

**Promotion Rules (“Rules”) MetroFibre FTTH Direct No NRC Fibre Activation Offer –
Mountain View Estate – Mount Michael – (“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 Mountain View Estate in Mount Michael, Hilton, KwaZulu Natal.
4. From 31 March 2026 up until 7 April 2026, the Promotion shall apply only to Customers with an existing and deliverable MetroFibre FTTH Network already in place at the Customer’s premises.⁵
5. From 8 April 2026 up until 31 May 2026, the Promotion shall apply to Customers irrespective of whether a MetroFibre FTTH Network is already deliverable at the Customer’s premises, subject to network availability.

5.1. This Promotion will terminate on the 31 May 2026 (“**Promotional Period**”).

6. The Promotion is not available or valid to customers utilizing any other fibre network provider.

The Promotion

7. Subject to the eligibility criteria below, the Promotion offers new direct MetroFibre Customers that sign up during the Promotional Period the following:

7.1. Free activation when signing up for a fibre service with MetroFibre Networks.

8. 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.
9. Standard Installation includes up to 20 running meters of cable infrastructure per the standard terms and conditions.
10. Prices quoted for non-recurring costs and charges (including applicable access building, installation, and activation costs), equipment and monthly recurring costs are inclusive of VAT
11. All business packages are excluded.
12. 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

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

Eligibility

14. Customers must reside in the Mountain View Estate in Mount Michael, Hilton, KwaZulu Natal, where existing and deliverable MetroFibre Optic Network is already in place
15. Only new Customers are eligible for this promotion.
16. Only one promotion can be claimed per unit/dwelling, and no other specials can be claimed concurrently.

17. 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 and activation costs of the CPE from the person placing the order.
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.