

## **Promotion Rules (“Rules”) MetroFibre FTTH Direct Pre-Installed Fibre Activation Offer Extension – (“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 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 Network already in place.
4. The Promotion begins on 4 August 2025 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 direct MetroFibre Customers that sign up during the Promotional Period the following:
  - 6.1. No activation costs charged, if a customer already has an existing termination point installed on the premises to which the service is delivered.
7. Should a customer move to a new address within or outside the promotional they will be liable for the activation and installation charges if applicable, at the prevailing standard rates.
8. The Standard Monthly subscriptions rates apply and are priced/charged are per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”).
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](mailto: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](http://www.metrofibre.co.za).

- 11.4. Or a physical order form through direct marketing.

### **Eligibility**

12. In order to qualify for this promotion, the Customer must have a verified MetroFibre Termination Point already installed at their premises
- 12.1. Termination Point (TP) – small distribution box which is then connected to the Optical Network Terminal (ONT)
13. Should a customer place an order during the promotional period, and it is determined that a MetroFibre TP has not yet been installed, MetroFibre shall be entitled to demand full payment of the installation and activation costs from the person placing the order.
14. The Customer may not have an existing MetroFibre service.
15. The Customer must reside in an area with the existing and deliverable MetroFibre fibre optic network service already in place.
16. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
17. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

### **General**

18. These Rules may be amended by notification at any time during the Promotion.
19. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
20. 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.
21. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
22. 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>.
23. 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.

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