

Terms and Conditions for the Vumatel Double Up Speed Incentive (“*Double Up Incentive*”) for existing MetroFibre Go customers

1. The Vumatel Double Up Speed Incentive (the “**Double Up Incentive**”) is only applicable to MetroFibre GO Customers (“**Customers**”) having an active service and being in good standing on the Vumatel (Pty) Ltd (Reg: 2014/138808/07) network only as of the 13th of June 2022.
2. This Double Up Incentive is not available or valid on any other fibre network provider.
3. The duration of the Double Up Incentive is valid from the 13th of June 2022 through to the 13th of September 2022 (“**Vuma Double Up Period**”).
4. This Double Up Incentive offers Customers an upgraded speed service to the next incremental line speed package available to that specific Customer, for no additional cost for the duration of the Vuma Double Up Period. After this period expires the original speed service as recorded on the 13 June 2022 will be re-instated.
5. For the avoidance of doubt, the following is an illustration of how the Double Up Incentive will work:
 - 5.1 Customer is currently active at the start of the Vuma Double Up Period with a GO20 Package (20mbps line speed service).
 - 5.2 In respect to such Customer, an upgrade to a GO50 (50mbps line speed service) will automatically be provided to Customer at no increased subscription fee for the duration of the Vuma Double Up Period only.
 - 5.3 Once the Vuma Double up period expires the Customer will automatically be downgraded to their original GO20 package.
 - 5.4 The next incremental line speed and package upgrades are detailed below:

LINE SPEED UPGRADES ON VUMA NETWORK	
Line Speed as recorded on 13 June 2022	Line Speed offered for Vuma Double up Period
GO20 (20mbps asymmetrical line)	GO50 (50mbps symmetrical line)
GO50 (50mbps symmetrical line)	GO100 (100mbps symmetrical line)
GO100 (100mbps symmetrical line)	GO200 (200mbps symmetrical line)
GO200 (200mbps symmetrical line)	GO200 (200mbps symmetrical line)

- 5.5 Customers on the Go200 package will not receive a speed upgrade as 200mbps is currently the maximum line speed that MetroFibre Go can offer to Customers at this stage.

6. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
7. Should the Customer cancel their service within their contractual 12-month period (also referred to as the Contract Obligation Period) the Customer shall be liable for any reasonable Cancellation Fees, which are the applicable charges specific to the expenses incurred by MetroFibre GO to deliver the Service to the Customer. These charges include but are not limited to: (i) the Access Build; (ii) applicable Installation and Activation fees; (iii) CPE Service Provisioning fees excluding the monthly Service Fee charged for use of the Service.
8. MetroFibre GO reserves the right to cancel this incentive offer at any time without prior notice.
9. The provision of MetroFibre GO 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/2021/09/MetroFibre-Go-Standard-Terms-And-Conditions.pdf?2021-09-27%2016:03:36>. These conditions apply to this Double up Incentive, 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 Go.
10. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.