



Promotion Rules (“Rules”) – MetroFibre Go Octotel 25/25 Mbps Product May 2025 to September 2025 Promotion for new MetroFibre Go customers (“Promotion”)

Introduction

1. This promotion (“**Promotion**”) is being run by Metro Fibre Go, an Internet Service Provider of MetroFibre Networx Proprietary Limited (company registration number 2007/024366/07) (“**MetroFibre Go**”).
2. This offer may not be used in conjunction with any other MetroFibre Go or MetroFibre promotional offer.
3. This Promotion refers to the promotional package of a 25/25Mbps (“**Promotional Product**”).
4. This Promotion is only available to new MetroFibre Go customers (“**Customers**”) that sign up for a new service and reside in an area with existing and deliverable Octotel (Pty) Ltd (Reg: 2015/051236/07) network already in place.
5. The Promotion begins on 1 May 2025 and ends on 30 September 2025 (“**Promotional Period**”).
6. The Promotion is not available or valid on any other fibre network provider.

The Promotion

7. The Promotion entails the installation of Octotel’s Customer Premise Equipment (CPE) and the activation thereof at a residence at no cost to the unit owner/occupant subject to the placing of an order for the Promotional Product during the Promotion Period.
8. The Promotion offers Customers the Promotional Product at a discounted rate (“**Promotional Charges**”) (see table below) on the Octotel network for a period of 12 months (“**Promotional Benefit Period**”) whereafter the standard package price is applicable. For the avoidance of doubt, the Promotional Benefit Period begins from the activation month.
9. The Promotional Product and associated Promotional Charge is not applicable after service regrades (i.e., speed package migration to a higher or lower speed package), relocations and/or service terminations.
10. The Table below shows the Promotional Charge for the promotional MetroFibre Go 25/25Mbps product on the Octotel Network only.

1. MetroFibre Go Promotional Product offered on the Octotel FTTH Network	
Speed Package	Promotional Charge (Incl. VAT)
Go25 (25/25Mbps)	R549.00



11. Prices quoted for non-recurring costs and charges (including applicable access build, installation and activation costs), equipment and monthly recurring costs are inclusive of VAT.
12. Should the Customer cancel within the Promotional Benefit Period of 12 (twelve) months the Customer shall be liable for cancellation fees to the value of R750.00 (seven hundred and fifty rand), which are the applicable charges specific to the expenses incurred by MetroFibre to deliver the Service to the Customer ("**Cancellation Fees**").
13. Standard Monthly subscriptions rates are priced/charged are per MetroFibre Go's standard terms and conditions ("**Standard Terms and Conditions**") and thus subject to any standard price adjustments.
 - 13.1. For the avoidance of doubt, this means that the Standard Monthly subscription rate is not fixed as quoted in the above table and subject to standard pricing adjustments.
14. For the avoidance of doubt, the following is an illustration of how the Octotel Go25 Product May 2025 to September 2025 Promotion will benefit new customers :
 - 14.1. A deliverable (installable) order is placed and verified with MetroFibre Go on the Octotel FTTH Network within the Promotion Period.
 - 14.2. The Customer is required to sign up for the Go25 (25 Mbps line speed) Product at the Promotional Charge at point of sale. Upon service activation the Customer will be invoiced at the Promotional Charge provided they remain on the Go25 Product and the service remains active, for as long as Octotel offers the Promotional Product.
 - 14.3. In the event that a Customer requests a regrade to a Go200 (200 Mbps line speed) after initial activation on the Go25 Product, the standard package pricing for the newly selected speed package will be automatically invoiced to the Customer respectively moving forward.
 - 14.4. The Customer will no longer be able to regrade back to the Go25 Product after such request has been actioned. The customer will however be able to regrade to any other available standard packages available on the Octotel Network.
 - 14.5. In the event that a Customer requests a relocation of fibre services to a different deliverable unit/dwelling after initial activation, their selected package will be activated outside of the Promotion and billed at standard package pricing at the new location.
15. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
16. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre may in its sole discretion award a similar promotion of similar value to eligible participants.



How to Participate

17. To participate, Customers can place an order by :
 - 17.1. Contacting the MetroFibre Go Sales Team via the email address Go.sales@metrofibre.co.za, or ;
 - 17.2. telephonically on 087 151 4000 during standard business hours, or ;
 - 17.3. placing an order on our website platform www.metrofibre.co.za.

Eligibility

18. In order to qualify for this promotion, Customers may not have an existing MetroFibre Go service.
19. Customers must reside in an area with existing and deliverable Octotel (Pty) Ltd (Reg : 2015/051236/07) network already in place.
20. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
21. Customers order must be verified and placed within the Promotion Period.
22. Should the customer cancel their order prior to activation within 30 (thirty) days from the installation and/or activation of the CPE in terms of this promotion, MetroFibre Go shall be entitled to demand full payment of the installation and/or activation costs of the CPE from the person placing the order.
23. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

24. These Rules may be amended by notification at any time during the Promotion.
25. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
26. Participants hereby indemnify MetroFibre Go 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.
27. These Rules are also available at [Promo Terms and Conditions - MetroFibre](#).
28. 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>.
29. The provision of MetroFibre Go services provided is subject to MetroFibre's Standard Terms and Conditions of Trading (conditions); which can be found at [MetroFibre-Go-Standard-Terms-and-Conditions-Final-19-September-2024-002.pdf](#). 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 Go.

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