



Promotion Rules ("Rules") – MetroFibre Go Black Friday 2023 Vumatel Promotion - Existing 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 is only available to existing MetroFibre Go customers ("**Customers**") that reside in an area with existing and deliverable Vumatel (Pty) Ltd (Reg : 2014/138808/07) network already in place.
4. The Promotion begins on 20 November 2023 and ends on 30 November 2023 ("**Promotion Period**").
5. The Promotion is not available or valid on any other fibre network provider.

The Promotion

6. The Black Friday Upgrade Promotion allows Customers to upgrade to a higher line speed package available on the Vumatel FTTH network during the Promotional Period whilst continuing to pay their current subscription charge for up to 3 (three) months ("**Promotional Incentive Period**"). After this period expires, the full standard upgraded package pricing will be billed. Customers are to confirm all package prices with a MetroFibre representative at the time of taking this Promotion, so that they are fully aware of the standard pricing that will be applicable after the Promotional Incentive Period.
7. As an example, Customer requests to upgrade from a Go50 package to Go100 package on 21 November 2023. The Customer will continue to pay the standard Go50 package pricing of R649.00¹ for December 2023 (month 1), January 2024 (month 2) and February 2024 (month 3) – i.e., the date of upgrade until the end of the following third month only. From March 2024, the customer will then pay the standard package price for the Go100 package.
8. This Promotion is only valid provided the Customer does not downgrade during the Promotional Incentive Period. Customers that downgrade upon expiry of this Promotion can

¹ The price reflected is the correct price at the date of this promotion and is used for illustrative purposes only. Please confirm all pricing with a MetroFibre representative prior to placing an order. The pricing is subject to change at MetroFibre's sole discretion.

do so upon 30 days notice as per MetroFibre Go's standard terms and conditions ("**Standard Terms and Conditions**").

9. 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.
10. This promotion is available to active FTTH Customers on the Vumatel network only. For the avoidance of doubt, all business packages are excluded.
11. For the avoidance of doubt, the following is an illustration of how the Vumatel November 2023 Black Friday Upgrade Promotion will work for existing customers :
 - 11.1. An upgrade is requested and placed with MetroFibre Go on the Vumatel Network within the Promotion Period.
 - 11.2. The Customer requests to upgrade to a higher line speed package and is invoiced for up to 3 months at their previous package pricing whereafter standard package pricing is applicable.
12. Customers will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
13. 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

14. To participate, Customers can place an upgrade by :
 - 14.1. Contacting the MetroFibre Go Orders Team via the email address go.orders@metrofibre.co.za, or ;
 - 14.2. placing an upgrade via the client portal.

Eligibility

15. In order to qualify for this promotion, Customers must have an existing and active MetroFibre Go service.
16. Customers must reside in an area with existing and deliverable Vumatel (Pty) Ltd (Reg : 2014/138808/07) network already in place.
17. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
18. By placing an upgrade 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 the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
21. 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.
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 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 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.
25. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.