



Promotion Rules (“Rules”) – MetroFibre Go Openserve 30/30 Mbps Product September 2025 to March 2026 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 30/30mbps (“**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 Openserve (Pty) Ltd (Reg: 2019/387229/07) network already in place.
5. The Promotion begins on 01 September 2025 and ends on 31 March 2026 (“**Promotional Period**”).
6. The Promotion is not available or valid on any other fibre network provider.

The Promotion

7. The Promotion offers Customers the a 30/30Mbps speed package at a promotional rate (“**Promotional Charge**”) on the Openserve network. The Promotional Product and Promotional Charge is valid for as long as the service remains active and offered by Openserve. 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.
8. Subject to the placing of an order for MetroFibre Go30 package during the Promotional Period, the Customer will be billed the respective standard once-off connection fees (as indicated in the below table). Should the Customer cancel the service within 12 months, an early cancellation fee of R1 000 (Incl. VAT) will be applicable.
9. The Table below shows the Promotional Charge for the promotional MetroFibre Go30 Product and once-off connection fee on the Openserve Network only.

1. MetroFibre Go Promotional Package offered on the Openserve Network

Speed Package

Once-off Connection Fee (Incl. VAT)

Promotional Charge (Incl. VAT)

Go30 (30/30Mbps)

R250.00

R499.00



10. 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.
11. 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.
 - 11.1. 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.
12. This promotion is limited to FTTH Customers residing in areas on the Openserve network. It is further noted, that all business packages are strictly excluded from this Promotion.
13. For the avoidance of doubt, the following is an illustration of how the Openserve Go30 Product Promotion will benefit new customers :
 - 13.1. A deliverable (installable) order is placed and verified with MetroFibre Go on the Openserve Network within the Promotional Period.
 - 13.2. The Customer is required to sign up for the Go30 (30/30Mbps 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 Go30 Product and the service remains active, for as long as Openserve offers the 30/30Mbps product.
 - 13.3. In the event that a Customer requests a regrade to a Go200 (200/200Mbps line speed) after initial activation on the Go30 Product, the standard package pricing for the newly selected speed package will be automatically invoiced to the Customer respectively moving forward.
 - 13.4. The Customer will no longer be able to regrade back to the Go30 Product after such request has been actioned. The customer will however be able to regrade to any other available standard packages available on the Openserve Network.
 - 13.5. 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.
14. All entrants will qualify for the Promotion Charges provided they comply with the eligibility and other requirements set out in these Rules.
15. 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

16. To participate, Customers can place an order by :
 - 16.1. Contacting the MetroFibre Go Sales Team via the email address Go.sales@metrofibre.co.za, or ;
 - 16.2. telephonically on 087 151 4000 during standard business hours, or ;

16.3. placing an order on our website platform www.metrofibre.co.za.

Eligibility

17. In order to qualify for this promotion, Customers may not have an existing MetroFibre Go service.
18. Customers must reside in an area with existing and deliverable Openserve (Pty) Ltd (Reg : 2014/138808/07) network already in place.
19. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
20. Customers order must be verified and placed within the Promotion Period.
21. 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.
22. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

23. These Rules may be amended by notification at any time during the Promotion.
24. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
25. 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.
26. These Rules are also available at [Promo Terms and Conditions - MetroFibre](#).
27. 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>.
28. 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.
29. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.