



Promotion Rules ("Rules") – MetroFibre Go Openserve Free Installation September 2025 – September 2026 Promotion for new and existing MetroFibre Go customers ("Promotion")

Introduction

1. This promotion ("**Promotion**") is being run by MetroFibre Go, an Internet Service Provider of MetroFibre Network 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 new and existing MetroFibre Go customers ("**Customers**") that reside in an area with existing and deliverable Openserve (Pty) Ltd (Reg : 2019/387229/07) network already in place.
4. The Promotion begins on 01 September 2025 and ends on 31 March 2026 ("**Promotion Period**") and will be extended by an additional six (6) months, ending 30 September 2026.
5. The Promotion is not available or valid on any other fibre network provider.

The Promotion

6. The Promotion entails the installation of Openserve Customer Premise Equipment (CPE) at no cost to the unit owner/occupant subject to the placing of an order for MetroFibre Go fibre data service during the Promotion Period.
7. For the avoidance of doubt, the costs covered is limited to the standard installation fees of the relevant fibre network provider and do not provide for any additional and/or associated access build costs that may be required, including but not limited to, additional trenching, reinstatement of tar, specialised tiles, specialised concrete and additional conduit.
8. Prices quoted for non-recurring costs and charges (including applicable access build, installation costs), and equipment are inclusive of VAT.
9. This promotion is limited to FTTH Customers residing in specific Openserve suburbs and areas, which may change from time to time at the sole discretion of Openserve. For the avoidance of doubt, all business packages are excluded.
10. For the avoidance of doubt, the following is an illustration of how the Free Installation Promotion will work for new and existing customers :
 - 10.1. Scenario 1 : Customer signs up for any standard package on the Openserve. Installation costs, if applicable, will not be invoiced to the customer.



- 10.2. Scenario 2 : Customer requests a relocation of fibre services to a different deliverable unit/dwelling after initial activation. Installation costs, if applicable, will not be invoiced to the customer.
11. All entrants will qualify for the promotion benefits provided they comply with the eligibility and other requirements set out in these Rules.
12. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre Go may in its sole discretion award a similar promotion of similar value to eligible participants.

How to Participate

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

Eligibility

14. Customers must reside in an area with existing and deliverable Openserve (Pty) Ltd (Reg : 2019/387229/07) network already in place.
15. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
16. Customers order must be verified and placed within the Promotion Period.
17. Should the customer cancel their order prior to activation within 30 (thirty) days from the installation of the CPE in terms of this promotion, MetroFibre Go shall be entitled to demand full payment of the installation and activation costs of the CPE from the person placing the order.
18. By placing an order 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.