



Promotion Rules ("Rules") – MetroFibre Go "Price Lock" Vumatel Promotion – New Customers November 2025 to February 2026 ("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 new 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 10 November 2025 and ends on 28 February 2026 ("**Promotional Period**").
5. The Promotion is not available or valid on any other fibre network provider.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new Customers that sign up during the Promotional Period, a fixed monthly subscription rate for a period of twelve (12) months from the date of activation (herein defined as the date billing commences). The fixed monthly subscription rate shall apply to the first twelve (12) months invoices, including any pro-rata invoice, but excluding the once-off Connection Fee.
7. Upon expiration of the twelve (12) month promotional period, the monthly subscription rate shall be adjusted to align with the standard pricing of the package at that time.
8. Subject to the placing of an order for MetroFibre Go packages 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.



MetroFibre Go Speed Packages	Line Speed	Once-off Connection Fees (Incl. VAT)	Standard Price for 12 Months (Incl. VAT)
Go50A	50/25Mbps	R250.00	R679.00
Go50	50/50Mbps	R250.00	R779.00
Go100	100/100Mbps	R250.00	R979.00
Go200	200/200Mbps	R250.00	R1 129.00
Go500	500/200Mbps	R250.00	R1 249.00

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. Standard Monthly subscriptions rates are priced/charged as per the Standard Terms and Conditions and thus subject to any standard price adjustments.
 - 10.1. 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 after the twelve (12) months has expired.
11. Should a Customer change their address within the discounted-period, the Promotion will be forfeited, and the Customer will no longer qualify for Promotional Pricing at the new address. In this event, activation and installation fees (if applicable) at the new address will be charged according to MetroFibre Go's Standard Terms and Conditions, at the prevailing standard rates.
12. Package upgrades and downgrades do not qualify under this Promotion.
13. This promotion is available to FTTH Customers on the Vumatel network only. For the avoidance of doubt, all business packages are excluded.
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 Vumatel (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. 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.
21. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

22. These Rules may be amended by notification at any time during the Promotion.
23. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
24. 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.
25. These Rules are also available at [Promo Terms and Conditions - MetroFibre](#)
26. 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>.
27. 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-15-June-2025-Final.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.
28. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.