

Promotion Rules ("Rules") – MetroFibre Go Vumatel Black Friday November 2022 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. The Promotion begins on 25 November 2022 and ends on 28 November 2022 ("**Promotion Period**").
4. 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.
5. This promotion is only applicable to customers that have an available address on the Vumatel portal during the promotion period.
6. The Promotion is not available or valid on any other fibre network provider.

The Promotion

7. The Promotion entails the installation of Vumatel'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 MetroFibre Go fibre data service.
8. The Promotion further offers Customers a reduced rate (the "**Promotion Charges**") on the Go100 and Go200 packages on the Vumatel FTTH Network. The Promotion Charge is valid for 24 months after activation of the MetroFibre Go service. Thereafter, the standard subscription fee relevant to the selected package will automatically apply moving forward.
9. The Table below shows the comparison between the Standard Package Pricing and Promotional Charge for MetroFibre Go Black Friday packages on the Vumatel Network.

MetroFibre Go Black Friday Packages offered on the Vumatel Network		
MetroFibre Go Packages	Standard Package Pricing	Promotional Charge
GO100 (100mbps/100mbps)	R 849	R 419
GO200 (200mbps/200mbps)	R 999	R 499

10. The Promotion Charge is not applicable after service regrades (i.e., speed package migration to a higher or lower speed package), relocations and/or service terminations.
11. The promotion in addition offers customers up to 3 (three) zero-rated invoices from the date of activation. For avoidance of doubt, this includes the pro-rata invoice and the subsequent 2 (two) invoices generated thereafter. After this zero-rated period expires the full promotional charge of the selected package will be billed. As an example, Vumatel installs and activates your order on 26 November 2022. The Customer will receive zero-rated service from the period from 26 November 2022 to 31 January 2023 – i.e. the date of activation until the end of the following second month only.
12. Prices quoted for non-recurring costs equipment and monthly recurring costs are inclusive of VAT.
13. For the avoidance of doubt, the following is an illustration of how the Vumatel Black Friday November 2022 Promotion will work for new customers :
 - 13.1. A deliverable (installable) order is placed and verified with MetroFibre Go on the Vumatel Network within the Promotion Period.
 - 13.2. The Customer signs up for a Go100 (100 Mbps line speed) or Go200 (200 Mbps line speed) package at the reduced Promotional Charge at point of sale and is activated and invoiced for this package.
 - 13.3. Customer is invoiced Promotional Charge for 24 months after activation while remaining on the Black Friday Go package.
 - 13.4. Scenario 1 : Customer requests a regrade to a Go50 (50 Mbps line speed) after initial activation and is billed the standard package pricing moving forward.
 - 13.5. Scenario 2 : Customer requests a relocation of fibre services to a different deliverable unit/dwelling after initial activation. Package is activated 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 reserves the right to cancel this promotion at any time without prior notice and 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 on the FTTH Vumatel Network.
- 18. Customers must reside in an area with existing and deliverable Vodacom (Pty) Ltd (Reg : 1993/003367/07) network already in place.
- 19. The Customer unit/dwelling must be open and available for order placement on the Vumatel portal during the Promotion Period.
- 20. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
- 21. 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 costs of the CPE from the person placing the order.
- 22. The Promotion Charge is not applicable after service regrades (i.e., speed package migration to a higher or lower speed package), relocations and/or service terminations.
- 23. The Promotion Charge is not applicable after the 24 months have expired.
- 24. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

- 25. These Rules may be amended by notification at any time during the Promotion.
- 26. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
- 27. 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.
- 28. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
- 29. 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>.

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