

## Promotion Rules (“Rules”) – MetroFibre Go Vumatel November 2024 Black Friday Upgrade Promotion for existing 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 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 29 November 2024 and ends on 29 December 2024 (“**Promotional Period**”).
5. The Promotion is not available or valid on any other fibre network provider.

### The Promotion

6. The Promotion allows eligible existing Customers to upgrade to selected higher line speed packages (see table below) available on the Vumatel FTTH network during the Promotional Period at a discounted monthly subscription (“**Promotional Price**”). The Promotional Price will be applicable from the date of upgrade until 30 November 2025 (“**Promotional Benefit Period**”) after which the standard prevailing rate will automatically apply from 1 December 2025.
7. For the avoidance of doubt, only Customers subscribed to the selected standard packages, as indicated in the below table, can upgrade to one of the available Black Friday promotional packages. As an example, a Customer subscribed to the Go100 standard package paying R929.00 can only upgrade to the Go500 Black Friday promotional package at R999.00.

| Selected Standard Packages | Standard Package Price (Incl VAT) | Black Friday Promotional Packages Available to Upgrade to | Promotional Price (Incl VAT) Valid until 30 November 2025 |
|----------------------------|-----------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| Go25 (25/25Mbps)           | R449                              | Go100 (100/100Mbps)                                       | R699                                                      |
|                            |                                   | Go200 (200/200Mbps)                                       | R799                                                      |
|                            |                                   | Go500 (500/200Mbps)                                       | R999                                                      |
| Go50 (50/50Mbps)           | R729                              | Go200 (200/200Mbps)                                       | R799                                                      |
|                            |                                   | Go500 (500/200Mbps)                                       | R999                                                      |
| Go100 (100/100Mbps)        | R929                              | Go500 (500/200Mbps)                                       | R999                                                      |



8. 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.
9. 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.
  - 9.1. 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.
10. Should a Customer change their address within the Promotional Benefit 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.
11. All Customers will qualify for the Promotion Charges 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 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 upgrade by :
  - 13.1. Contacting the MetroFibre Go Orders Team via the email address [go.orders@metrofibre.co.za](mailto:go.orders@metrofibre.co.za), or ;
  - 13.2. placing an upgrade via the client portal.

### **Eligibility**

14. In order to qualify for this promotion, Customers must have an existing MetroFibre Go service on the Vumatel FTTH network for either one or more of the selected standard packages as indicated in the above table.
15. Customers must reside in an area with existing and deliverable Vumatel (Pty) Ltd (Reg : 2014/138808/07) network already in place.
16. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
17. By placing an upgrade in terms of this promotion you confirm that you accept the provisions of these Rules.

### **General**

18. These Rules may be amended by notification at any time during the Promotion.



19. The Promotion is exclusively for the eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
20. 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.
21. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
22. 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>.
23. 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.
24. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.