

**Promotion Rules (“Rules”):**  
**MetroFibre’s 2026 SMME Zero Upfront Payment Promotion for**  
**Direct Customers:**  
**Effective from 14 February to 14 March 2026**

**Introduction**

1. This promotion (“**Promotion**”) is being run by Metro Fibre Networx Proprietary Limited (company registration number 2007/024366/07) (“**MetroFibre**”).
2. This Promotion may not be used in conjunction with any other MetroFibre promotion or offer, unless explicitly approved.
3. This Promotion is available to new customers, in live network areas only, who sign up for a new service (“**Customers**”) with MetroFibre as their Internet Service Provider (“**ISP**”), provided that: at the time of the order there is no active service at the Customer’s address; and the Customer is located within MetroFibre’s GPON network footprint.
4. The Promotion begins on **14 February 2026** and ends on **14 March 2026** (“**Promotion Period**”).

**The Promotion**

5. Subject to the eligibility criteria below, the Promotion offers the following to new direct MetroFibre Customers that sign up during the Promotional Period:
  - 5.1. The Customer will not be charged the once-off service activation fee; and
  - 5.2. The Customer will not be charged the once-off service installation fee (if applicable).
6. MetroFibre’s standard pricing applies to all monthly recurring charges.
7. Standard monthly subscriptions rates are priced/charged as per MetroFibre’s standard terms and conditions (“**Standard Terms and Conditions**”) and thus subject to any standard price adjustments.
8. Standard Installation includes up to 15 (fifteen) running meters of cable infrastructure per the Standard Terms and Conditions.
9. Prices quoted for applicable non-recurring costs and charges (including applicable access build costs), equipment and monthly recurring costs are inclusive of VAT.
10. The Promotion is subject to standard credit checks and network feasibility.
11. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre may in its sole

discretion award a non-promotional benefit of similar value to eligible participants.

## **How to Participate?**

12. To participate, direct Customers must place a new service order request by:

12.1. Contacting the MetroFibre Sales Team via [biz.sales@metrofibre.co.za](mailto:biz.sales@metrofibre.co.za); or

12.2. Placing an online order via MetroFibre's website, i.e. [www.metrofibre.co.za](http://www.metrofibre.co.za); or

12.3. Placing a physical order by completing an order form through MetroFibre's direct marketing.

## **Eligibility**

13. This Promotion is available to new Customers only.

14. The Customer must be located in a live network area.

15. The Customer is only eligible for the Promotion if there is no active service at the Customer's address at the time of placing the order.

16. Customers must be located within the MetroFibre GPON network coverage area.

17. Only one promotion can be claimed per unit/business and no other specials can be claimed concurrently, unless explicitly approved.

18. Should a Customer cancel their order prior to activation or within 30 (thirty) days from the installation of a fibre infrastructure Termination Point and ONT in terms of this Promotion, MetroFibre shall be entitled to demand full payment of the installation and activation costs of the CPE from the Customer.

19. By placing an order in terms of this Promotion, the Customer confirms that it accepts the provisions of these Promotion Rules.

## **Exclusions**

20. Existing customers, upgrades, migrations and recontracts are excluded from this Promotion.

21. All Fibre-to-the-Home packages are excluded.

22. This Promotion may not be used in conjunction with any other MetroFibre promotion or offer, unless explicitly approved.

## **General**

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

24. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.

25. Participants/Customers hereby indemnify MetroFibre 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 Promotion Rules are also available at <https://metrofibre.co.za/business/promo-terms-and-conditions/>.
27. The Customer warrants that the person signing up for and accepting this Promotion on its behalf, is duly authorised to do so.
28. By signing up for this Promotion, the Customer agrees that MetroFibre can process the Customer's personal information and the personal information of end-users, in accordance with the provisions of MetroFibre's privacy policy, which is available at <https://metrofibre.co.za/privacy-policy>.
29. The provision of MetroFibre's services 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-Biz-Standard-Terms-and-Conditions\\_Final-19-September-2025.pdf](https://metrofibre.co.za/wp-content/uploads/2021/09/MetroFibre-Biz-Standard-Terms-and-Conditions_Final-19-September-2025.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 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.
30. By the Customer's duly authorised person signing up for and accepting the Promotion on the Customer's behalf, the Customer confirms that the Conditions have been read, understood and accepted.