

**Promotion Rules (“Rules”):
MetroFibre Direct Customers
MetroVoice Free Installation and Setup Promotion for 2026:
Effective from 1 August 2026 to 31 December 2026**

Introduction

1. This promotion (“**Promotion**”) is being run by Metro Fibre Networx Proprietary Limited (company registration number 2007/024366/07) (“**MetroFibre**”).
2. This offer may not be used in conjunction with any other MetroFibre promotional offer, unless MetroFibre expressly agrees otherwise in writing.
3. The Promotion is available to qualifying new and existing MetroFibre direct business customers (“**Customers**”). It is not available through Internet Service Providers, resellers, wholesale partners or other indirect sales channels.
4. A Customer does not need to purchase or have an active MetroFibre connectivity service to participate in the Promotion. The Customer must, however, provide and maintain a suitable internet connection, compatible devices, power supply and local network environment required to use the promotional services.
5. The Promotion begins on 1 August 2026 and ends on 31 December 2026 (“**Promotion Period**”). MetroFibre shall only receive and accept the Customer’s completed promotional orders during the Promotion Period.
6. An order accepted during the Promotion Period may be activated after 31 December 2026, subject to successful onboarding, regulatory compliance, number porting requirements, service availability and provisioning lead times.

The Promotion

7. Subject to these Rules, an eligible Customer that enters into a minimum 12-month agreement for MetroVoice with MetroFone softphones (“**Promotional Services**”) will receive the following promotional benefits:
 - 7.1. the monthly subscription charge for up to 10 (ten) CloudPBX extensions will be waived for the first 30 (thirty) consecutive days from the date of activation of the applicable Promotional Service by MetroFibre (“**Activation Date**”);
 - 7.2. the monthly subscription charge for up to 10 (ten) MetroFone softphone application licences will be waived for the first 30 (thirty) consecutive days from the Activation Date. Each licence may be configured for a compatible mobile or desktop device, as selected by the Customer and supported by the service;
 - 7.3. a once-off pooled bundle of 500 (five hundred) calling minutes for calls to standard South African geographic and mobile numbers during the first 30 (thirty) days from the Activation Date;
 - 7.4. waiver of MetroFibre’s standard porting charge for up to 10 (ten) eligible South African telephone numbers;
 - 7.5. waiver of MetroFibre’s standard installation and setup fees for the standard provisioning and configuration of up to 20 (twenty) extension users;
 - 7.6. no requirement to purchase a MetroFibre connectivity service as part of the Promotion; and
 - 7.7. The above Promotional Services as summarised in the table below:

Promotional component	Promotional benefit
CloudPBX extensions	First 10 extensions free for the first 30 days
MetroFone softphones	First 10 application licences free for the first 30 days
Calling bundle	500 pooled minutes during the first 30 days
Out-of-bundle calls	R0.39 per minute, excluding VAT
Number porting	Up to 10 eligible numbers ported free
Installation and setup	Standard setup waived for up to 20 extension users
Minimum contract term	12 months from the Activation Date
Hardware	Excluded

8. The 30-day period described in clauses 7.1 to 7.3 is the “**Promotional Benefit Period**”. No *pro rata* monthly subscription charge will apply to the first 10 CloudPBX extensions or the first 10 MetroFone licences during the Promotional Benefit Period.
9. The minimum 12-month contract term begins on the Activation Date. The Promotional Benefit Period forms part of, and does not extend, the minimum contract term.
10. From the day immediately following the Promotional Benefit Period, all MetroVoice extensions and MetroFone licences will be billed at the standard monthly subscription rates stated in the Customer’s accepted quotation or order. Billing may be aligned to MetroFibre’s standard billing cycle.
11. Any MetroVoice extension or MetroFone licence in excess of the 10 (ten) extensions and 10 (ten) licences included in the Promotion will be billed from its activation date at the standard rate stated in the Customer’s accepted quotation or order. The installation and setup fee waiver may still apply to those additional users, provided the total number of extension users does not exceed 20 (twenty).
12. The 500-minute bundle is shared across all extensions and users on the Customer’s Promotional Services and is not allocated separately to each extension or user. Unused minutes expire at the end of the Promotional Benefit Period and do not carry over, accumulate, transfer, convert to cash or create a credit.
13. Calls made after the 500-minute bundle has been depleted and all chargeable calls made after the Promotional Benefit Period will be charged at R0.39 per minute, excluding VAT, unless a different rate is expressly recorded in the Customer’s accepted quotation, order or applicable rate card.
14. The included calling bundle and the R0.39 per-minute rate apply to standard South African geographic and mobile destinations. They exclude international calls, premium-rated services, satellite services, special service numbers, directory enquiry services, short codes and other non-standard destinations, which will be charged at the applicable rate stated in the voice rate card.
15. Calls will be measured, rounded and billed in accordance with MetroFibre’s applicable voice rate card and billing rules. The Customer must accept the applicable voice rate card before activation.
16. Standard monthly subscription rates and other charges remain subject to MetroFibre’s applicable terms, accepted quotation and standard price adjustments. All prices and charges referred to in these Rules are exclusive of VAT, unless expressly stated otherwise.

Installation, Setup and Hardware

17. The installation and setup fee waiver applies to MetroFibre's standard provisioning and configuration for up to 20 extension users. This may include creation of the CloudPBX tenant, standard extension and user configuration, activation of supported MetroFone applications, standard call routing and remote onboarding.
18. The installation and setup fee waiver does not include the provision of any handsets, mobile phones, computers, headsets, routers, switches, power backup equipment or any other hardware.
19. The waiver also excludes Customer premises cabling, local area network or Wi-Fi work, internet connectivity, data usage, on-site work not included in MetroFibre's standard implementation scope, custom integrations, non-standard call-flow design, bespoke development, advanced training and any third-party service or cost.
20. Any installation, setup, configuration or professional service outside the standard promotional scope will be quoted separately and will require the Customer's acceptance before the work is performed.
21. The Customer may activate fewer than 20 extension users. No unused installation or setup benefit may be exchanged, transferred, carried forward, converted to cash or applied to another service.

Number Porting

22. The Promotion waives MetroFibre's standard porting fee for up to 10 eligible South African telephone numbers. Any number above the first 10 will be charged at MetroFibre's prevailing porting rate.
23. Number porting is subject to applicable laws, industry processes, number eligibility, the approval and cooperation of the losing network or service provider, and the Customer supplying complete and accurate supporting documents within the required timeframes.
24. The Customer must provide proof that it is authorised to port each number, together with an applicable letter of authority, account statement, identity, company, address, Regulation of Interception of Communications and Provision of Communication-related Information Act, No. 70 of 2002, as amended 2002 ("**RICA**") related documentation and/or other information reasonably required by MetroFibre or the relevant network provider.
25. The Customer remains responsible for obligations, notice periods, cancellation charges, outstanding amounts and any other fees owed to its existing service provider. The Promotion does not cover charges imposed by the Customer's existing provider or another third party.
26. MetroFibre does not guarantee that a number port will be accepted or completed by a particular date. A rejected, delayed or withdrawn port does not create a right to a cash refund, credit or alternative benefit.
27. The Customer must not cancel the existing service associated with a number before MetroFibre confirms that the number porting has been completed, unless MetroFibre instructs otherwise. Premature cancellation may cause the number to be lost and is at the Customer's risk.

Technical and Service Requirements

28. Activation is subject to MetroFibre confirming that the Promotional Services can be provisioned, the Customer completing MetroFibre's onboarding and credit processes, and the Customer satisfying all applicable legal and regulatory requirements.

29. The Customer must provide all documents and information reasonably required for compliance with RICA, the Electronic Communications Act, No. 36 of 2005, as amended, and any other applicable law. MetroFibre may delay or decline activation until these requirements have been met by the Customer.
30. The Customer is responsible for providing and maintaining compatible mobile or desktop devices, supported operating systems, headsets, internet connectivity, power supply and sufficient local network capacity. The Customer is responsible for all third-party data, connectivity and device charges.
31. Voice quality and service availability may be affected by the Customer's internet connection, Wi-Fi coverage, device performance, local network configuration, power availability and third-party services outside MetroFibre's control.
32. The Customer must provide an accurate primary service address and keep its contact and address information current. Since softphones may be used away from the registered service address, the Promotional Services must not be relied on as the Customer's only means of contacting emergency services. The Customer should maintain an alternative means of emergency communication.
33. The Customer is responsible for assigning extensions and application licences to authorised users, safeguarding usernames, passwords and access credentials, as well as promptly notifying MetroFibre of any suspected unauthorised use or security compromise.
34. The Customer is responsible for all usage generated through its account or credentials, including chargeable usage, until MetroFibre has been notified of unauthorised use and has had a reasonable opportunity to suspend the affected service.

Contract Term, Cancellation and Charges

35. Participation in the Promotion requires a minimum contract period of 12 months from the Activation Date. The Customer may select a longer contract term, if offered and recorded in the accepted quotation or order.
36. The Customer's accepted quotation or order will record the standard monthly subscription charges that apply after the Promotional Benefit Period, together with charges for any additional extensions, licences, numbers, features, usage or services selected by the Customer.
37. If the Customer cancels the Promotional Services, reduces the contracted services, or terminates the agreement before expiry of the minimum contract term, cancellation or early termination charges may apply in accordance with MetroFibre's Standard Terms, as defined at clause 60 below, and applicable law.
38. If the Customer cancels an order before activation, and after MetroFibre has incurred porting, provisioning, implementation or third-party costs, MetroFibre may recover those reasonable costs in accordance with the accepted quotation, order and the Standard Terms.
39. Expiry of the Promotional Benefit Period does not cancel the Promotional Services. The services continue for the remaining contract term and will be billed at the applicable standard rates.
40. All charges incurred outside the Promotional Services, including out-of-bundle calls, non-standard destinations, additional users, licences, hardware and professional services, remain payable by the Customer.

How to Participate

41. To participate, a Customer must request the Promotion during the Promotion Period by:
 - 41.1. contacting the MetroFibre Sales Team at sales@metrofibre.co.za; or
 - 41.2. contacting its MetroFibre Account Manager.
42. The Customer must complete and sign the applicable Promotional Services quotation, order or acceptance document/s, accept the applicable voice rate card, and provide all onboarding, porting and regulatory information requested by MetroFibre.

Eligibility

43. The Promotion is available only to qualifying South African business Customers contracting directly with MetroFibre.
44. The Promotion is available to new and existing MetroFibre Customers, provided that the order represents a new CloudPBX service, new extension users or a genuine expansion or upgrade approved by MetroFibre.
45. An existing Customer must have an account that is in good standing and must not have overdue undisputed amounts, an unresolved material breach or a history of fraudulent or abusive use.
46. A Customer, Customer account, legal entity or group of related entities may claim the Promotion once only. A Customer may not cancel and re-order, create a related account or use another business name for the purpose of obtaining repeated promotional benefits.
47. MetroFibre may decline an application where technical capacity, number portability, credit risk, fraud risk, regulatory requirements or operational constraints make the Promotion unavailable or inappropriate.
48. By placing an order under the Promotion, the Customer confirms that it meets the eligibility requirements and accepts these Rules.

Fair Use and Promotional Misuse

49. The Promotional Services are provided for the Customer's ordinary internal business communications and may not be resold, sub-licensed or made available as a public telecommunications service.
50. The Customer may not use the Promotional Services for fraudulent, unlawful, abusive or artificial traffic, including traffic pumping, premium-rate arbitrage, auto-dialing, bulk unsolicited calling, deliberate generation of chargeable traffic, bypass activity or use designed primarily to exploit the promotional benefit.
51. MetroFibre may monitor usage patterns for fraud prevention, security, billing and compliance purposes, subject to applicable law and MetroFibre's privacy policy.
52. Where misuse, fraud, a material security risk or a breach of these Rules is identified, MetroFibre may suspend or terminate the Promotional Services, remove the promotional benefit, charge applicable standard rates and recover losses or costs reasonably incurred, subject to applicable law.

General

53. These Rules may be amended by notification during the Promotion where reasonably required for legal, regulatory, security, technical or operational reasons. Any amendment will apply from the date stated in the notification.
54. The Promotion is personal to the eligible Customer and is not transferable, exchangeable or redeemable for cash.
55. Should the Promotion or any component become unavailable, MetroFibre may, in its discretion and subject to applicable law, withdraw the affected benefit or offer an alternative benefit of similar value to an eligible Customer.
56. To the extent permitted by law, the Customer indemnifies MetroFibre and its agents against claims, losses, damages, liabilities and costs arising from the Customer's or its users' unlawful, unauthorised or negligent use of the Promotional Services.
57. These Rules are available at <https://metrofibre.co.za/business/promo-terms-and-conditions/>.
58. By participating in the Promotion, the Customer agrees that MetroFibre may process the personal information of the Customer, its representatives and authorised end users in accordance with MetroFibre's privacy policy, available at <https://metrofibre.co.za/privacy-policy/>.
59. The Customer confirms that it has a lawful basis to provide end-user information to MetroFibre, has informed its end users of the relevant processing, and will obtain any consent required by law.
60. The provision and use of the Promotional Services are subject to MetroFibre's Fibre to the Business Standard Terms and Conditions, which include the Fibre to the Business VoIP Terms and Conditions, which can be found at <https://metrofibre.co.za/wp-content/uploads/2020/07/FTTB-Terms-and-Conditions-05-November-2025-Final-.pdf>, , the Customer's quotation or order, the applicable voice rate card and any acceptable fair use or service policies made available by MetroFibre on its website [MetroFibre | Uncapped Fibre for Home and Business](#) (collectively, the "**Standard Terms**").
61. These Rules regulate the promotional benefits. If there is a conflict between these Rules and the Standard Terms, these Rules prevail only to the extent necessary to give effect to the promotional benefits. The Standard Terms continue to apply to the Promotional Services and all chargeable usage.
62. No variation or amendment requested by the Customer will be valid unless agreed in writing by a person authorised to sign on behalf of MetroFibre.
63. By accepting the Promotion, the person acting for the Customer confirms that they have read and accepted these Rules and the Standard Terms, and are authorised to bind the Customer.