

Promotion Rules (“Rules”):
MetroFibre Direct SMME Customer Black Friday SpeedUp
Promotion for 2025:
Effective from 1 October 2025

Introduction

1. This promotion (“Promotion”) is being run by MetroFibre Networkx Proprietary Limited (company registration number 2007/024366/07) (“MetroFibre”).
2. This offer may not be used in conjunction with any other MetroFibre promotional offer.
3. This Promotion is available to new and existing customers that use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”) that are location within MetroFibre’s GPON Network footprint.
4. The Promotion begins on 09 October 2025 and ends on 30 November 2025 (“**Promotion Period**”)
5. The Promotion is not available or valid to customers utilizing any other fibre network provider ISP.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new and existing direct MetroFibre Customers that sign up / upgrade during the Promotional Period, the following:
 - 6.1. No service activation fee will be charged; and
 - 6.2. additional line speed on top of their selected package’s standard speed (“**Promotional Speed**”) at no additional cost (see table below) for 12 (twelve) months from the date of activation of the Promotion (“**Promotional Benefit Period**”) as per the below packages and applicable speeds. After the expiry of the Promotional Benefit Period, standard pricing for the selected package will apply.

	The speed you pay for: (Standard Speed)	The speed you get for the Promotional Benefit Period: (Promotional Speed)	What you pay: (Standard Monthly Subscription rate*)
Package	Mbps	Mbps	Incl VAT
SMME Black Friday 2025 SpeedUp Promo - 25Mbps to 50Mbps	25 Mbps	50Mbps Symmetrical	R849.00
SMME Black Friday 2025 SpeedUp Promo - 50Mbps to 100Mbps	50 Mbps	100Mbps Symmetrical	R1 099.00
SMME Black Friday 2025 SpeedUp Promo - 100Mbps to 200Mbps	100 Mbps	200Mbps Symmetrical	R1 399,00
SMME Black Friday 2025 SpeedUp Promo - 200Mbps to 500Mbps	200 Mbps	500Mbps Symmetrical	R1 599,00
SMME Black Friday 2025 SpeedUp Promo - 500Mbps to 1Gbps	500 Mbps	1Gbps Download / 500Mbps Upload	R1 799.00

7. Standard Monthly subscriptions rates are priced/charged are per MetroFibre's standard terms and conditions ("**Standard Terms and Conditions**") and thus *subject to any standard price adjustments. For avoidance of doubt, this means that for the duration of the Promotional Benefit Period while you are experiencing the Promotional Speed, the Monthly Subscription rates are not fixed as quoted in the above table but subject to standard pricing adjustments.

8. The following is an illustration of how the SpeedUp Promotion will work:

8.1. For new Customers placing a deliverable service order with MetroFibre within the Promotion Period

8.1.1. Scenario 1: The Customer signs up for a SpeedUp 25Mbps (25Mbps standard line speed) at point of sale and is activated and invoiced for this package at the current standard monthly subscription rate. The Customer; however, experiences a 50Mbps line speed for the duration of the Promotional Benefit Period.

8.1.2. After the Promotional Benefit Period ends the Customer's line speed will automatically be placed on the 50Mbps line speed unless the customer requests to remain on the lower package.

8.2. For existing Customers placing an upgrade on their current active service order with MetroFibre within the Promotion Period

8.2.1. Scenario 2: The Customer is currently on a standard 25Mbps package and places an upgrade request for the SpeedUp 50Mbps (50Mbps standard line speed). Upon the upgrade effective date, the Customer will be invoiced at the current standard monthly subscription rate for the 25Mbps package; however, they will experience a 50Mbps line speed for the duration of the Promotional Benefit Period. After the expiry of the Promotional Benefit Period, standard pricing for the selected package will apply.

8.2.2. After the Promotional Benefit Period ends the Customer's line speed will automatically revert to 50Mbps line speed unless the customer requests to remain on their original package.

9. Standard Installation includes up to 15 running meters of cable infrastructure per the standard terms and conditions.
10. 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.
11. All residential packages are excluded.
12. 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

13. To participate, customers must place a new service order or service upgrade request by:
 - 13.1. Contacting the MetroFibre Sales Team via biz.sales@metrofibre.co.za, or;
 - 13.2. placing an order on our website via www.metrofibre.co.za.
 - 13.3. Or a physical order form through direct marketing.

Eligibility

14. Customers must be located within the MetroFibre GPON network coverage area.
15. Existing customers are eligible for this promotion if their current monthly recurring fee is lower than the standard monthly subscription rate they are upgrading to.
 - 15.1. For avoidance of doubt a Customer currently active on a standard 25Mbps package cannot upgrade to the SpeedUp 25Mbps. A customer on a standard 25Mbps can only benefit from this promotion if they upgrade to a speed of 50Mbps or higher
16. Only one promotion can be claimed per unit/business and no other specials can be claimed concurrently.
17. Should the customer cancel their order prior to activation 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 person placing the order.
18. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

19. These Rules may be amended by notification at any time during the Promotion.
20. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
21. Participants 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.
22. These Rules are also available at <https://metrofibre.co.za/business/promo-terms-and-conditions/>
23. 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>.
24. The provision of MetroFibre services provided is subject to MetroFibres 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. 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.
25. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.