

Promotion Rules (“Rules”) – Black Friday Retail Special

Introduction

1. This promotion (“**Promotion**”) is being run by Metro Fibre 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. The Promotion begins on 21 November 2022 and ends on 30 November 2022 (“**Promotion Period**”).

The Promotion

4. This Promotion is applicable to the SMME Layer 3 packages below:

- i. 1 Gbps for a 12-month term at R1512.40pm

the “**Promotion Packages**”.

5. The Promotion is available to new and existing customers of MetroFibre who place an order on MetroFibre during the Promotion Period for any one of the Promotion Packages, subject to paragraph 17 below.
6. The benefits of the Promotional Packages are increased internet speeds for discounted monthly subscription charges.
7. The Promotion only applies to monthly subscription charges and does not include activation and access build costs.
8. Activation / connection fees cost R500.00 for on-net customers. Access build costs will be quoted to customer separately.
9. The following applies to the coverage of the Promotional Packages on offer:
 - i. 1Gbps can be claimed nationally subject to feasibility and network availability on MetroFibre’s GPON network only;
10. All customers will qualify for the Promotion Packages provided they comply with the eligibility and other requirements set out in these Rules.
11. Should the Promotion, for any reason whatsoever, become unavailable, MetroFibre may in its sole discretion award a similar promotion of similar value to eligible customers.
12. Should the customer cancel their order prior to installation, standard cancellation penalties will apply as per paragraph 28 below.

13. Should the customer cancel the service from this Promotion within the 12 month contractual period, MetroFibre shall have a claim against the customer for penalty fees in respect of the remaining contractual term.

How to Participate

14. To participate, the customer must contact MetroFibre in one of the following ways:
 - on the website landing page (if applicable) ;
 - email biz.sales@metrofibre.co.za;
 - direct telephonic call to the SMME division on 0871514000 ;
 - or directly contact MetroFibre's SMME sales person via email or telephonic call.
15. A signed order form must be submitted within 7 (seven) days after the promotional closure date in order to be eligible for this Promotion.

Eligibility

16. Any company, whether a sole proprietor or legally registered entity will be eligible subject to the Rules of the Promotion as set out herein.
17. Existing customers will be eligible for the Promotional Packages if their monthly recurring fees is equal to or lower than the Promotional Packages and subject to the signing of a new 12-month contract.
18. By placing an order in terms of this Promotion you confirm that you accept the provisions of these Rules.
19. Fibre to the home ("**FTTH**") packages are excluded from the Promotion.
20. The Promotion is open to all new and existing direct customers wishing to secure a Promotional Package.
21. New and existing customers will be notified by email once the new service or upgraded service is activated.

General

22. All prices are quoted exclusive of value added tax (VAT).
23. These Rules may be amended by notification at any time during the Promotion.

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24. The Promotion is exclusively for the eligible customers and is not transferable, not exchangeable and cannot be exchanged for its cash value.
 25. All 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 Rules are also available at <https://metrofibre.co.za/business/promo-terms-and-conditions>
 27. 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>.
 28. This offer is subject to MetroFibre Networkx standard terms of business (conditions) or Master Service Agreement (MSA), whichever is applicable, which can be found at www.metrofibre.co.za. The conditions or MSA apply to this Promotion, quotation and any subsequent order notwithstanding anything to the contrary contained in or incorporated into any document 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 Networkx.