

Terms and Conditions Uitenhage & Despatch Promotion (“the Promotion”)

1. This promotion is applicable to end users whose residence is in the below areas that are directly covered by the Metro Fibre Network Pty Ltd (“**MetroFibre**”) network (check MetroFibre’s Coverage Map found at <https://ftthorder.metrofibre.co.za/ftthservice/service/ftthservice/servicemap> to confirm if your street is covered by the MetroFibre network) in:
 - a. Uitenhage
 - b. Despatch,collectively referred to as the “**Promotion Area**”.
2. The Promotion is valid from 17 November 2021 to close of business on 28 February 2022 (“**Promotional Period**”). Orders must be submitted before the closing date in order to qualify.
3. The promotion is only available to new direct MetroFibre customers (i.e., MetroFibre is the customers’ ISP).
4. For new customers in the Promotional Area, the promotion entails:
 - a. installation of a fibre infrastructure Termination Point at an on-network residence at no cost to unit owner/ occupant subject to the placing of an order for a fibre data service simultaneously with the order for installation, directly with MetroFibre.
 - i. Termination Point – small distribution box which is then connected to the Optical Network Terminal (ONT):
 - b. no activation fee will be charged;
 - c. discounted rates on monthly subscription amounting to 50% off monthly subscription rate for 12 months from date of activation. Thereafter standard rates apply; and
 - d. the Promotion is subject to and conditional on 12 months of consecutive billing at the same address during the Contract Obligation Period.
5. Once signed up on the Promotion, subject to the customer remaining in the Promotional Area, a customer may upgrade/downgrade their package. The following terms and conditions specifically apply to customer already signed up on the Promotion that wishes to upgrade or downgrade their packages in terms of the Promotion:
 - a. upgrade immediately on the same terms mentioned above.
 - b. downgrades are effective 30 days from date of notice on the same terms mentioned above.

6. For the avoidance of doubt, the installation of the Termination Point at no cost is conditional on owner / occupant's activation of a FTTH service at the residence. MetroFibre shall be entitled to demand full payment of its installation costs of the Termination Point from the person placing the order in the event a full fibre to the home service is not activated within 30 (thirty) days from the installation of the Termination Point in terms of this promotion.
7. Termination Point installation for a residence is subject to MetroFibre conducting a feasibility review of the installation. Installations, including trenching, of less than 20 running meters are at no cost to end user. Installations involving distances of more than 20 running meters will be charged to the end user, subject to prior agreement on pricing.
8. This promotion is available to Fibre to the Home ("FTTH") customers only. All business packages are excluded from the Promotion.
9. Only one promotion may be claimed per residence and no other specials may run concurrently.
10. The provision of Metrofibre services is provided subject to MetroFibre's standard terms and conditions of trading (conditions) which can be found at www.metrofibre.co.za. 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.
11. As per MetroFibre's standard FTTH terms and conditions, customers who cancel their service directly with MetroFibre within 12 months of their service activation are liable to pay a R500.00 administrative cost.
12. By accepting this offer, you confirm that you have read and accept the terms and conditions and have full capacity to enter into a contract.