

Promotion Rules (“Rules”) MetroFibre FTTH Direct Fast Forward Promotion

Introduction

1. This promotion (“**Promotion**”) is being run by MetroFibre 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.
3. This Promotion **is only available to new customers** that sign up for a new service and use MetroFibre as their Internet Service Provider (ISP) (“**Customers**”), provided that the Customer resides within a Metrofibre covered area and will qualify for this Promotion irrespective of whether there is an existing termination point on the Customer’s premises.
4. The Promotion begins on 14 September 2026 and ends on 31 January 2027 (“**Promotional Signup Period**”)
5. The Promotion is not available or valid to customers utilizing any other fibre network provider or ISP.

The Promotion

6. Subject to the eligibility criteria below, the Promotion offers new MetroFibre Customers that sign up during the Promotional Signup Period the following:

Network Classification	Speed Package (Download/ Upload)	Current Standard Once-off Activation Fee (Incl. VAT)	Discounted Once-off Activation Fee (Incl. VAT)	Current Standard Recurring Retail Rate (Incl. VAT)	Discounted Recurring Retail Rate until 31 January 2027 (Incl. VAT)
Nova	80/80Mbps	R260.00	R 99.00	R669.00	R399.00
Nexus	100/100Mbps	R500.00	R99.00	R849.00	R499.00

7. Upon termination or expiry of this Promotion, the standard recurring retail rates then applicable to the respective speed packages listed above shall apply.
8. The promotional price is based on current market conditions and may change to reflect increases in operational, supplier, or regulatory costs.

9. Customers will be notified at least thirty (30) days prior to any price adjustment. Should a customer elect not to accept the revised pricing, the customer may cancel the service in accordance with the MetroFibre Standard Terms and Conditions.
10. Installation charges if applicable, are still charged and priced as per Standard Terms and Conditions relevant to the chosen package. Should a customer move to a new address within or outside the promotional period, they will be liable for the activation and installation charges if applicable, at the prevailing standard rates.
11. All business 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 by:
 - 13.1. Contacting the MetroFibre Sales Team via the email address ftthsales@metrofibre.co.za, or;
 - 13.2. telephonically or WhatsApp on 087 151 4000 during standard business hours, or;
 - 13.3. placing an order on our website platform www.metrofibre.co.za.
 - 13.4. Or a physical order form through direct marketing.

Eligibility

14. The Customer may not have an existing MetroFibre service.
15. The Customer must reside within a Metrofibre covered area and will qualify for this Promotion irrespective of whether there is an existing termination point on the Customer's premises.
16. Only one promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently.
17. By placing an order in terms of this promotion you confirm that you accept the provisions of these Rules.

General

18. These Rules may be amended by notification at any time during the Promotion.
19. The Promotion is exclusively for eligible participants and is not transferable, not exchangeable and cannot be exchanged for its cash value.
20. 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.
21. These Rules are also available at <https://metrofibre.co.za/residential/promo-terms-and-conditions/>
22. 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>.
23. 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/2025/08/FTTH-Terms-and-Conditions-13-June-2025-Final.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.
24. By accepting this offer, you confirm that you have read and accept the conditions and are authorised to enter into a contract.