

Promotion Rules (“Rules”) for MetroFibre FTTH Direct 30Mbps Nova Offer – Sobantu and Glenwood (“Promotion”)

Introduction

1. This Promotion is being run by Metro Fibre Networkx Proprietary Limited, registration number 2007/024366/07 (“**MetroFibre**”).
2. This promotional offer may not be used in conjunction with any other MetroFibre promotional offer.
3. This Promotion is only available to customers that sign up for a fibre service with MetroFibre (“**Customers**”), use MetroFibre as their Internet Service Provider (“**ISP**”) and that reside in the Sobantu and Glenwood areas in Pietermaritzburg (collectively referred to as the “**Promotional Areas**”).
4. The Promotion shall commence on 1 October 2026 and shall end on 30 November 2026 (“**Promotional Sign Up 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 FTTH direct MetroFibre Customers, that sign up during the Promotional Sign Up Period, the following:
 - 6.1. no activation costs charged, irrespective of whether a Customer has an existing termination point installed on the premises to which the service is delivered; and
 - 6.2. a discounted rate on the Nova 30Mbps package, for Customers that have an existing 10Mbps package with Nazo ISP, per the below table.

Network Classification	Current Package (Download/ Upload)	Current Recurring Retail Rate (Incl. VAT)	Promotional Package (Download/ Upload)	Promotional Recurring Retail Rate (Incl. VAT)
Nova	10/10Mbps	R245.00	30/30Mbps	R299.00

7. All Customers that sign up during the Promotional Sign Up Period will stay on the promotional price until the 30 November 2027. Should any customer sign up after the expiry of the Promotional Sign Up Period, the standard recurring retail rates shall then be applicable.
8. The promotional price is based on current market conditions and MetroFibre reserves the right to change the price, to reflect any 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’s Fibre to the Home Standard Terms and Conditions (“**Standard Terms and Conditions**”).
10. Should a Customer move to a new address within or outside the Promotional Areas, 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 via the following channels:
- 13.1. contacting the MetroFibre Sales Team via the following email address” ftthsales@metrofibre.co.za; or;
 - 13.2. telephonically or via WhatsApp on 087 151 4000 during standard business hours; or
 - 13.3. placing an order on our website platform www.metrofibre.co.za; or
 - 13.4. a physical order form through direct marketing.

Eligibility

- 14. This Promotion is only available to customers that reside in Promotional Areas.
- 15. The Customer must have an existing 10Mbps package with Nazo ISP.
- 16. The Customer may not have an existing MetroFibre service.
- 17. Only one Promotion can be claimed per unit/dwelling and no other specials can be claimed concurrently with the Promotion.
- 18. By placing an order in terms of this Promotion, the Customer confirms acceptance of these Rules.

General

- 19. These Rules may be amended by MetroFibre, 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/residential/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’s services is subject to MetroFibre’s Standard Terms and Conditions, which can be found at [FTTH-Terms-and-Conditions-15.06.2026 Final.pdf](#). The Standard Terms and 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 Standard Terms and 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 accepted these Rules and the Standard Terms and Conditions, and are authorised to enter into a contract with MetroFibre.