

Promotion Rules (“Rules”):
MetroFibre SMME ISP Black Friday SpeedUp Promotion for 2026:
Effective from 1 November 2026

Introduction

1. This promotion (“**Promotion**”) is being run by Metro Fibre Networx Proprietary Limited (company registration number 2007/024366/07) (“**MetroFibre**”).
2. This promotional offer may not be used in conjunction with any other MetroFibre promotional offer for SMME customers.
3. This Promotion is only available to new and existing users (“**Customers**”) that use MetroFibre’s infrastructure and that are location within MetroFibre’s GPON Network footprint.
4. The Promotion begins on 1 November 2026 and ends on 31 December 2026 (“**Promotion Period**”).

The Promotion

5. Subject to the eligibility criteria below, the Promotion offers new and existing MetroFibre ISP Customers that sign up/ upgrade during the Promotion Period, the following:
 - 5.1. no service activation fee will apply;
 - 5.2. Customers subscribing to eligible SMME packages will receive a complimentary upgrade (“**SpeedUp**”) to the next higher bandwidth tier, while continuing to pay the subscription fee of the lower package until 31 December 2027; and
 - 5.3. the SpeedUp benefit will remain in effect until 31 December 2027, after which the Customer will be migrated to the standard product package corresponding to the promotional upgraded speed.
 - 5.4. The packages and applicable speeds are set out in the table below:

Open Access/ISP Customers Packages and Speeds:

New Package	Standard Speed (Mbps)	Promotional SpeedUp (Mbps)	Activation Fee (Ex VAT)	Installation Fee (Ex VAT)	Installation Fee (Incl VAT)	Monthly Subscription Rate (Ex VAT)	Monthly Subscription Rate (Incl VAT)
SMME Black Friday 2026 SpeedUp Promo - 25Mbps to 50Mbps (Open Access)	25 Mbps	50/50	R0.00	R1,250.00	R1,437.50	R640.00	R736.00
SMME Black Friday 2026 SpeedUp Promo - 50Mbps to 100Mbps (Open Access)	50 Mbps	100/100	R0.00	R1,250.00	R1,437.50	R740.00	R851.00
SMME Black Friday 2026 SpeedUp Promo - 100Mbps to 200Mbps (Open Access)	100 Mbps	200/200	R0.00	R1,250.00	R1,437.50	R840.00	R966.00
SMME Black Friday 2026 SpeedUp Promo - 200Mbps to 500Mbps (Open Access)	200 Mbps	500/500	R0.00	R1,250.00	R1,437.50	R950.00	R1,092.50
SMME Black Friday 2026 SpeedUp Promo - 500Mbps to 1Gbps (Open Access)	500 Mbps	1000/500	R0.00	R1,250.00	R1,437.50	R1,050.00	R1,207.50

6. Standard monthly subscriptions rates are charged as 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.

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

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

7.1.1. 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 Promotion Period. After the expiry of the Promotion Period, standard pricing for the SpeedUp package will apply.

7.1.2. After the Promotion 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.

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

7.2.1. 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 Promotion Period. After the expiry of the Promotion Period, standard pricing for the SpeedUp package will apply.

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

7.3. Existing Customers currently on a standard SMME package, may not use the Promotion to downgrade their package to a reduced price and benefit from the SpeedUp Promotion at the same time. Existing Customers may use the SpeedUp Promotion to upgrade their package to a higher monthly recurring contribution and benefit from the SpeedUp Promotion.

8. Standard Installation includes up to 15 running meters of cable infrastructure per the Standard Terms and Conditions.

9. 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.

10. All residential packages are excluded.

11. 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

12. To participate, ISPs must place a new service order or service upgrade request by:

12.1. Contacting the MetroFibre Sales Team via biz.sales@metrofibre.co.za, or;

12.2. Placing a service order or upgrade request on the ISP portal during the Promotion Period.

Eligibility

13. Customers must be located within the MetroFibre GPON network coverage area.

14. Existing customers are eligible for this Promotion if their current monthly recurring fee is lower than the promotional monthly subscription rate to which they are upgrading.

15. For avoidance of doubt, a Customer currently active on a standard 25Mbps package cannot upgrade to the SpeedUp 25Mbps and experience 50Mbps. 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 available only to eligible participants and may not be transferred, exchanged, or redeemed for cash.
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. 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 is subject to the ISP's Master Services Agreement signed with MetroFibre.
24. 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 Promotion, you confirm that you have read and accept the conditions and are authorised to enter into a contract.