



## Cell C Fibre MetroFibre SpeedUp Promo Terms and Conditions

Last Update: November 2024

1. It is important that you understand and agree to these Terms and Conditions in order to participate in the Cell C Fibre MetroFibre SpeedUp Promotion (the "Promotion").
2. All standard Terms and Conditions of Cell C Limited and Cell C Service Provider Company Proprietary Limited (together, "Cell C") apply which terms and conditions can be found at <https://www.cellc.co.za/celc/terms-conditions>
3. The Promotion will run from 13 November 2024 to 31 March 2025 (the "Promotional Period").
4. This Promotion is only available to new and existing on the MetroFibre FTTH Network that reside in select areas ("Promotional Areas") as listed by MetroFibre Networkx from time to time. As such, eligibility for the Promotion is subject to feasibility and approval with MetroFibre Networkx.
5. Subject to the eligibility criteria set out herein, the Promotion offers new and existing MetroFibre ISP Customers that sign up/ upgrade during the Promotional Period in the Promotional Area additional line speed on top of their package's standard speed ("Promotional Speed") at no additional cost for 12 (twelve) months from the date of activation or upgrade as per the below packages and applicable speeds. Thereafter, standard bandwidth speeds apply to the customer's selected package.

Package	Standard Speed (Download/Upload)	Promotional Speed (Download/Upload)
Home Connecta Fibre MetroFibre Networkx 25Mbps/25Mbps	25Mbps/25Mbps	75Mbps/75Mbps
Home Connecta Fibre MetroFibre Networkx 75Mbps/75Mbps	75Mbps/75Mbps	250Mbps/250Mbps
Home Connecta Fibre MetroFibre Networkx 250Mbps/250Mbps	250Mbps/250Mbps	500Mbps/500Mbps
Home Connecta Fibre MetroFibre Networkx 500Mbps/500Mbps	500Mbps/500Mbps	1000Mbps/500Mbps

6. For avoidance of doubt, the following is an illustration of how the Promotion will work:
  - 6.1. For new customers placing a deliverable service order within the Promotional Period;
    - 6.1.1. Scenario 1: The customer signs up for a Cell C Fibre MetroFibre Networkx 25Mbps/25Mbps (25 Mbps line speed) at point of sale is activated and invoiced for this package. The customer experiences 75Mbps line speed for 12 months from date of activation.
    - 6.1.2. After 12 months the customer's line speed will automatically revert to 25Mbps line speed unless the customer requests a standard package upgrade.
  - 6.2. For existing customers placing an upgrade on their current active service order within the Promotion Period
    - 6.2.1. Scenario 2: The customer is currently on a standard Cell C Fibre MetroFibre Networkx 25Mbps/25Mbps package and places an upgrade request for the Cell C Fibre MetroFibre Networkx 75Mbps/75Mbps. The customer will experience a 250Mbps line speed from the effective upgrade date and will be invoiced at the standard monthly subscription rate for Cell C Fibre MetroFibre Networkx 75Mbps/75Mbps package.
    - 6.2.2. After 12 months the customer's line speed will automatically revert to 75Mbps line speed unless the customer requests an additional standard package upgrade.
7. Should a customer move to a new address outside of the Promotional Areas list above within 12 months of accepting the Promotion they will no longer be eligible for the Promotional Speed.