Terms and Conditions for DStv 7 Day Upgrade (South Africa and Lesotho)

1. **INTRODUCTION**

1.1. These terms and conditions are applicable to the DStv 7 Day Upgrade Benefit ("Benefit") as conducted by MultiChoice Proprietary Limited ("MultiChoice").

1.2. The Benefit aims to incentivIses Eligible Subscribers that maintain an active DStv package and pay their subscription before the due date by giving them access to additional channels for the first 7 days of their next viewing cycle.

1.3. The Benefit will run from **12 October 2026.**

2. **ELIGIBILITY**

2.1. To enjoy the Benefit, you must:

2.1.1. be an active monthly Residential DStv (or DStv Stream) Subscriber on an Eligible Primary Package as detailed in paragraph 3.1 below.;

2.1.2. reside in South Africa or Lesotho;

2.1.3. be a Subscriber for at least one month; and

2.1.4. pay your subscription before your next due date

2.2. The Benefit is not open to:

2.2.1. people who have been Subscribers for less than one full month;

2.2.2. additional products like add-ons;

2.2.3. Subscribers who have not had any active DStv subscription for 90 days or more ("Inactive Subscribers");

2.2.4. Subscribers who are on a Price Lock contract and Subscription Price Lock;

2.2.5. residential DStv Subscriber who pay their subscription quarterly and annually;

2.2.6. DStv Business Subscribers;

2.2.7. a Subscriber of a DStv package that has no corresponding offer as indicated in paragraph 3.1 below;

2.2.8. Subscribers who are disconnected and reconnect on the same day.

3. **DETAILS OF THE BENEFIT**

3.1. **Rules Applicable to Existing Subscribers**

3.1.1. Eligible Subscribers as outlined in paragraph 2.1 above will be upgraded to the next higher package in accordance with the following terms:

Eligible Primary Package	Upgrade on DStv	Upgrade on DStv Stream
Select	Sport	Sport
Sports	Premium	Premium

3.1.1.1. Subject to system dependencies, the Subscriber may be upgraded within 48 hours of payment receipt. If the upgrade does not occur within the 48 hours stipulated herein, MultiChoice will endeavour to effect the upgrade within the shortest possible time following notification by the Subscriber

3.1.1.2. The upgrade is for a period equal to **7 days,** which will be made available at the beginning of the viewing cycle. The Benefit may not be interrupted or suspended once it is made available.

3.1.1.3. If a Subscriber upgrades or downgrades their subscription after the Benefit was made available, the Benefit will continue based on the Subscriber's active package at the time the Benefit was made available.

3.1.1.4. The Benefit will be in addition to any other running offers, promotions and add-ons the Subscriber may have at the time the Benefit is made available.

3.2. **Rules Applicable to Suspended Subscriptions**

3.2.1. All Subscribers who wish to resume their suspended/disconnected subscriptions will only be eligible for the Benefit in month 2, subject to the Subscriber maintaining an active DStv subscription for 2 consecutive months and the rules outlined in paragraph 3.1. will be applicable.

4. **OTHER TERMS AND CONDITIONS OF PARTICIPATION**

4.1. All Eligible Subscribers will be granted the Benefit at no additional cost

4.2. MultiChoice reserves the right to terminate the Benefit on reasonable notice to the Subscriber.

4.3. The Benefit is not transferable and may not be interrupted, suspended or deferred beyond the 7- day Benefit period.

4.4. It is the Subscriber's responsibility to ensure that the Subscriber's payment is received by MultiChoice before his/her/their next due date. Without limitation, MultiChoice is not responsible for any difficulties encountered with third party merchants nor for any costs that you may incur to qualify for the Benefit.

4.5. Additional products such as add-ons and Value-Added Services (such as Xtra View and HD PVR access) are not included in the Benefit and the normal billing rules apply to these products and services:

4.5.1. if required, you will have to make separate payments for the add-ons at the published rates to enjoy the add-ons alongside the Benefit;

4.5.2. you must make payment in full for any Value-Added Services, to avoid being disconnected for such Value-Added Services.

4.6. MultiChoice shall not be liable for any failure to comply with its obligations where the failure is caused by circumstances outside its reasonable control.

4.7. The rule of construction that the Terms and Conditions will be interpreted against the party responsible for drafting same will not apply.

4.8. MultiChoice may cede, assign or novate any or all of its rights and/or any or all of its obligations set out herein and/or in the Terms and Conditions governing subscription to the MultiChoice Service to any person or entity without notice to you.

4.9. MultiChoice reserves the right to suspend or stop your participation in the Benefit if you are involved in fraud or manipulation of the process.

4.10. The failure by MultiChoice to enforce any of the rights or provisions of the Benefit or the Terms and Conditions will not be deemed to be a waiver of such right or provision.

4.11. These rules are in addition to applicable Terms and Conditions governing subscription to the MultiChoice Service (available on multichoice.com).

4.12. MultiChoice complies with provisions of the Consumer Protection Act (CPA), all queries or complaints relating to consumer rights, products or services may be directed to 011 289 2222.

4.13. MultiChoice also complies with applicable privacy and data protection laws and regulations in the jurisdictions in which it operates. For information on how we process personal information, contact dpo@multichoice.co.za.