



## **“We’ve Got You” Campaign – Above-The-Line (ATL)**

### **KENYA**

#### **FAQs (DStv and GOtv)**

**20 April to 30 June 2020**

#### **FAQs:**

**1. What is this campaign all about?**

This offer is our gesture to give our customers even more value during this difficult time. We are giving DStv and GOtv customers access to all the channels available on the next higher package from their current one, if they pay their current subscription in full. This equates to up to a **35% discount** on the higher package. Terms and conditions apply.

**2. Why is MultiChoice bringing this offer to Kenyan customers?**

MultiChoice remains committed to delivering the best video entertainment experience in **Kenya** by telling the best local and international stories, giving access to nail-biting sporting action and up-to-the-minute news, as well as leading international series, movies, documentaries and children’s entertainment.

**3. How do Kenyan customers qualify for this Campaign Offer?**

Customers who stay connected or reconnect their subscriptions may qualify for an upgrade to the next higher package at no extra cost. Once payment is made, customers may subject to system dependencies be upgraded to the next higher package within 48 hours. This offer applies to active and disconnected customers. Terms and conditions apply.

**4. I have not been upgraded to the next higher package. What do I do?**

MultiChoice will endeavour to upgrade you to the next higher package subject to the T&Cs within 48 hours

**5. Can a customer downgrade during the campaign period and still enjoy the offer?**

Unfortunately, no downgrades are allowed as part of this offer.

**6. How long is this Campaign Offer valid for?**

Limited offer period that launches on Monday **20 April 2020 will run until Tuesday 30 June 2020**, in all countries across Africa, excluding Lesotho. Terms and conditions apply.

**7. Can I pay for a higher package to benefit from the next highest package?**

Yes, you can. This offer gives customers the opportunity to pay for the current package and view the next higher package - or pay for an even higher package to view the next higher package.

**8. I have three decoders in three locations, can I pay for all decoders and enjoy the upgrade on all of them?**

Yes, you can pay for all 3 decoders and enjoy the campaign offer for all 3 decoders.

**9. What is the assurance of getting the upgrade?**

Once your payment is made for your current package, we will endeavor to upgrade your account to the next higher package within 48 hours.

**10. What happens if I do not see the additional channels?**

The channels should automatically pop up on your EPG (Electronic Programme Guide), if they do not please rescan your decoder. The instructions are as follow:

**Performing a scan on DStv decoder model**

HDPVR (non-Explora)	Explora, HD DStv or HD Zappers	SD Decoders e.g.: DSD1131,1132,1110
1.Press Menu button	1.Press Menu button	1. Press Menu button
2.Select advanced option	2.Scroll left to settings Tab	2. Select Advanced Options
3.Enter pin 9949 (old software)	3.Down to Satellite settings	3.Enter pin 9949 (Old software)
4.Select network Set-up	4.Select Home Networks	4.Select Dish Installation
5.Press yellow button on remote	5.Select Scan All	5.Select Scan all networks

**NB:** For older models i.e. Pace 280 (1P) and UEC 416 (1U), it's easier to reboot the decoders since this forces a scan i.e. (removing and putting back power cable)

**Performing a scan on GOtv decoder model**

GOtv Models
1.Press Menu button

2.Select advanced option
3.Select installation
4.Select Automatic Scan

If you are still not able to see the additional channels after you have rescanned your decoder, please contact our call center on **0711 066 000**

**11. I don't have the full amount to pay for the package I want and get additional channels; can I pay what I have right now?**

The amount needs to be paid in full, in order to qualify for the upgrade offer. Once the monthly subscription is paid in full, the upgrade may be activated within 48 hours.

**12. Which DStv/GOtv customers will qualify for this offer?**

The **DStv customers** who will qualify for this offer are those with the following packages: **DStv Compact Plus, Compact, Family and Access**. The **GOtv customers** who will qualify for this offer are those with the following packages: **GOtv Plus, Value and Lite packages**.

**13. What about DStv Premium customers – how will they benefit from this campaign?**

DStv Premium customers **cannot qualify** for this offer because **they already have access to all the channels**. The campaign only applies to DStv Access, Family, Compact and Compact Plus customers.

**14. What about GOtv Max customers – how will they benefit from this campaign?**

As GOtv Max customers already have access to all the channels, the campaign only applies to **GOtv Plus, Value and Lite packages**. Customers will be notified of other special offers as applicable. These customers can still benefit from other special offers that are tailor-made for each customer. They can look out for communication from GOtv on their registered mobile number or on screen via Envelope DSD.

**15. Which DStv customers are EXCLUDED from the offer to be upgraded to the next higher package?**

The following DStv accounts are *excluded* from this offer: VIP; staff; commercial subscribers; XtraView (add-ons will still have to be paid for); DStv Premium customers.

**16. I am currently an active customer and I have already paid for a full month viewing; can I still pay to watch an upgraded package and what happens to my payment date?**

Yes, you can pay right now, and you may be upgraded to the next highest package. Your payment date will not change.

**17. Can I pay for 2 consecutive months and view upgraded package for 2 months?**

Yes, you can. As long as the 2 months which you paid for fall within the offer period, 20 April 2020 to 30 June 2020, you may be upgraded to the next higher package.

**18. I am currently enjoying another offer (i.e. Double-Double and Pay1, Get3 ). Do I qualify for this offer?**

You are getting the maximum value already, if you wish to take part in the We've Got You promo, you will forfeit the current offer.

- Double-Double Offer: if you are in the free month period you can pay before the end of your viewing period to get the benefit
- Pay 1, Get 3: if you are in the last free month, you can pay for the package you want and will be upgraded

**FAQs – Customers who were previously on the Step up offer.**

**1. I was on the Step Up offer, how do I take part in the “Tough Times - We've Got You Campaign”?**

The Step-Up campaign ended on the 17<sup>th</sup> of April 2020. You can take part in this campaign by staying connected during the offer period.

**2. I was a DStv Access customer and paid for Family, I am viewing Compact. What happens to my account? Will you downgrade me to Family?**

**No**, you will not be downgraded to the Family package. You will be able to view Compact Plus until the end of your viewing period. Once your viewing period is over, we would encourage you to pay for Compact and continue viewing Compact Plus.

**3. What other exciting shows can I look out for on these channels?**

- Two new pop-up channels launch; **TOONAMI, the Home of Superheroes** and **M-Net Binge - The Home of HBO**
- **Africanews**, a new news channel is now available for DStv and GOtv customers
- DStv welcomes a new lifestyle channel, **NHK WORLD-JAPAN** to its platform starting Wednesday, 1 April.
- DStv has made six extra channels available to all DStv packages: Africanews (channel 417), CNN (channel 415), EuroNews (Channel 414), Da Vinci (channel 318), Cartoon Network (Channel 310) and SuperSport 7 (channel 207).
- Launched 2 new education platforms on DStv – **EDU TV** and **Mindset Pop**
- Thematic sports channels for sports lovers to relive the greatest sporting moments of all time. The channels will thrill customers with past sports stories that have created some of the sport's most magical moments. Each channel will have a dedicated offering. Available to DStv and GOtv customers.

You can find programme schedules and changes on [www.dstvafrica.com](http://www.dstvafrica.com) and <https://eazy.gotvafrica.com/>

**ENDS**