



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

### **Zimbabwe**

#### **DStv**

#### **FAQs**

**20 April to 30 June 2020**

### **FAQs:**

#### **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 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 **38% discount** on the higher package. Terms and conditions apply.

#### **Why is MultiChoice bringing this offer to Zimbabwe customers?**

MultiChoice remains committed to delivering the best video entertainment experience in Zimbabwe 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.

#### **How do Zimbabwe 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.

**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.

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

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

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

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

**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.

**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.

**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.

**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)

If you are still not able to see the additional channels after you have rescanned your decoder, please contact our call center.

**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.

**Is the upgrade provisioned within 48 hours just like in the Festive Next Level Campaign in 2019-2020?**

No. The upgrade is effected immediately. Higher package channels have been pulled down into the lower package using a back end system called KMS. This simply means that the Access package contains Family channels, Family package includes Compact channels, Compact package includes Compact Plus channels and Compact Plus package will include Premium channels.

So when you pay for Access, you automatically view your channels + Family channels and so on and on.

**Which DStv 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**

**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.

Customers will be notified of other special offers as applicable.

**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 and DStv Lite.

**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 will be upgraded to the next highest package. Your payment date will not change.

**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.

**I am currently enjoying another offer (i.e. Double-Double). Do I qualify for this offer?**

You are getting the maximum value, if you wish to take part in the We've Got You promo:

- Double-Double Offer: if you are in the free month period you will be upgraded to the next package. We encourage you to pay before the end of your viewing period to continue getting the upgrade package.

**ENDS**