



Phasing Out of DStv and GOtv Packages
Nigeria
Core Messages and FAQs

1 May 2020

What's Happening?

- MultiChoice is phasing out 2 lower tier DStv and 2 lower tier GOtv packages from 1 June, 2020
- The packages to be phased out are DStv Family, DStv Access, GOtv Plus and GOtv Value
- The phasing out of these packages is part of our ongoing efforts to ensure our customers' get improved choices and better value for money whilst delighting them with content that resonate with them. The package removals have become necessary in order to create capacity for new package additions.

Core Messages:

- MultiChoice's key priority is to put our customers' needs at the heart of everything we do.
- From time to time, we review the packages available on our platforms, which may result in the addition or removal of packages.
- As a business, we make it our priority to broaden our package offering on an ongoing basis to meet a variety of our customers' interests. The package removals have become necessary in order to create capacity for new package additions.
- We also continuously review our package offering and pricing points in very dynamic market conditions, which results in changes to our business - this is done with one objective in mind – to delight our customers by constantly offering them **MORE CHOICE and GREAT VALUE.**

FAQs:

Which packages are being phased out?

The packages being phased out are DStv Family, DStv Access, GOtv Plus and GOtv Value

Which packages will be available on DStv and GOtv?

DStv Premium, DStv Compact Plus, DStv Compact, DStv Confam and DStv Yanga. GOtv Max, GOtv JOLLI, GOtv JINJA and GOtv Lite.

Why are you phasing out these packages?

From time to time MultiChoice evaluates its platform offerings, which may result in the addition or termination of packages to ensure that the DStv and GOtv platforms meet the viewing requirements of our customers in Nigeria. The package removals are being put into place in order to create capacity for the recent package additions.

I currently subscribe to the DStv Access/Family/Value/Plus, what happens to my subscription?

The old packs will cease to exist from 1 June, you are encouraged to upgrade to any of the new or existing packs; DStv Premium, DStv Compact Plus, DStv Compact, DStv Confam and DStv Yanga. GOtv Max, GOtv JOLLI, GOtv JINJA and GOtv Lite, when your current subscription expires.

What will happen to customers who do not willingly migrate to new packages?

MultiChoice will not allow any customer upgrades/ downgrades or reconnects to the discontinued packs after 31 May 2020. However, more options are available on the DStv and GOtv websites: www.dstvafrica.com and <http://gotvafrica.com>

Isn't this a clever way to sneak in a price increase?

This isn't a price increase but the removal of the old packages to give way for better DStv and GOtv package structures that meet current viewing requirements. MultiChoice provides a range of packages which are designed to meet a multitude of family viewing needs at a range of different budgets. Any price change will be communicated as always, through our communication channels.

Do you believe DStv/GOtv is still good value for money?

Most certainly – we offer the best satellite video entertainment to suit different lifestyles and pockets. Our DStv & GOtv customers have access to the hottest local and international shows and movies, top sporting events, as well as the latest news, world-class documentaries and kids' shows.

End