



DStv Step Up Campaign (NIGERIA)
Frequently Asked Questions (FAQs)

14 January 2021 to 31 March 2021

***** For Website Only *****

1. What is the Step Up campaign all about?

The Step Up campaign offer gives active and disconnected DStv customers the opportunity to pay for a package above their normal package and view the second higher package at no extra cost for a limited time only. The upgrade is dependent on the base package which the customer paid for. For an example: If a customer is on Compact but pays for a Compact Plus subscription, that customer will be upgraded to Premium.

2. How long is the offer valid for?

This is a limited time offer that starts 14 January and ends 31 March 2021.

3. Who qualifies for this Step Up Campaign Offer?

This campaign is open to active and disconnected DStv Compact, Confam and Yanga customers. All customers will be mapped to their current package by 8 January 2021.

4. How do customers qualify for this Step-Up Campaign Offer?

DStv customers who pay before their due date or reconnect on the next higher package than their usual package qualify for an upgrade at no extra cost. Once payment is made, customers will be upgraded to the next higher package within 48 hours.

5. I have paid for a year for my Compact/Confam/Yanga package, how do I qualify for this campaign?

Customers who have paid for a year subscription already receive 1 month free of viewing and therefore do not qualify for this offer.

6. I have been disconnected for months; how long must I be disconnected for in order to qualify for this campaign?

This campaign is open to all disconnected DStv Compact, Confam and Yanga customers from January 14, 2021. It does not matter how long the customer's account has been disconnected at the start of the subscription. All customers who are connected or disconnected on the eligible DStv packages stand a chance to participate.

7. What happens to the remaining days left on my previous package before the upgrade to a higher package?

The customer's account will be prorated to give additional viewing days on the higher package. If the credit is not enough to cover for additional viewing days, the credits will remain on the customer's current account.

8. What happens to my add-ons that I had on my previous package?

This campaign offer only applies to the principal package; customer will need to pay an additional fee for the add-ons such as extra view and PVR access at the usual price.

9. Can I downgrade during the campaign period and still enjoy the offer?

A customer can downgrade but they will not be able to enjoy the offer. You only enjoy the offer if you pay for a higher package than the one you have been subscribing to.

10. Can I pay for a higher package to benefit from the next higher package?

Yes, you can. This offer gives DStv customers the opportunity to pay for the higher package than what they are currently on and view the next higher package.

11. 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.

12. What is the assurance of getting the upgrade?

Once you pay for the next package you desire to be on, your account will be upgraded to the next Step within 48 hours. A congratulatory message via SMS will be sent to eligible customers.

13. I don't have the full amount to pay for the package I want and get upgraded, can I pay what I have right now?

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

14. Do new DStv customers qualify for this offer?

New DStv customers will be eligible for the offer after 1 month on the platform.

15. What about DStv Premium/Compact Plus customers – how will they benefit from this campaign?

DStv Compact Plus customers already have all access to most of the channels while DStv Premium customers have access to over 170 great entertainment channels which include 24 HD channels. Premium customers enjoy a Showmax subscription at no extra cost as part of DStv Thanks reward programme whilst Compact Plus get Showmax at half the price. Customers on these packages will be notified of any special offer that is applicable to them. They can look out for communication from DStv on their registered mobile number or on screen via Envelope DSD.

16. Which customers are EXCLUDED from the offer to get upgraded to the next higher package?

The following accounts are *excluded* from this offer: VIP; staff; commercial; accounts paid 3 months in advance; annual accounts; XtraView (add-ons will still have to be paid for) and DStv Premium and Compact Plus customers.

17. Will I get 2 extra viewing days added back for the 48 hours I am waiting for my upgrade?

The **up to 30-day viewing** cycle starts after the higher package upgrade and hence customer is not inconvenienced by the 48 hours processing period for upgrades. Since this is an offer, 48 hours is the processing period for the upgrades to take effect so that you enjoy the 30-day viewing cycle on the higher package once the upgrade has been done.

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

Yes, you can pay right now, and you will be upgraded to the next package within 48 hours. Your disconnect date will change to ensure you are able to view for 30 days.

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

This campaign will be running from January 2021 until 31 March 2021. The full amount should be paid on a month to month basis. Customer cannot pay more than once a month for the offer.

- 20. What happens in the event of short payment towards the offer once the offer acceptance period has elapsed?**

The customer will forfeit the offer in the event of short payment. For disconnected customers, the customer will remain disconnected if no full payment is received and active customers will remain in their current package.

- 21. I am currently enjoying another offer on my DStv subscription. Do I qualify for this offer?**

You are getting great value already! If you wish to take part in this promo, you will forfeit the current offer.

- 22. Why is MultiChoice bringing this offer again to customers?**

The Step-Up campaign offer is one of the ways we are enhancing our customers' experience on our DStv platform, as it gives our customers the opportunity to experience the exciting programming available across higher packages at the price of a lower package/discount. MultiChoice remains committed to delivering the best video entertainment experience in Nigeria by telling the best local and international stories, giving access to thrilling/nail-biting sporting action and up-to-the-minute news, as well as leading international series, movies, documentaries and children's entertainment.

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