



GOtv MAX For Less Campaign Offer (NIGERIA)

Frequently Asked Questions (FAQs)

14 January 2021 to 31 March 2021

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

- 1. What is the GOtv MAX for less campaign offer all about?**

An exciting offer gives active and disconnected customers on GOtv Jolli and GOtv Jinja the opportunity to get **MAX for less** as we offer GOtv Max at a discounted rate of **N2,999** only!
- 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 MAX for Less offer?**

This offer is available to active and disconnected GOtv Jolli and Jinja customers. All customers will be mapped to their current package by 8 January 2021.
- 4. How do customers qualify for this MAX for Less Campaign Offer?**

GOtv customers on Jolli & Jinja can simply upgrade to GOtv Max by paying N2,999.
- 5. 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 GOtv Jolli and Jinja 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 GOtv packages stand a chance to participate.

- 6. What happens to the remaining days left on my previous package before the upgrade to Max?**
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.
- 7. 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.
- 8. What is the assurance of getting the upgrade at a discount?**
Once you pay for Max, your account will be upgraded within 48 hours. A congratulatory message via SMS will be sent to eligible customers.
- 9. 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.
- 10. Do new GOtv customers qualify for this offer?**
New GOtv customers will be eligible for the offer after 1 month on the platform.
- 11. I'm a GOtv Max customer, can I pay the N2,999 discount fee to continue watching on Max?**
Unfortunately, no. The Max for Less offer only applies to customers on lower packages. Customers on GOtv Max will be notified when there is a special offer applicable to them. They can look out for communication from GOtv on their registered mobile number or on screen via Envelope DSD.
- 12. 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.

- 13. 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 MAX within 48 hours. Your disconnect date will change to ensure you are able to view for 30 days.

- 14. 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.

- 15. 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.

- 16. I am currently enjoying another offer on my GOtv 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.

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

The Step-Up/Max for less campaign offer is one of the ways we are enhancing our customers' experience on our GOtv 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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