



## “Jump to the Next Package”

- At GOtv Mozambique our mission is to deliver value to our customers by making great entertainment more accessible.
- Our key priority is to put our customers' needs at the heart of everything we do. We listen to our customers to understand their changing lives, the economic pressures they face and what matters most to them.
- We recognize that most customers are living through challenging economic moments and comprehend the pressure they are under with everything going on with these difficult times.
- We remain committed to supporting you with the best available programming, to keep you and your family entertained and informed.
- GOtv Mozambique is delighted to launch our “**Jump to the Next Package**” Promotion GOtv Lite, Value and Plus customers can pay for their current packages and get to enjoy all channels from the packages higher than the ones they paid for at no extra cost. Terms and conditions apply.
- This Promotion, launching from **18 January 2021 in Mozambique**, is aimed to thank our valued **GOtv Lite, Value and Plus customers** for their continuous support, reassuring them of our commitment to deliver the best video entertainment experience in Mozambique.
- This is a **LIMITED PROMOTION**. The Promotion excludes access fees and add-ons. Terms and conditions apply (refer to GOtv <https://eazy.gotvafrica.com> websites for more information).

### **FAQs:**

#### **What is this Promotion all about?**

This Promotion is our gesture to give our customers even more value. We are giving GOtv Lite, Value and Plus customers access to all the channels available on the next package up from their current package if they pay their current subscription in full. Terms and conditions apply.

#### **Why is GOtv bringing this Promotion to customers in Mozambique?**

GOtv Mozambique remains committed to delivering the best video entertainment experience 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. This Promotion is to thank our loyal customers for their continued support and reward them with all the channels available on the next package up from their current package if they pay their current subscription in full.

**How do customers In Mozambique qualify for this Promotion?**

GOtv Lite, Value and Plus Customers who stay connected or reconnect their subscriptions qualify for an upgrade to the next higher package at no extra cost. Once payment is made, customers will be upgraded to the next higher package within 48hrs. Terms and conditions apply.

**Can a customer downgrade during the Promotion Period and still enjoy the Promotion?**

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

**How long is this Promotion valid for?**

This is a limited offer period that will start on 18 January 2021 to 31 March 2021. Terms and conditions apply.

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

Yes, you can. This Promotion gives GOtv Lite, Value and Plus customers the opportunity to pay for the current package and view the higher package - or pay for an even higher package to view the next highest above what they paid for.

**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 participate in the Promotion.

**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) within 48hrs, if they do not please rescan your decoder. The instructions are as follow:

**Performing a scan on GOtv decoder model**

<b>GOtv Models</b>
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 **843788 ou 21411222**.

**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?**

To participate in this Promotion, you must pay the full amount for the current or a higher package.

**Which GOtv customers will qualify for this Promotion?**

To participate in the Promotion, you must during the Promotion Period:

- 1.1. Be a customer in Mozambique;
- 1.2. Be a customer on any of the GOtv Lite, GOtv Value or GOtv Plus packages; and make full payment of the current package that you are on

**What about GOtv Max customers – how will they benefit from this Promotion?**

GOtv Max customers will not be eligible to participate in this Promotion. Since GOtv Max customers already have access to all the channels, this campaign only applies to the **GOtv Plus, GOtv Value & GOtv Lite packages**. The customers will be notified of other special offers, when applicable. These customers can benefit from other special offers directed at specific customers. You may find the GOtv communication on your registered mobile number or on your screen in the DSD Envelope.

**Which GOtv customers are EXCLUDED from the Promotion?**

This Promotion is not open to

- GOtv Max customers;
- customers who downgrade during the Promotion Period;

**I am currently an active customer and I have already paid for a full month viewing; can I still participate in the Promotion?**

Yes, you can. All GOtv Lite, GOtv Value and GOtv Plus customers who have paid their subscription will have access to the next higher package within 48hrs of the promotion start date on the 18<sup>th</sup> of January 2021.

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

If your subscription is paid, you will be able to view the upgraded content during the Promotion period from 18 January 2021 until the end of the promotion. Terms and Conditions apply.

**Where can I find information about content I can enjoy with this offer?**

You can find programme schedules and changes on <https://eazy.gotvafrica.com/>

Visit our facebook page for more updates:  
<https://web.facebook.com/GOtvMozambique/>

**ENDS**