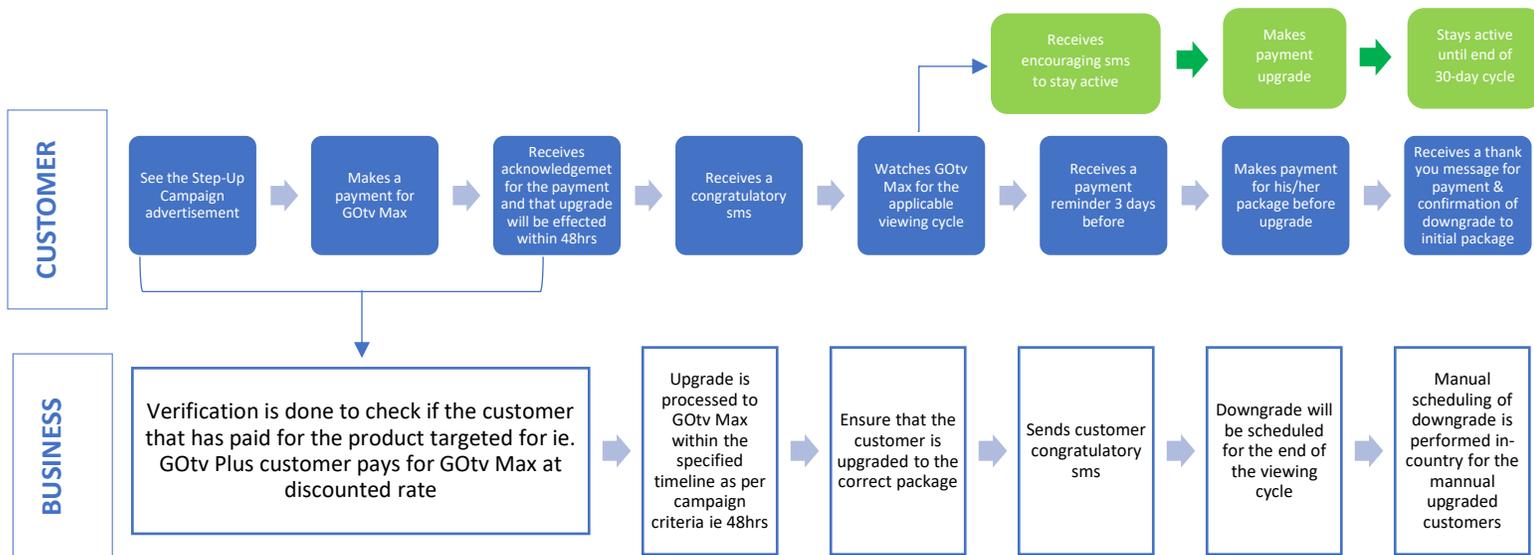




GOtv Uganda Step Up Campaign

- At MultiChoice Uganda, 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.
- MultiChoice Uganda is delighted to launch the Step-Up campaign whereby customers get upgraded to GOtv Max at a discounted rate. Once payment is made, customers will be upgraded to GOtv Max within 48 hours. This offer is valid for all active and non-active GOtv customers. For an example:



- The Step-Up campaign will give customers a new viewing experience and access to great entertainment at a great value.
- This is our way of thanking our valued GOtv customers for their continuous support, and we want to reassure them of our commitment to deliver the best video entertainment experience.

- This is a **LIMITED PROMOTION**. Terms and conditions apply (refer to <https://www.multichoice.com/multichoice-africa-subscriber-ts-cs/competitions-campaigns-and-promotions/> for more information).

FREQUENTLY ASKED QUESTIONS

1. **What is this Promotion all about?**

This promotion gives eligible active, disconnected and new GOtv customers the opportunity to pay for GOtv Max at a discounted rate for a limited time only.

2. **Why is MultiChoice bringing this offer to customers?**

MultiChoice through its GOtv platform remains committed to delivering the best video entertainment experience 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.

3. **Who qualifies for this Step-Up Campaign offer?**

This campaign is open to active, disconnected and new GOtv Plus, Value, Lite customers. New customers will be mapped to the package that they view in month 1 of having joined. GOtv customers can view GOtv Max at a discounted rate for a limited time only.

4. **Which customers do not qualify for this campaign?**

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

The following customer will not qualify to participate in the Promotion:

- Customers that pay annually or in advance
- Customers that are on GOtv Max on the date when mapping occurs
- Customers that downgrade during the Promotion Period when they were originally mapped to GOtv Max.

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

This campaign is open to all disconnected GOtv Plus, Value and Lite customers from 20 January 2021. It does not matter how long the customer's account has been disconnected for, all disconnected GOtv Plus, Value and Lite customers stand a chance to participate.

6. What happens to remaining days I had 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.

7. Can a GOtv Max customer downgrade during the campaign period and still enjoy the offer?

No, a customer who downgrades from an ineligible (as at 08 Jan 21) to an eligible package will not become eligible to participate in the promotion.

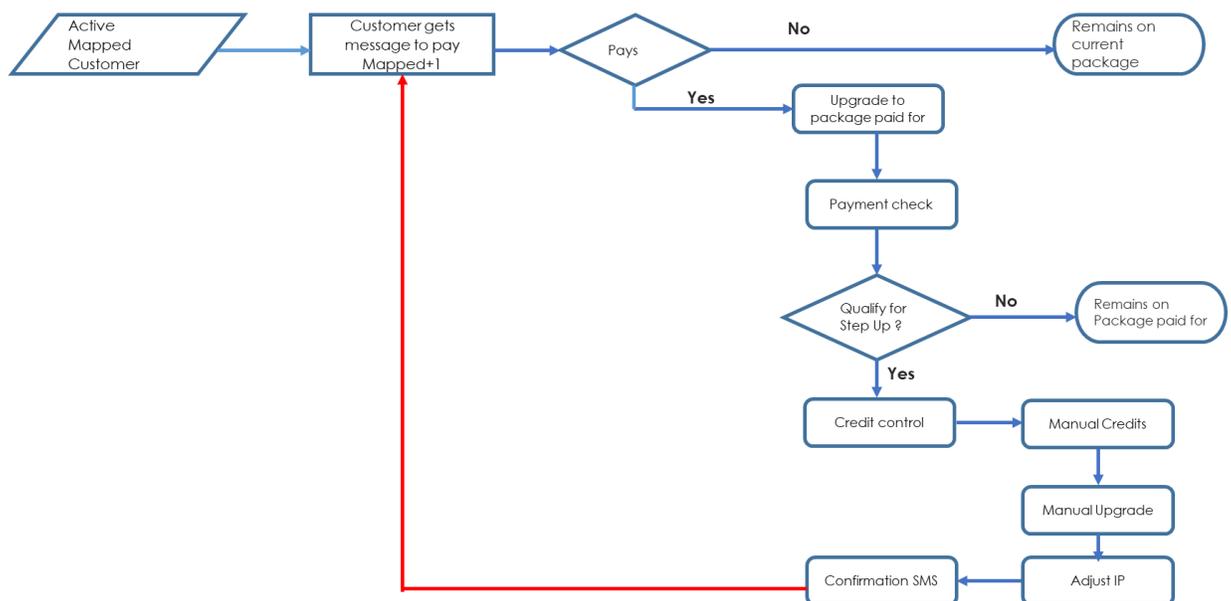
8. How long is this Step-Up Campaign Offer valid for?

This is a limited offer period that may end on **31 March 2021**.

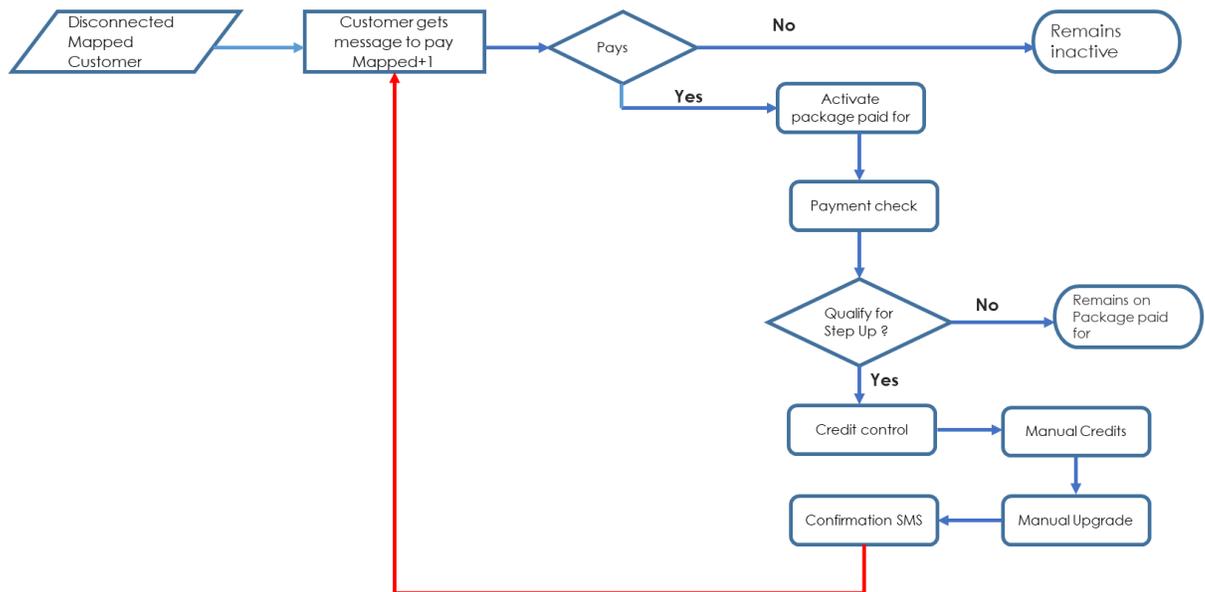
9. How does it work, and how do I benefit from the next highest package?

This offer gives customers the opportunity to pay for GOtv Max at a discounted rate for a limited time only. The campaign works as follows: -

ACTIVE CUSTOMER



DISCONNECTED CUSTOMER



- 10. 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.

- 11. 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?**

To participate in this promotion, you must pay the full discounted amount.

- 12. Will new GOtv customers qualify for this offer?**

Yes, a new subscriber joining on or after 8 January 2021, who makes full payment within the Promotion Period is eligible to participate in this promotion within their first month of viewing.

- 13. What about GOtv Max customers – how will they benefit from this campaign?**

GOtv Max customer will not be eligible to participate in this promotion.

14. 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 a Promotion, 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.

15. 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 NID/ Disconnect date?

Yes, you can pay right now, and you will be upgraded to GOtv Max within 48 hours. Your next invoice date/disconnect date will change to ensure you are able to view for 30 days. In the event where a customer has available prorated credit balance in the account from their previous package, the customer can utilise the available pro-rata credit to upgrade to the next package higher, if the credit amount is not sufficient, customer will need to top up to use pro-rata for viewing of package higher.

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

This campaign will be running from 20 January 2021 until 31 March 2021. The full amount should be paid per billing cycle, i.e. 30 days or as stipulated by MultiChoice. During the Promotion Period a customer may participate 3 times, once per billing cycle.

17. What happens to debit order customers?

Debit order payments will not be accepted, only cash payments will be accepted for this campaign offer.

18. What happens in the event of short payment towards the offer once the offer acceptance period has lapsed?

If the customer has made short payment towards an offer, the customer will be notified and advised to make further payments in order to qualify for offer. The customer will forfeit the offer in the event that the payment is not received within the specified time period. For

disconnected customers, the customer will remain disconnected if full payment is not received and active customers will remain in their current package.

ENDS