



## **“GOtv Dey Your Side” Promotion Customer Frequently Asked Questions**

**Start Date: Tuesday, 2 March 2021**

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

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

This Promotion is our gesture to give our customers even more value with up to 32% discount. Customers who are on **GOtv Jolli and Jinja** customers who pay for GOtv Jolli, get upgraded to GOtv Max at no extra cost. Terms and conditions apply.

### **2. Why is GOtv bringing this Promotion to customers in Nigeria?**

GOtv Nigeria 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 highest package from their current package.

### **3. How do customers In Nigeria qualify for this Promotion?**

Any customer on any of the **GOtv Jolli and Jinja** packages who pays the GOtv Jolli subscription fee (N2,460) will be upgraded to GOtv Max. Once payment is made, customers will be upgraded. Terms and conditions apply.

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

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

### **5. How long is this Promotion valid for?**

This Promotion will run for a limited period, it will start Tuesday, 2 March 2021 and runs until Wednesday, 14 April 2021. Terms and conditions apply.

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

Yes, you can. This Promotion gives **GOtv Jolli, Jinja** and **Smallie** package customers the opportunity to pay for GOtv Jolli and view GOtv Max.

**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 participate in the Promotion.

**8. What is the assurance of getting the upgrade?**

Once your payment is made for GOtv Jolli package, we will endeavor to upgrade your account.

**9. What happens if I do not see the additional channels?**

The channels should automatically pop up on your EPG (Electronic Programme Guide), if they do not please rescan your decoder. The instructions are as follow:

**10. 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 our toll free lines - 08139842260 (MTN), 07080630900 (Airtel), 09085330333 (9mobile), 08050183033 (Glo). Alternatively, contact us on a tolled line – 08039044688 (MTN).

**11. 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 GOtv Jolli (N2,460) or the fee equal to the current GOtv Jolli package during the promotion

**12. 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.

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

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

- a. be a customer in Nigeria;
- b. be a customer on any of GOtv Jolli, Jinja and Smallie packages; and make full payment for the GOtv Jolli package (N2,460).

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

GOtv Max customers will not be eligible to participate in this Promotion.

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

This Promotion is not open to

- a. GOtv Max customers;
- b. customers who downgrade during the Promotion Period.

**16. 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. Any customer on either the **GOtv Jolli, Jinja or Smallie** package who pays the GOtv Jolli subscription fee may be upgraded to GOtv Max from Tuesday, 2 March 2021.

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

No, unfortunately this offer is only limited from Tuesday, 2 March 2021 until Wednesday, 14 April 2021. You will only be able to view the upgraded content during the Promotion period. Terms and Conditions apply. You can find programme schedules and changes on [www.gotvafrica.com](http://www.gotvafrica.com)

**ENDS**