



**“We’ve Got You” Campaign
Kenya
DTT Platforms GOtv
Frequently Asked Questions (FAQs)
25 August 2021**

1. What is this Campaign all about?

This Campaign is our gesture to give our customers even more value. New, active and disconnected customers who pay for

- GOtv Value at Sh550 will get upgraded to GOtv Plus
- GOtv Plus at Sh870 will get upgraded to GOtv Max

at no extra cost. Terms and conditions apply.

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

- be a customer in Kenya;
- be a new, disconnected or active customer on any of GOtv Value and GOtv Plus packages; and make full payment for the package to qualify for an upgrade to a higher package.

2. Why is GOtv bringing this campaign to customers in Kenya?

GOtv Kenya 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 Campaign is in place to thank our loyal customers for their continued support and reward them with all the channels available on the next highest package from their current package.



3. How do customers In Kenya qualify for this Campaign?

Any new, active or disconnected customers who pay for

- GOtv Value will get upgraded to GOtv Plus
- GOtv Plus will get upgraded to GOtv Max

4. Can a customer downgrade during the Campaign Period and still enjoy the Campaign?

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

5. How long is this Campaign valid for?

This Campaign will run for a limited period, it will start Tuesday, 31 August 2021 and will run until Sunday, 28 November 2021. Terms and conditions apply.

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

Yes, you can.

This campaign gives customers the opportunity to pay for either GOtv Value to View GOtv Plus or to pay for GOtv Plus and View GOtv Max. GOtv max is the highest package offered by GOtv.

7. I have three decoders in three different locations, can I pay for their subscriptions and enjoy the upgrade on all of them?

Yes, you can pay for all 3 decoders **separately** for the specific bouquet that you desire to participate in the campaign.

8. 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:

Performing a scan on GOtv decoder model

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 centre lines – GOtv 0711066555

9. 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 Campaign, you must pay the full amount of either GOtv Value (at Sh550) or GOtv Plus (at Sh870) during the campaign period.

10. What about GOtv Lite customers – how will they benefit from this Campaign?

GOtv Lite customers can upgrade to GOtv Value by paying Sh550 or to get upgraded GOtv Plus or pay Sh870 to get upgraded to GOtv Max. Either of the payments gets you to participate in the Campaign.

NOTE: GOtv Lite ANNUAL Lite subscribers who upgrade to either GOtv Value or Plus package, the subscription will revert to monthly billing.

11. Which GOtv customers are EXCLUDED from the Campaign?

This Campaign is not open to:

- a. GOtv Max & GOtv Lite customers
- b. customers who downgrade during the Campaign Period.

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

Yes, you can. Any customer who has paid the fee for either **GOtv Value or GOtv Plus** will be upgraded during the campaign.

13. Can I pay for 2 consecutive months and view upgraded package for 2 months? I am an annual subscriber can I participate in this Campaign?



Yes, customers can pay for multiple months during the campaign period. Annual customers will receive the upgrade during the campaign period. You will be connected and upgraded only for the period which you pay during the Campaign Period. Once the Campaign ends, you will be downgraded to the package which you have paid for. You will only be able to view the upgraded content during the Campaign period. **For example, if you pay your monthly subscription on the 20th of November 2021, you will only be able to enjoy the higher package until the 28th of November 2021.**

You can find program schedules and changes on www.gotv africa.com

ENDS