

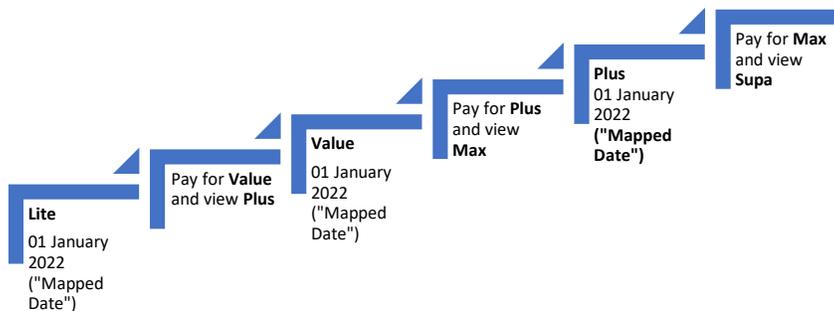


Step Up Campaign – ATL (KENYA)
Customer Frequently Asked Questions
05 January 2022 to 31 March 2021

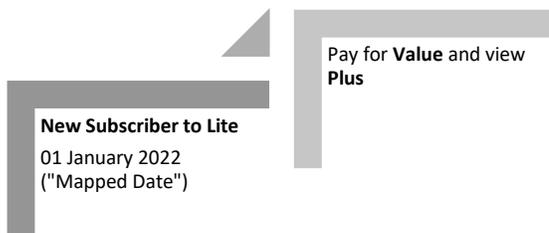
1. What is this Promotion all about?

This promotion gives eligible active, disconnected and new GOtv customers the opportunity to pay for the next higher package above their normal package and view the second higher package for a limited time only. The upgrade is dependent on the package which the customer was on as at 01 January 2022 or the join date after 01 January 2022. For example: If a customer is on GOtv Plus but pays for a GOtv Max subscription, that customer will be upgraded to GOtv Max for free at a limited period of 30 days.

Active/Disconnected Subscriber



New Subscriber



2. Why is MultiChoice bringing this offer to customers?

MultiChoice 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 promotion is open to:

- 3.1 a consumer in Kenya;
- 3.2 an eligible active, disconnected or new GOtv subscriber; and
- 3.3 an eligible active or inactive who makes full payment in cash of at least one package higher from the last active package you are on as at 01 January 2022 ("Mapped Date") or
- 3.4 a new subscriber joining on or after 01 January 2022, who makes full payment of at least one package higher from the package that they are on from their join date ("**Mapped Date**"), to be upgraded to the next higher GOtv package for their market, within a 48-hour period from payment. Any upgrade based on the payment which you made will only be valid for the duration of the Promotion Period and for 1 billing cycle.

For avoidance of doubt, customers need to pay for the package higher than the package that they were on at the Mapped Date in order to access and view the next higher package.

4. How do customers qualify for this Step-Up Promotion?

New, active and disconnected customers who pay for the next package higher than their usual package will qualify for an upgrade. A customer may participate in this promotion at any time on condition that he/she pays the full amount for the next higher package. Should a customer opt to participate in this Promotion midway through his/her existing billing cycle he/she may pay the fee for the next higher package to start a new billing cycle. The customer will then receive a credit for any days left on his/her existing billing cycle.

5. Which customers do not qualify for this promotion?

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 Supa and GOtv Max on the mapped date
- Customers who downgrade during the Promotion Period when they were originally mapped i.e. GOtv Max customer who downgrades to GOtv Plus during the promotion will not be able to participate in the promotion. However, a Lite customer who pays for Value, is upgraded to Plus and is downgraded back to Lite at the end of their viewing cycle, is still eligible for participation in the campaign.

6. I have been disconnected for months; how long must I be connected for in order to qualify for this promotion?

This promotion is open to all disconnected GOtv Plus, Value and Lite customers from 05 January 2022. 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.

7. What happens to remaining days I had on my existing 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.

8. What happens to my add-ons that I had on my previous package?

This promotion only applies to the package and not add-ons; customers will need to pay additional fees for the add-ons at the usual price. Payments made must include add-ons, value added services, etc. that are active on the account, in order for the upgrade to be processed. Should the customer not wish to continue with the viewing of the add-ons or value-added services, they need to cancel these products, before the Step-Up upgrade can be processed.

9. Can a customer downgrade during the promotion period and still enjoy the offer?

No, a customer who downgrades from an ineligible (as at 01 Jan 22) to an eligible package will not become eligible to participate in the promotion.

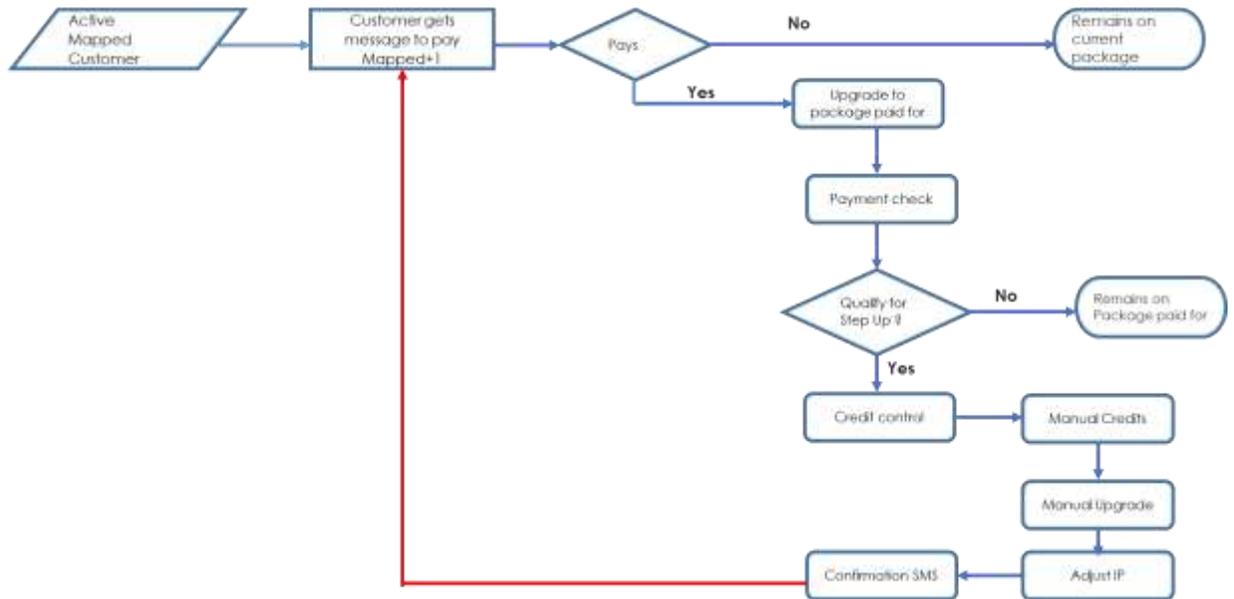
10. How long is this Step-Up Promotion valid for?

This is a limited offer period that may end on 31 March 2022.

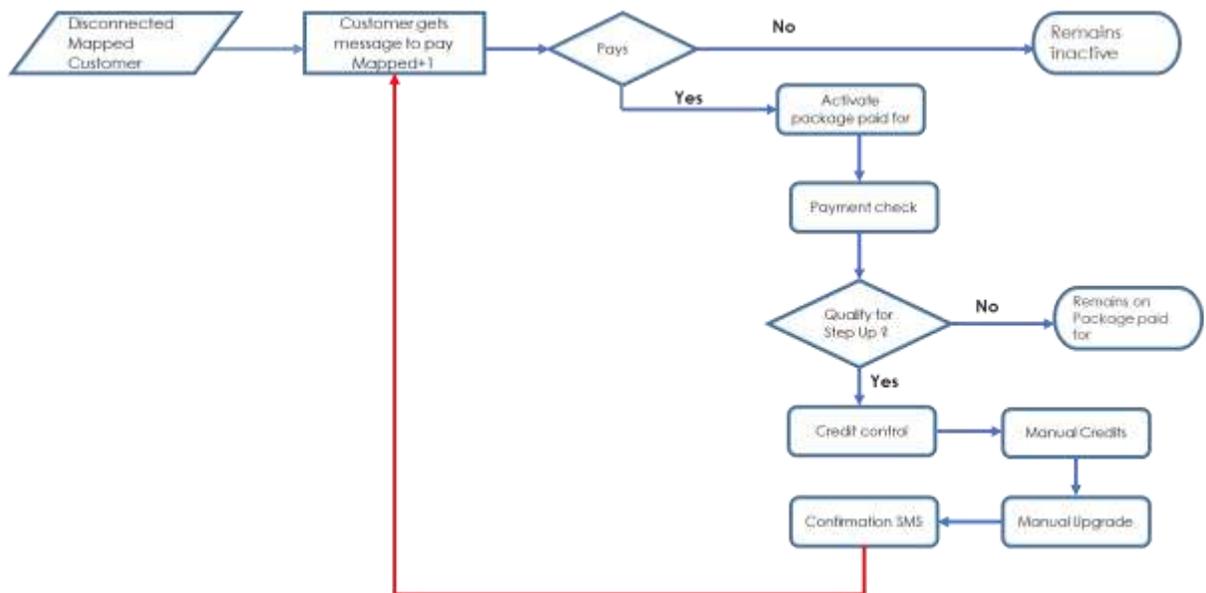
11. **Can I pay for a higher package to benefit from the next highest package?**

Yes, you can. This offer gives customers the opportunity to pay for the next higher package based on his/her Mapped Date to view the next higher package. A customer on Lite, pays for Value and they get to view Plus i.e

ACTIVE CUSTOMER



DISCONNECTED CUSTOMER



- 12. 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 promotion.

- 13. I don't have the full amount to pay for the package I want to get upgraded, can I pay what I have right now?**

To participate in this promotion, you must pay the full amount for the next higher package.

- 14. Will new GOtv customers qualify for this promotion?**

Yes, a new subscriber joining on or after 01 January 2022, who makes full payment of at least one package higher from the package that they are on from their join date ("**Mapped Date**"), may be upgraded to the next higher GOtv package. (A new GOtv plus customer must pay Ksh. 1,1150 for GOtv Max to get upgraded to GOtv Supa.)

- 15. What about GOtv Supa/Max, customers – how will they benefit from this promotion?**

Supa and Max customer will not be eligible to participate in this Promotion.

- 16. 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 the 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.

- 17. I am currently an active customer and I have already paid 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 participate in this promotion by paying the full amount equal to the next higher package from the package you were on, on your mapped date, and you will be upgraded to the next higher package within 48 hours. Your next invoice date/disconnect date will be updated and changed 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, the customer will need to top up to use pro-rata for viewing of package higher.

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

This promotion will be running from 05 January 2022 until 31 March 2022. 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.

19. What happens to debit order customers?

Debit order payments will not be accepted.

20. 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 participate in the promotion. The customer will forfeit the chance to participate in this promotion in the event that the payment difference is not received within the specified time period. For disconnected customers, the customer will remain on disconnected if full payment is not received and active customers will remain on the package which matches his/her payment. A full payment constitutes payment for the primary package, as well as any active add-ons and value-added services active on the account.

21. What about the customers that are currently enjoying another offer (i.e. Double-Double, Pay1, Get3 and or 10% discount)? Do they qualify for this offer?

Unfortunately, this offer will not apply to the customers who already enjoy other offers. However, customers who wish to take part in the Step-Up promotion will forfeit the current offer.

ENDS