



DStv 100% Premium Competition

Namibia

FAQs

10 January 2022

Frequently Asked Questions

1. What is DStv 100% Premium Program offering?

The DStv 100% Premium Program Offering is a campaign aimed at getting our DStv customers to unlock their 100% Premium experience by making sure they take advantage of the DStv offerings by using all add-on services or products to achieve a 100% Premium status on their account.

2. What do customers need to do?

Customers must enter by simply following the instructions on the competition landing pages. In order to unlock these benefits, customers would need to:

- Upgrade to or active on DStv Premium package (with 100+ channels to boost the viewing experience!)
- Use the DStv app and get access to their favourite shows on any device!
- Get access to exclusive entertainment, anytime, with Showmax! Free to DStv Premium customers excluding Malawi.
- Take control of their DStv experience and catch up on their favourite shows when they access or upgrade to an Explorer decoder and activate PVR!
- And access the latest Blockbusters with BoxOffice!
- When the customer reaches a 100%, they unlock even more:
 - Entries into Competitions
 - Rewards in specific months

- 3. Why did MultiChoice Namibia launch the DStv 100% Premium Program offering?**
MultiChoice is always looking for innovative ways to engage our customer and add value to them by encouraging them to use all our product offerings available at their disposal as part of the DStv experience.
- 4. When does the competition start?**
The Competition runs from 30 November 2021 and ends on 31 Mar 2022. Terms and conditions apply.
- 5. Which markets/countries are legible to enter this competition?**
This competition is open to all DStv Premium subscribers in Namibia, Nigeria, Zambia, Tanzania, Uganda, Ghana, Botswana, Zimbabwe and Malawi.
- 6. Is there a selection process in selecting eligible customers?**
Yes. A selection system will be used to identify eligible customers. Customers must be 100% Premium customer by the last day of the month to qualify for the specific draw/competition.
- 7. What prizes can be won?**
The prizes may differ in each market, however qualifying participant will be automatically entered into a draw to stand a chance to win:
- Brand new DStv Explora including free installation, free of charge, for a loved one;
 - 3 (three) month DStv Premium subscription, free of charge, for a loved one;
 - Meet and greet a local star;
 - Weekend away travel voucher;
 - 5-star trip to Dubai for 2 people
- In addition, qualifying customers stand a chance to be rewarded with Box office movies, discount on primary package and Golden remote.
- 8. How long will this competition run for?**
Competition will be running from 01 December 2021 and ends on 31 Mar 2022. Terms and conditions apply based on Terms & Conditions per market.
- 10. How many customers will this reward be awarded to?**
All eligible Premium customers will receive the guaranteed awards. Selected customers will receive the awards under the game of chance.

11. How will the customer know that they have won?

Winners selected from the draw will be contacted by phone; it is your responsibility to ensure that your details are up to date. If we cannot contact you after 7 attempts, we will award the prize to the next winner. Winners may be invited to a press event to announce the winners of the respective draws and you will be required to sign documents of acceptance that you are a winner.

12. When will the winners be announced?

The below table set out the qualifying dates as well as the draw dates and prizes may differ in each market:

Qualifying Date (date customer must be 100% Premium to qualify for the specific draw)	Draw Date	Prizes
30 Nov 2021, 12:00 PM	01 Dec 2021	Gift a loved one with an Explora & Installation – 5 winners to be selected per market (All)
31 Dec 2021, 12:00 PM	04 Jan 2022	Gift a loved one with 3-month DStv Premium subscription member – 5 winners to be selected (All)
31 Jan 2021, 12:00 PM	01 Feb 2022	<ul style="list-style-type: none">• Gift a loved one with an Explora & Installation -10 winners to be selected per market (Kenya Botswana, Zambia, Angola, Uganda, Namibia, Malawi,• Weekend away travel voucher- 2 winners to be selected (Ghana & Nigeria & Zimbabwe)
28 Feb 2022, 12:00 PM	02 Mar 2022	Meet & Greet local star during March 2022 – 5 winners to be selected per market (All)
30 Nov 2021, 12:00 PM 31 Dec 2021, 12:00 PM 31 Jan 2021, 12:00 PM 31 Mar 2022, 12:00 PM 28 Feb 2022, 12:00 PM	01 Apr 2022	5-star Trip to Dubai for 2 people - 1 winner to be selected per market (All)

13. How will I claim my prize?

A representative from MultiChoice will be in touch to explain the prize giving arrangement

ENDS.