



**Level Up Offer**  
**DStv and GOtv Platforms**  
**Core Messages and FAQs**  
**01 August 2022 – 31 October 2022**

## **Frequently Asked Questions**

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

This promotion is our gesture to give our new active customers on DStv/GOtv more value by giving them the next higher package after updating their details on the DStv/GOtv App. Both DStv and /or GOtv customers will access this offer within 48 hours after their subscription payment.

**2. Why is DStv/ GOtv 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 nail-biting sporting action and up-to-the-minute news, as well as leading international series, movies, documentaries and children's entertainment.

**3. How do customers qualify for this offer?**

To be eligible, the customer must

- a) Be a new customer who subscribes to the DStv or GOtv services between **01 August 2022** to **30 September 2022** (please note that old subscribers, who subscribed for the services before **01 August 2022**, are not eligible for the offer);
- b) Be an active customer and stay connected after one month i.e. pay for their 2nd month's subscription prior to their last viewing day; and
- c) Update their details via the App.

**4. Can a customer downgrade during the offer period and still enjoy the offer?**

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

**5. How long is this offer valid for?**

This offer will run for a limited period, it will start 01 August until 31 October 2022. Terms and conditions apply.

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

Yes, you can. This offer gives new DStv and GOtv customers the opportunity to pay for any package and get upgraded to the next package. For example, in month 2 if you pay for Compact Plus, you will be upgraded to Premium. We are trying to encourage customers to pay for an even higher package, so we can get more upgrades. Even in Month 1 you could be on Family and Pay for Compact Plus and you will be upgraded to Premium

**7. What is required for new customers to secure the upgrade after their subscription payment?**

Customers are required to do the following to secure their upgrade:

- Download the App
- Login into the App
- Update their details using the DStv/GOtv App
- After completing this process, customers will be upgraded to the next highest package for their current and next viewing cycle.
- Customers Ensure they pay for their 2<sup>nd</sup> month subscription before their last viewing day to remain on the higher package

**8. At what point must a customer pay in order to secure this offer after updating their details on the DStv/GOtv App?**

A customer can pay at any time from **01 August 2022** for their current package and their next month's payment. If they make payment any time before their last viewing day, they will be upgraded (within 48 hours) for the remainder of their current viewing cycle and the next viewing cycle.

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

Once your payment is made and you update your details on the App and are an active subscriber after one month during the offer period, you will automatically be upgraded to the next higher package from your current package within 48 hours.

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

The channels should automatically pop up on your EPG (Electronic Programme Guide) within 48 hours, if it does not, please rescan your decoder. If you are still not able to see the additional channels after you have rescanned your decoder, please log your queries on the DStv or GOtv Self Service App.

**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 offer, you must pay the full amount of your chosen package during the promotion to get the next highest package. In other words, if the customer does not pay enough to be an active customer for the following month, then they are not eligible to receive this offer.

**12. What happens to remaining days I had on my previous package before the upgrade to a higher package?**

If the customer pays for the second month's subscription for DStv/GOtv mid-month e.g. 15 August 2022 after a customer joined/payed on 01 August 2022, the customer will receive an upgrade within 48 hours, which means the customer will have 6 weeks of the new upgrade for paying early. The customer's next invoice period will remain the same for the duration of the offer provided they stay connected.

**13. Which DStv/GOtv customers are EXCLUDED from the offer?**

- a) All DStv Premium and GOtv Supa customers;
- b) Customers who subscribe before **01 August 2022** are not eligible to participate for this offer.
- c) DStv Staff accounts
- d) DStv VIP accounts
- b) DStv Business customers

**14. Which App do I need to download to qualify for this offer?**

Customers need to download the MyDStv or MyGOtv App to update their details.

**15. What happens if the customer does not have a smart phone?**

Customers can visit any of the DStv/GOtv branches to receive assistance from the Customer Service Representative who will help to update their details on the App.

**16. What happens after the offer has ended?**

Once the upgrade viewing comes to an end on the **31<sup>st</sup> October 2022**, we encourage you to pay for the upgraded viewing and continue enjoying the additional programs. If you don't pay for the upgraded viewing, the account will resume to the original package.

**17. Will customer's upgraded package be visible on their DStv/GOtv app?**

Customers will only have their subscribed DStv/GOtv package visible on the App. However, the customer will still access channels available on their upgraded package. For example, if a DStv Compact customer has been upgraded to DStv Compact +, the customer will view the DStv Compact + channels. But if they view their subscription on the App or calls the call centre, it will still show DStv Compact as their current viewing package.

**18. Why do customers have to wait 48 hours to be upgraded to a new package?**

We endeavor to provision your upgrade as soon as possible however, this may take up to 48 hours.

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

Yes, you can, however, the upgrade is only valid from 01 August 2022 until 31 October 2022. 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.dstv.com](http://www.dstv.com) and [www.gotvafrica.com/](http://www.gotvafrica.com/)

**ENDS**