



## **“Gift Yourself More” ATL CVM Campaign**

**Botswana**

**DStv Platforms**

**Core Messages and FAQs**

**01 October 2023 - 31 December 2023**

**\*\*\* For External Distribution Only \*\*\***

### **Frequently Asked Questions:**

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

This Promotion is our gesture to give our customers even more value. New, active, and disconnected customers who pay to subscribe to DStv Compact get to view DStv Compact Plus and those who pay to subscribe to DStv Compact Plus get to view DStv Premium at no extra cost.

**2. Why is DStv bringing this Promotion to customers in Botswana?**

MultiChoice Botswana 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 Botswana qualify for this Promotion?**

Any new, active or disconnected customers who pay to subscribe to Compact, will get to view DStv Compact Plus and those who pay to subscribe to DStv Compact Plus, will get to view DStv Premium for the period of the promotion, on us. The offer only applies to

decoder viewing, i.e., the customer will not be able to watch the higher package on a streaming platform, further Terms and conditions apply.

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

No downgrades are allowed as part of this Promotion.

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

This Promotion will start **Sunday, 01 October 2023** and run until **Sunday, 31 December 2023**. From 01 January 2024 customers will be viewing their paid package and stop viewing the upgraded package.

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

Yes, you can. This Promotion gives subscribers the opportunity to pay for DStv Compact and view DStv Compact Plus package and subscribers who pay for DStv Compact Plus get to view DStv Premium. DStv Pula/Lite, DStv Access and DStv Family customers can pay for DStv Compact get upgraded to DStv Compact Plus or pay for DStv Compact Plus and get upgraded to DStv Premium.

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

Once your payment is made, we will endeavour to upgrade your account within a 48-hour period after payment.

**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. If you are still not able to see the additional channels after you have rescanned your decoder, please log a query on MyDStv self-service app or contact our call centre on 3605666, on Facebook and Twitter (@DStvBotswana) or via email on [dstvbotswana@multichoice.co.za](mailto:dstvbotswana@multichoice.co.za)

**Performing a scan on DStv decoder model**

HDPVR (non-Explora)	Explora, HD DStv or HD Zappers	SD Decoders e.g.: DSD1131,1132,1110
1.Press Menu button	1.Press Menu button	1. Press Menu button
2.Select advanced option	2.Scroll left to settings Tab	2. Select Advanced Options
3.Enter pin 9949 (old software)	3.Down to Satellite settings	3.Enter pin 9949 (Old software)

4.Select network Set-up	4.Select Home Networks	4.Select Dish Installation
5.Press yellow button on remote	5.Select Scan All	5.Select Scan all networks

**NB:** For older models, it's easier to reboot the decoders since it forces a scan i.e. (removing and putting back power cable).

**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 Promotion, you must pay the full amount during the promotion. *In other words, if the customer does not pay enough to be active on DStv Compact or DStv Compact Plus they will not qualify for the offer.*

**10. How long will I be able to view on the upgraded package?**

You will be able to view on the upgraded package for the period that you paid your subscription for, as long as it's within the offer period 01 October to 31<sup>st</sup> December 2023.

**11. Which DStv customers will qualify for this Promotion?**

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

- be a customer in Botswana.
- be a new, disconnected, or active customer making full payment for their DStv Compact or DStv Compact Plus package to qualify for an upgrade to a higher package.
- This Excludes DStv Business Customers

**12. What about DStv Pula/Lite, DStv Access and DStv Family customers – how will they benefit from this Promotion?**

**DStv Pula/Lite, DStv Access and DStv Family** customers can participate in this Promotion by making payment for **DStv Compact** or **DStv Compact Plus**.

**13. Which DStv customers are EXCLUDED from the Promotion?**

DStv Business customers are excluded from the promotion. Subscribers of a standalone package (e.g., Great Wall or French) and those who access DStv via streaming are also excluded from the promotion.

**14. 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 who pays either the DStv Compact or DStv Compact Plus package is eligible. The trigger for the offer is being active on DStv Compact or DStv Compact Plus to view one package up. If you are on DStv Pula/DStv Access/DStv Family, you are required to pay for DStv Compact or DStv Compact Plus to qualify for this offer. The offer applies for the period indicated (01 October 2023 - 31 December 2023).

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

Yes, you can, as long as it is within the Promotion period. Please note that viewing on the upgraded packages will automatically come to an end on the 31st of December 2023 as per validity period.

**16. If I pay on the 25th of December 2023, will I be able to view on the upgraded offer until 24<sup>th</sup> January 2024?**

You will be able to view on the upgraded package until the 31<sup>st</sup> of December, from the 1<sup>st</sup> to the 24<sup>th</sup> of January 2024 you will view the package you paid for.

**17. 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. As long as you are paying for Compact and Compact Plus packages.

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

This promotion only applies to the primary package (Compact & Compact Plus ONLY) 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 promotion upgrade can be processed.

**19. What about the customers that are currently enjoying another offer (i.e., Double-Double, and or 50% discount)? Do they qualify for this offer?**

Yes, this offer will apply to all active DStv customers on Compact and Compact Plus who have paid for their subscription.

**20. What about DStv Premium customers – how will they benefit from this promotion?**

DStv Premium customers do not qualify for this offer because they already have access to all the channels. DStv Premium customers get to enjoy Showmax for free if added to their DStv Premium account. They will also be notified of special offers that apply to them from time to time.

**ENDS**