



**GOtv Supa + Open Window**

**DTT Platforms**

**Ghana, Kenya, Malawi, Mozambique, Namibia, Nigeria, Uganda, Zambia**

**Core messages and FAQs**

**01 November 2023 – 30 November 2023**

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

**Frequently Asked Questions:**

**Why did MultiChoice decide to open GOtv Supa Plus channels to GOtv Supa customers?**

As part of our ongoing commitment to bring the best entertainment experience to our customers, we have decided to open GOtv Supa Plus channel to delight our customers with more unbeatable local and international content that resonates with them. In this way, we hope to remain committed to delivering the best entertainment experience to our customers – giving access to nail-biting sporting action and constantly offering them MORE CHOICE, at GREAT VALUE, and great content to be enjoyed anytime and anywhere.

**When will the GOtv Supa Plus channels be available to GOtv Supa customers?**

GOtv Supa plus channels will be available from **01 November 2023** until **30 November 2023** (“open window period”).

**Which GOtv Supa Plus content will customers have access to during the open window?**

GOtv Supa customers will enjoy the following content:

- Disney

- All Premier League games on Supa +
- Studio Universal
- AM Showcase
- Universal TV

**Which GOtv Supa Plus channels will be available during the open window?**

Active GOtv Supa customers will have below extra channels during the open window:

<b>GHANA / KENYA / MALAWI / NAMIBIA / NIGERIA / UGANDA / ZAMBIA</b>	<b>MOZAMBIQUE</b>
<b>112 - Africa Magic Showcase (Popup)</b>	<b>14 - Africa Magic Showcase (Popup)</b>
<b>138 - Universal TV</b>	<b>29 - Fox (P)</b>
<b>154 - Studio Universal</b>	<b>38 - Universal TV</b>
<b>166 - SS English Premier League</b>	<b>110 - ROK 2</b>
<b>169 - SS Select 3</b>	<b>101 - MovieRoom</b>
<b>192 - Disney Channel</b>	<b>118 - Discovery ID</b>
	<b>52 - SS Maximo 2</b>
	<b>66 - SS English Premier League</b>
	<b>69 - SS Select 3</b>
	<b>91 - Disney Channel (P)</b>
	<b>93 - Moonbug</b>
	<b>95 - Disney Channel</b>

**Who will have access to GOtv Supa Plus channels?**

This open window is only available to active GOtv Supa customers.

**Will the same content be screened in all territories?**

Yes, the channels will be available and screen the same GOtv Supa Plus content to all markets with access to GOtv.

**Which markets will have access to this open window?**

The open window will be available to the following GOtv markets:

- Ghana
- Kenya
- Malawi
- Mozambique
- Namibia
- Nigeria
- Uganda
- Zambia

### **What about the other GOtv customers on lower packages?**

Customers on lower packages will have access to the channels available on their subscribed package. We encourage customers to upgrade to GOtv Supa package to take advantage and access this open window.

### **What happens if I upgrade to GOtv Supa package during the month of November, will I have access to the open window even though it's not a full month?**

Customers upgrading to GOtv Supa packages during the month of November will have access to this open window for the duration of the open window period. *E.g., if a customer upgrades to GOtv Supa on the 10<sup>th</sup> of November, they will enjoy GOtv Supa Plus channels until the 30<sup>th</sup> of November at no additional cost.*

### **What happens if I can't access GOtv Supa plus content?**

Customers need to do a re-scan on their decoders to access GOtv Supa Plus channels. If they continue to experience the same problem, they need to log a query via MyGOtv self service app/GOtv Website/GOtv Facebook page for further assistance.

### **Will the open window come at an additional cost?**

No, the open window will come at no extra cost. The channels should automatically pop up on subscribers EPG (Electronic Programme Guide). If it doesn't, customers will need to re-scan their decoders to view the channels.

**Where can I find schedule changes?**

You can find programme schedules and changes on [www.gotvafrica.com](http://www.gotvafrica.com)

**Ends.**