



**“We’ve Got You” Promotion – ATL  
Malawi  
GOtv**

**Core Messages and FAQs  
01 February 2024 – 31 March 2024**

**\*\*\* 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 are active on GOtv get to view one package higher than what they have paid for at no extra cost.

**2. How long is this promotion valid for?**

This promotion will run for a limited period, it will start 01 February 2024 and run until 31 March 2024. Terms and conditions apply.

**3. Why is GOtv bringing this promotion to customers in Malawi?**

MultiChoice Malawi 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.

**4. How do customers in Malawi qualify for this promotion?**

Any new, active or disconnected customers who are active get to view one package higher than what they have paid for at no extra cost. The offer is limited to decoders only. The offer does not apply to GOtv Stream customers, i.e., the customer will not be able to watch on the higher package on GOtv streaming platforms.

**5. Can a customer downgrade from GOtv Supa Plus during the Promotion Period and still enjoy the Promotion?**

No, all Premium customers who downgrade from 01 February 2024 will not be eligible to participate in the promotion.

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

Yes, if a customer upgrades their package during the campaign period, they will be upgraded to the next highest package from the one they have paid for. i.e., GOtv Lite and GOtv Value customers can pay for GOtv Supa and get upgraded to GOtv Supa Plus.

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

Once your payment is made on an eligible package (excluding GOtv Supa Plus), we will endeavour to upgrade your account.

**8. Will new GOtv customers qualify for this promotion?**

Yes, any new customer joining after the 01 February 2024, who makes full payment of at least one eligible package as of 01 February 2024, will qualify to be upgraded to the next higher GOtv package. Customer will need to join on an eligible package to access the promotion.

**9. 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 the live chat available on MyGOtv App or GOtv social media pages for further assistance.

**10. 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 offer period. *In other words, if the customer does not pay enough to be active on their current package, they will not have access to the higher package. However, the amount that they do pay will be credited on their account (i.e., they will not be connected but will not lose the money).*

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

If the customer pays for GOtv Supa on 01 February 2024, (s)he will watch on GOtv Supa Plus until end of day 01 March 2024 and thereafter on GOtv Supa from 02 March 2024.

**12. What if I pay midway through my billing cycle?**

Should the customer take up the offer, whatever credit remaining for the days not watched prior to offer take up, will remain in the customer's account for future consumption.

**13. Which GOtv customers will qualify for this Promotion?**

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

- be a customer in Malawi;
- be a new, disconnected, or active customer making full payment for their GOtv package to qualify for an upgrade to a higher package.

**14. Which GOtv customers are EXCLUDED from the Promotion?**

This Promotion is not open to:

- GOtv Supa Plus Customers
- Customers who downgrade during the promotion period.

**15. I have three decoders in different 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 the decoder is part of the eligible packages).

**16. 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 for any eligible GOtv package qualifies to participate in this promotion. The trigger for the offer is being active on any eligible GOtv package in order to view one package up. The offer applies for the period indicated. If a customer pays for GOtv Max on 30 March 2024, they will only watch on GOtv Supa until end of day 31 March 2024 and will then watch GOtv Max for the rest of their viewing cycle.

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

No, unfortunately this offer is only limited from 08 January 2024 until 31 March 2024. You will only be able to view the upgraded content during the promotion period. Terms and Conditions apply.

**18. I want to pay for a higher package, will I qualify for this promotion if I add a top amount from my current package to a higher package?**

No customers are required to pay full amount of their desired package to qualify for this promotion.

**19. How long does it take for the upgrade to be effected by MultiChoice?**

Subject to system dependencies, the package upgrade may be effected within 48 hours of receipt of payment by MultiChoice. If the upgrade is not effected within this time, the customer should notify MultiChoice via MyGOtv App live chat/social media pages live chat, which will effect the upgrade within the shortest time possible after notification.

**20. I have credit on my account, will I be able top up to pay for a higher package?**

Yes, customers with credit on their account will be able to pay for a higher package required to receive an upgrade to the second higher package. Customers without any credit will need to pay a full amount of a higher package to participate in this promotion. Credit will not be derived from any previous offers given to customers.

**21. What about the customers that are currently enjoying another offer i.e., Pay 1, Get 2: Pay1, Get3 and or 50% discount? Do they qualify for this offer?**

Customers can take up other offers at the same time with the “We've Got You” offer.

**ENDS**