

## **We've Got You" Offer**

### **Frequently Asked Questions**

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

This offer is our gesture to give our customers even more value. New, active, and previously disconnected customers who are active during the promotion period on DStv will get to view one package higher than what they have paid for at no extra cost.

#### **2. Why is DStv bringing this offer to customers in Ghana?**

MultiChoice Ghana 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 offer 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 long is this offer valid for?**

This offer will run from **01 October 2025**. Terms and conditions apply.

#### **4. How do customers in Ghana qualify for this offer?**

To qualify for the offer, you must be:

- An active, disconnected, or new DStv customer living in Ghana.
- Make or have made payment in full for your current package.
- Join as a new DStv subscriber and be entitled to access a DStv package.
- General residential customers.
- Have an approved DStv decoder.

#### **5. What packages are eligible for an upgrade?**

Below is a list of all eligible DStv packages

- Compact Plus Package: Pay for Compact Plus and get upgraded to Premium.
- Compact Package: Pay for Compact and get upgraded to Compact Plus.
- Family Package: Pay for Family and get upgraded to Compact.
- Access Package: Pay for Access and get upgraded to Family.
- Padi Package: Pay for Padi and get upgraded to Access.

**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., Pay for DStv Access and get upgraded to DStv Family 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 on an eligible package (excluding DStv Premium), we will endeavour to upgrade your account.

**8. Will new DStv customers qualify for this offer?**

Yes, new customers are eligible for this offer.

**9. If I downgrade to lower package, will I still be able to participate in the offer?**

It is advisable for customers to either stay on their current package or upgrade to a higher one to access more content. Alternatively, you may select any package, and we will upgrade you accordingly.

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

The channels should pop up instantly on your EPG (Electronic Programme Guide) within 48 hours of making payment for your current package. 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 the New MyDStv App for further assistance.

**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 during the offer period. In other words, if the customer does not pay enough to be active on their preferred package, they will not have access to the higher package. However, any amount paid will be credited to their account—meaning they will not be disconnected and will not lose the money.

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

If a customer pays for a package (e.g., DStv Compact Plus) on or before 15 September 2025, they will be upgraded to one package higher (e.g., DStv Premium) from 1 October to 14 October 2025. As long as they remain active during the offer period, they will continue to enjoy upgraded viewing.

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

This offer is not open to:

- a. DStv Premium Customers.
- b. DStv Business Customers.
- c. DStv Stream Customers (The benefit will NOT be available on Stream (either standalone or companion app).
- d. Employees, Demos or specialist accounts (VIP, Government Departments etc) the promotion is only for general residential customers.
- e. Customers on Stand Alone packages such as DStv Great Wall Standalone Bouquet, DStv French Plus Add-on Bouquet, Asian Add-on Bouquet, DStv

French Touch add-on bouquet, Portuguese add-on on and Add movies add-on bouquet, etc.

**14. 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 offer (as long as the decoder is part of the eligible packages).

**15. I am currently an active customer, and I have already paid for a full month of viewing; can I still participate in the Promotion?**

Yes, active customers who have paid for an eligible DStv package can participate. For example, if you paid for DStv Compact Plus on 15 September 2025, you will enjoy DStv Premium from 1 October until 14 October 2025, and as long as you remain active during the offer period, you will enjoy upgraded viewing.

**16. I want to pay for a higher package. Will I qualify for this offer if I add a top amount from my current package to a higher package?**

Yes, you qualify if you top up to a higher package or remain on your current package, provided the payment was made within the last 5 days.

**17. I have credit on my account. Will I be able to 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-highest package. Customers without any credit will need to pay the full amount of a higher package to participate in this promotion. Credit will not be derived from any previous offers given to customers.

**18. 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.

**19. If I have DStv Stream, can I participate in the offer?**

No, this promotion is exclusive to decoder-based DStv subscriptions and does not apply to DStv Stream.

**20. Will customers have access to the catch-up content on the higher package?**

No, customers will not have access to catch-up content on the higher package. Catch-up content will only be available to the package that they paid for and not on higher package.

**ENDS**