



DStv 100% Premium Competition

**Namibia, Nigeria, Zambia, Tanzania, Uganda, Ghana, Botswana, Zimbabwe, Malawi,
and Kenya**

Frequently Asked Questions

1. What is DStv 100% Premium Program offering?

The DStv 100% Premium Program Offering is a campaign aimed at getting our DStv customers to unlock their 100% Premium experience by making sure they take advantage of the DStv offerings by using all add-on services or products to achieve a 100% Premium status on their account.

2. What do customers need to do?

Customers would need to do the following to unlock their 100% Premium Status

- Be an active DStv subscriber on the DStv Premium package
- Watch DStv using your Explora Decoder.
- Have rented Box Office movies within the last 90 (ninety) days (excluding subscribers in Malawi).
- Get access to exclusive entertainment, anytime, with Showmax! Free to DStv Premium customers excluding Malawi.
- Have accessed the DStv App within the last 30 (thirty) days.
- When the customer reaches a 100%, they unlock even more:
 - Entries into Competitions
 - Rewards in specific months

3. Why did MultiChoice launch the DStv 100% Premium Program offering?

MultiChoice is always looking for innovative ways to engage our customer and add value to them by encouraging them to use all our product offerings available at their disposal as part of the DStv experience.

4. When does the competition start?

The Competition runs from **01 April 2022** and ends on **31 March 2023**. Terms and conditions apply.

5. Which markets/countries are legible to enter this competition?

This competition is open to all DStv Premium subscribers in Botswana, Ghana, Kenya, Namibia, Malawi, Nigeria, Tanzania, Uganda, Zambia, and Nigeria.

6. Is there a selection process in selecting eligible customers?

Yes. A selection system will be used to identify eligible customers. Customers must be 100% Premium customer by the last day of the month to qualify for the specific draw/competition.

7. What prizes can be won?

The prizes may differ in each market, however qualifying participant will be automatically entered a draw to stand a chance to win:

- Spa/Travel Vouchers
- World Cup Ticket with accommodation and flights for 2 (two) people
- A brand new DSTV Explora with 1 (one) month Xtra view
- 1 (one) year Premium Subscription
- In addition, winners will also be awarded 2 (two) tickets to live events in their market if available at the time of the draw

*Please note: MultiChoice may provide the Qualifying Participants with: **Guaranteed Value Offerings**; and **Value offerings of chance** (together referred to as "**Value Offerings**").*

- **Guaranteed Value Offerings** are value offerings that will become available to all Qualifying Subscribers that meet conditions as set out in the Guaranteed Value Offering Mechanics from time to time.
- **Value Offerings of Chance** are value offerings of a limited amount, which may become available to selected Qualifying Subscribers based on conditions and as set out in "Value Offerings of Chance Mechanics.

8. What are the **Guaranteed Value Offerings available to qualifying participants?**

Qualifying Participant may receive any of the following value offerings:

- Priority Queuing when you contact the DStv call centre.
- Access to DStv's latest Newsletter, for each month that you continue to be a Qualifying Participant.

- 20% discount on your primary package, during the month of your birthday. This Value Offering is only available once per year, for the duration of the Program Offering, if your date of birth is updated on our system and you are required to have unlocked 100% Premium a month before your Birthday.
- 1 (one) Box Office movie monthly, free of charge, for the period between 1 April 2022 until 31 March 2023 (this award is only available once per Qualifying Customer).
- 1 (one) Golden DStv remote, free of charge, if you are 100% Premium for 3 (three) consecutive months, without disconnecting (this award is only available once per Qualifying Customer).
- 100% discount on your primary package, if you are 100% Premium for 12 (twelve) consecutive months, without disconnecting.

9. What are the *Value Offerings of Chance* offerings available to qualifying participants?

As a Qualifying Participant, you may automatically be entered into a draw for the following value offering(s) of chance:

- Tickets to Live events hosted by DStv in your country,
- 1 (one) Voucher to use towards spa or travel. The Voucher cannot be exchanged for cash. You must be a Qualifying Participant on 31 May 2022 to be entered into the draw during June 2022.
- World Cup Tickets with accommodation and flights for 2 (two) people. You must be a Qualifying Participant on 31 August 2022 to be entered into the draw during September 2022.
- A brand new DStv Explora including Xtra view for 1 (one) month, free of charge. You must be a Qualifying Participant on 30 November 2022 to be entered into the draw during December 2022.
- 1 (one) year Premium Subscription on 1 (one) account, free of charge. You must be a Qualifying Participant on 28 February 2023 to be entered into the draw during March 2023.

10. How long will this competition run for?

Competition will be running from **01 April 2022** and ends on **31 March 2023**. Terms and conditions apply based on Terms & Conditions per market.

10. How many customers will this reward be awarded to?

All eligible Premium customers will receive the guaranteed awards. Selected customers will receive the awards under the game of chance.

11. How will the customer know that they have won?

Winners selected from the draw will be contacted by phone; it is your responsibility to ensure that your details are up to date. If we cannot contact you after 3 (three) attempts, we will award the Value Offering of Chance to someone else. Winners may be invited to a press event to announce the winners of the respective draws and you will be required to sign documents of acceptance of you are a winner.

12. When will the winners be announced?

Winners will be announced at various times throughout the competition period and this varies based on the country in which you entered.

13. How will I claim my prize?

A representative from MultiChoice will be in touch to explain the prize giving arrangement

ENDS.