



“We’ve Got You” Promotion – ATL

Kenya

GOtv

FAQs

16 June 2025 – 31 July 2025

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

MultiChoice Kenya 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 long is this promotion valid for?

This promotion will run for a limited period; it will start 16 June 2025 and run until 31 July 2025. Terms and conditions apply.

4. How do customers in Kenya qualify for this promotion?

To qualify for the Promotion, you must be:

- An active, disconnected, or new GOtv customers living in Kenya.
- Make or have made payment in full for a designated package.
- Join as a new GOtv subscriber and be entitled to access a GOtv package.
- General residential customers
- Customers using an approved GOtv decoder.

5. What packages are eligible for an upgrade?

Below is a list of all eligible GOtv packages:

- Supa Package: Pay for Supa and get upgraded to Supa Plus.
- Max Package: Pay for Max and get upgraded to Supa.
- Plus Package: Pay for Plus and get upgraded to Max.
- Value Package: Pay for Value and get upgraded to Plus.
- Lite Package: Pay for Lite and get upgraded to Value.

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, new customers are eligible for this promotion.

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

The channels should pop up instantly on your EPG (Electronic Programme Guide) within 48hrs of making payment for your designated 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 MyGOtv App 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 their designated package before or on 16 June 2025, (s)he will be upgraded to higher package until the end of day 31 July 2025 as long as they remain active on their designated package until 31 July 2025. After this period, customer will revert to their designated package.

12. If a customer pays for a designated package on 31 July, will they be upgraded to a higher-tier package?

Yes, if a customer pays for a designated package on 31 July, they will have access to a higher-tier package until midnight on 31 July (end of the promotion period), thereafter, they will revert to their original designated package.

13. Which GOtv customers are EXCLUDED from the Promotion?

This Promotion is not open to

- a) GOtv Supa Plus Customers
 - b) Customers who paid subscription for a period of less than a month.
 - c) Employees, Demos or specialist accounts (VIP, Government Departments etc)
- the promotion is only for general residential customers.

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 promotion (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 viewing; can I still participate in the Promotion?

Yes, active customers who have paid for an eligible GOtv package can participate. For example, if you pay for GOtv Supa before or on 16 June 2025, you will enjoy GOtv Supa Plus until 31 July 2025 as long as you remain active on the designated package until 31 July 2025. After this period, you will revert to your designated package.

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

Although we encourage customers to make payment for multiple months, the upgraded viewing package will end on 31 July 2025, after which the customer will revert to viewing on the designated/paid package regardless of the number of months paid for during the promotion.

17. 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?

Yes, you qualify if you top up to a higher package or remain on your designated package.

18. 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.

19. 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.

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