

# Terms and Conditions for the DStv UPSIZE Promotion – February 2025

Qualifying DStv Compact decoder customers will be able to upgrade to DStv Premium for an extra R100pm

Qualifying DStv Access decoder customers will be able to upgrade to DStv Compact for an extra R100pm

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1. By taking up the UPSIZE Promotion, customers agree to be bound by these Terms and Conditions.
2. These Terms and Conditions are in addition to Terms and Conditions governing subscription to the MultiChoice Service (available on [multichoice.com](http://multichoice.com))
3. The UPSIZE Promotion offers qualifying DStv Access and DStv Compact decoder customers an upgrade when they pay their account in full, plus an extra R100 (Qualifying Payment). It runs between 4 February and 28 February 2025 (the Promotional Period).
4. The UPSIZE Promotion is only available to qualifying residential subscribers in South Africa and Lesotho.
5. An upgrade from DStv Access to DStv Compact is available to customers with an active DStv Access decoder subscription at 4 February, or those who reconnect, upgrade or sign up to DStv Access during the Promotional Period.
6. An upgrade from DStv Compact to DStv Premium is available to customers with an active DStv Compact decoder subscription at 4 February, or those who reconnect, upgrade or sign up to DStv Compact during the Promotional Period. An upgrade to DStv Premium is not available to DStv Access customers who have upgraded to DStv Compact as part of the UPSIZE Promotion.
7. The UPSIZE Promotion is not available to :
  - 7.1 Customers with a streaming only subscription;
  - 7.2 Decoder customers on contracts;
  - 7.3 Decoder customers who pay annually; or
  - 7.4 Decoder customers who downgrade to either DStv Compact or DStv Access during the Promotional Period.
8. The Qualifying Payment must be made (using any of our existing payment methods) between the 5 days before the monthly due date and 48 hours after the monthly due date (the Promotional Payment Period). Multiple payments within the Promotional Payment Period are permitted.
9. The upgrade is for the period up to the customer's next monthly due date, at which time, their package will automatically downgrade to their original package.
10. Timing of the upgrade is determined by when the Qualifying Payment is made :
  - 10.1 Where the Qualifying Payment is made in the 5 days before, or on the monthly due date, the upgraded package will be made available within 48 hours after the monthly due date.
  - 10.2 Where the Qualifying Payment is made in the 48 hours following the monthly due date, the upgraded package will be made available within 48 hours of payment

11. The UPSIZE Promotion cannot be transferred to another subscription, nor another type of subscription.
12. The UPSIZE Promotion, together with the R100 paid for the upgrade will be forfeited when taking up a contract, switching to annual payment, or switching to a streaming only subscription during the Promotional Period.
13. MultiChoice complies with provisions of the Consumer Protection Act (CPA) and the Protection of Personal Information Act (POPIA). Should you have any queries or complaints, you may contact us on [help@dstv.com](mailto:help@dstv.com) for CPA-related queries or [DPO@MultiChoice.co.za](mailto:DPO@MultiChoice.co.za) for POPIA related queries.
14. MultiChoice reserve the right to amend, relax or indulge the rules included in this Terms and Conditions, without prejudice and without prior notice.
15. MultiChoice decisions on any matter concerning the UPSIZE Promotion and/or arising out of these Terms and Conditions, whether relating to management of fraud or exceptions, is final and binding on you.
16. MultiChoice may, from time to time, delay or interrupt the upgrade process, or any aspect of this promotion, if this is reasonably necessary for any purpose related to our business, including in order to support the promotion, our operation, maintenance and security of the Service, or any aspect thereof.
17. MultiChoice reserve the right to withdraw, postpone or suspend the UPSIZE Promotion at any time and for any reason deemed necessary, without prior notice.