



MULTICHOICE DStv “UPGRADE & GET BOOSTED” PROMOTION Terms and Conditions

1. These are the standard terms and conditions for the DStv “Step Up” Promotion conducted and promoted by MultiChoice Zambia Limited (“MCZ”).
2. The promotion is not open to:
 - 2.1 directors, members, partners, agents, employees or consultants of MCZ, its affiliates or any supplier of goods or services in connection with the Promotion;
 - 2.2 The spouse, business partner or associate, parent, natural or adopted child or sibling, of any of the persons specified in 2.1 above.
3. This promotion is available to existing DStv Subscribers as at 28 January 2019, in Zambia. The promotion however excludes subscribers on the Premium and Compact Plus bouquet of the DStv platform.
4. Existing Subscribers on the DStv Platform – Access, Family and Compact bouquets qualify for the promotion by subscribing to a package higher than their current (if active) or previous one (if disconnected)
5. The payment of subscription on either of the qualified DStv bouquets will automatically entitle the Subscriber to an upgrade on a bouquet one tier higher than the initial subscription bouquet.
6. Additional features such as Xtra View and HD PVR access are not included in the promotion. Subscribers will be required to make separate payments for these add-ons.
7. Annual Subscribers who qualify for the promotion will upon the upgrade forfeit the one month usually extended for annual subscription.
8. Eligible subscribers will be upgraded to the respective bouquets within 48 (Forty-Eight) hours of their subscription. In the event that the automatic upgrade does not occur, MCZ will effect the upgrade within the shortest possible time.
9. Your subscription constitutes an entry into the promotion and/or your utilisation of the upgraded bouquet constitutes your binding acceptance of the terms and conditions.
10. The promotion will run from 18 February 2019 to 18 May 2019.
11. The subscription upgrade will be valid for a period of 30 (thirty) days only and may not be suspended.
12. Without limitation, we and our affiliates are not responsible for any issues encountered with third party merchants.
13. Any costs or expenses which you may incur other than in respect of those items specifically included in a prize are for your own account. We and our affiliates will not be responsible for any costs or expenses which you, incur during and for purposes of your entry into the promotion and your acceptance and/or use of the upgrade.
14. We do not make any representations or give any warranties, whether expressly or implicitly, as to a prize, and in particular, but without limitation, make no representations and give no warranty that –
 - 14.1 The bouquet, or any aspect thereof, will meet your, or, if applicable, your requirements, preferences, standards or expectations.
15. Subscription is not transferable and may not be deferred, changed or exchanged for cash or any other item.
16. We and our affiliates will not be responsible, and disclaim all liability, for any loss, liability, injury, expense or damage (whether direct, indirect, incidental, punitive or consequential) of any nature, whether arising from negligence or any other cause, which is suffered by your participation in the promotion or the acceptance and/or use by you, of any prize, or by any action taken by us or any of our affiliates in accordance with the terms and conditions.
17. These terms and conditions will be construed, interpreted and enforced in accordance with the laws of contract and dispute resolution in the Republic of Zambia.