

Rules for the DStv Upsize Promotion

November and December 2025, and January 2026

1. The Upsize Promotion is available, at no charge, to all **active DStv Compact Plus, Compact, Family and Access customers with a decoder subscription** ("Qualifying Customers"). This includes customers who reconnect, upgrade or sign up to these packages during the promotional period.
2. The Upsize Promotion runs from 00:01 Monday 10 November 2025 to 23:59 Saturday 31 January 2026 ("Promotional Period"). No customer action is required.
3. The Upsize Promotion gives qualifying customers on Compact Plus and Compact all **live TV channels** available on DStv Premium ("Upsized Package Premium") for the promotional period. Viewing of these channels is only available via the decoder – and not when streaming.
4. The Upsize Promotion gives qualifying customers on Family and Access all **live TV channels** available on DStv Compact ("Upsized Package Compact"). Viewing of these channels is only available via the decoder – and not when streaming.
5. The Upsize Promotion excludes Catch Up for the upsized packages and any other benefits available on the upsized packages – including any Showmax discounts.
6. Customers with ADD movies and/or additional mobile streams on their package will be billed as normal for the promotional period (with pricing based on their existing package).
7. The Upsize Promotion will be forfeited when qualifying customers disconnect, cancel or downgrade to DStv EasyView during the promotional period.
8. The Upsize Promotion cannot be deferred nor transferred to another subscription, including streaming subscriptions.
9. The Upsize Promotion has no impact to existing Reward Levels for qualifying customers.
10. MultiChoice reserve the right to withdraw, postpone or suspend the Upsize Promotion at any time and for any reason deemed necessary, without prior notice.
11. 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 (011) 289 2222 for CPA-related queries or DPO@MultiChoice.co.za for POPIA related queries.
12. These Rules are in addition to Terms and Conditions governing subscription to the MultiChoice Service (available on [multichoice.com](https://www.multichoice.com))
13. The Upsize Promotion is only available to qualifying residential subscribers in SA.