

DStv Compact Step Up Offer @R309 - T&Cs

Exclusive Offer – Upgrade to DStv Family and you will be moved up DStv Compact at no additional costs!

About this deal:

We know how much you love DStv and we're giving you another reason to enjoy it even more! It's so easy.... Upgrade to DStv Family between 01 – 28 Feb 2023 and you'll be moved up to Compact for 1 month and still pay the price of DStv Family @ R309. Unleash the power of great entertainment with more HD channels, more of the best local & international entertainment as well as more sporting action.

What are you waiting for? Save by Upgrading to DStv Family and be stepped up to Compact at no additional cost.

What is the offer?

Active Access customers who upgrade to Family between 01 – 28 Feb 2023 will automatically be moved up to Compact for 1 month at **R309 (normally R429pm)**. This special pricing for DStv Compact is available for take up until **28 February 2023**. Customer will pay this reduced subscription for 1 month.

Who can get this offer?

This offer is open to all active DStv Access customers. SA only.

What happens when a customer downgrades while on the offer?

If a customer takes this offer and later downgrades or disconnects, they will forfeit the offer.

What's the catch?

No catch. Once you upgrade to DStv Family, you will be moved up to Compact for 1 month at the price of family which is R309. On end of offer, you can choose to stay on Compact and pay the normal price of R429 per month. If you remain active of Compact until 31 March 2023, you will stand to win 1 of 3 VW Polo's. If you disconnect, cancel, or change package at any time during this period, you'll no longer be able to get DStv Compact at this special price and you will no longer be eligible for the VW Polo competition.

I was not an active DStv Access customer - but I am now, do I still get the offer?

This offer is only applicable to Access customers who were targeted between 01 February 2023 – 28 February 2023. Any customer who joins or upgrades to Access after the 1 February 2023 and did not get direct comms does not qualify.

How do I upgrade?

You can use any of the normal ways to upgrade your package, including Facebook Messenger, Self Service or WhatsApp “Hello” to 0600603788. Don’t forget – you must STAY connected to qualify for this special price!

- Login to My DStv on our website or DStv Now (if you’re using your mobile phone). You need to be registered before you can do this
- Select Upgrade to DStv Family
- We’ll show you how much to pay
- Make payment using any of our convenient options (link to <https://selfservice.dstv.com/how-to1pay>)
- Don’t forget – you must Upgrade to Family between 01 – 28 Feb 2023 to qualify for the step up to Compact

If I have XtraView or a PVR, do I still need to pay the Access Fee?

Offer excludes Access fee and XtraView fees. Customers will need to pay for this separately.

What happens if I get disconnected / don’t make payment?

We do hope you’ll stay connected, however if you miss a payment or change to another package, you’ll automatically lose the benefit and will miss out on this special price for DStv Compact.

What happens if I get charged the incorrect amount?

Simply contact us via Facebook, WhatsApp “Hello” to 0600603788, Twitter, email (help@dstv.com) or our Contact Centre and our team will be able to help you.

My friend has it, how do I get it?

As an active Access customer who was sent communications between 1 February 2023 to 28 February 2023, you automatically qualify for the offer. You can use any of our channels to upgrade your package, including Facebook Messenger, Self Service or by WhatsApp text “Hi” to 0600603788. Don’t forget – you must STAY connected to qualify for this special offer!