

General T&Cs and FAQs

DStv Compact Polo Giveaway

What is the DStv Compact Polo Competition?

Selected DStv Compact subscribers in South Africa stand a chance to win one of 3 Polo TSI's when they reconnect or upgrade to DStv Compact as well as new DStv Compact activations.

Who can enter the competition?

Selected Active DStv Compact subscribers who reconnected and upgraded to Compact, as well as new customers who activate Compact. (this competition is for direct to home customers).

How do I enter?

Customers who are targeted for a reconnect, upgrade or stay connected campaign will be entered into the draw automatically. Customers who purchase a new decoder and activate DStv Compact must SMS "POLO" to 31067. This competition is available to new DStv Compact customers who have as well as existing Compact customers who reconnect, upgrade and stay connected between the 31 January 2023 till 30 April 2023.

How long will the competition run?

The competition will run from 31 January 2023 – 31 March 2023. Entries will only be opened to selected DStv Compact customers and customers who purchase new decoders and activate DStv Compact.

Who cannot enter the competition?

a) *Non-Compact customers* – this competition is only open to selected DStv Compact customers in South Africa. So, if you are a DStv EasyView, Access or Family customer, you would need to upgrade to DStv Compact to be eligible to enter. Upgrade here: [MyDStv - DStv Self Service: Manage your viewing, check your balance & more](#)

b) *DStv Business customers.*

What does the prize include?

The Polo giveaway prize includes:

- 1 of 3 Polo TSIs
- Vehicle delivery costs are included

How many times can I enter the competition?

Each customer can only enter the competition once.

How will I know if I've won / how will I be notified?

Winners will be notified by our agency partner via email & phone call.

How will I collect my prize if I won?

The details will be shared with you when you are notified as a winner.

Why do you need my customer number or SA ID number?

- Your customer number or 13 digital ID number allows us to validate you as a DStv customer
- Note that you can also use your valid passport number if you used it when signing up for your DStv account

Who can I contact if I am having problems with my DStv account not reflecting the DStv Compact product/package?

You can check that your account is up to date and reflecting through one of our many ways to manage your account efficiently.

Try:

- WhatsApp: WhatsApp “Hi” to 0600603788 or <https://www.dstv.co.za/dstv-whatsapp/>
- MyDStv app: <https://www.dstv.co.za/app/>

Will I require a driver’s license?

Yes, you will require a driver’s license to redeem this prize.

I exchange my prize for cash?

Unfortunately, not. Prizes are not exchangeable for cash.

Is my prize transferable?

No, unfortunately not.

Terms and Conditions – DStv Compact VW Polo Giveaway

1. The promoter of the competition is Multichoice Support Services (Pty) Ltd.
2. The name of the competition is “DStv Compact VW Polo Giveaway” (“the Competition”).
3. The Competition will run from 31 January 2023 until 31 March 2023 (both days included) in RSA **only**.
4. By entering the Competition, all Participants and Winners agree to be bound by these terms and conditions which will be interpreted by the Promoters, whose decision regarding any dispute will be final and binding and no correspondence will be entered into regarding the decision.
5. The Competition is open to all participants eighteen (18) years or older at the time of entering the competition within the Republic of South Africa who are South African citizens (in possession of a valid South African ID book or card) and South African residents (in possession of a valid South African permanent residency permit). You must have a valid South African driver's license to claim the car prize.

You are not eligible to participate in this competition if:

- 5.1. You are a director, member, partner, employee, agent or consultant of MultiChoice Support Services, its affiliates/divisions/subsidiaries or any other person who supplies goods or services in connection with the competition.
 - 5.2. You are a spouse, life partner, parent, child or sibling, immediate family member, business partner or associate of the persons specified in 5.1 above.
6. To enter the Competition, a Participant must:
 - 6.1. Buy a new DStv decoder, activate DStv Compact and remain active till time of draw (30 April 2023); Customers will then SMS “POLO” to 31067.
 - 6.2. Reconnect, Upgrade or Pay their DStv Compact account on time and remain active until time of draw (30 April 2023).
 - 6.3. Have a valid driver's license and be FICA compliant (Proof of address not older than 3 months at the time of draw and a certified copy of RSA ID);
 - 6.4. Participants may only enter the competition once.
 7. Participants stand a chance to win one (1) of three (3) VW Polo TSI 1.0 70kW Manual (“the Prize”).
 8. Details of the prize
 - 8.1 The vehicle is a 2022 VW Polo TSI 1.0 70kW Manual
 - 8.2. To claim the Vehicle prize, the winner must produce their valid South African driver's license, failing to produce a valid RSA driver's license, automatically excludes the winner from the competition.
 - 8.3. If the selected prize winner passes the verification process and submits the required documents stipulated in these terms and conditions they will be declared a winner by the

Promoter. The validity of such documentation is at the Promoter's discretion.

8.4. The Promoter shall solely determine the specifications and colour of the vehicles to be won and the Promoter's decision is final.

8.5. The Vehicle prize does not include any extras such as fuel and additional accessories.

8.6. The Dealership will arrange licensing, registration and delivery of the car.

8.7. Insurance of the VW Polo TSI prize is for the participants' own account. Winners must contact the dealership that does the handover to arrange for the legal transfer of any prize and must arrange for third party insurance against damage or loss from the moment possession is taken of the Prize.

8.8. No liability shall attach to the Promoter in relation to any claims, losses or liabilities for any loss of profit or any other direct and/or indirect, special or consequential loss arising out of any of the Prizes. The Promoter is not liable for any defects in the Prizes. Ownership of and risk in, and benefit attaching to, the Prizes will pass to the winner immediately. Standard warranties from the supplier will apply.

8.9. Prize fulfilment will take place at the end of May 2023.

9. All entries to be put into one random draw. This includes the customers who have been entered into the competition automatically as well as those who have entered the competition through the shortcode option.

10. Winners will be announced at the end of April 2023.

11. Winners will be randomly selected by DStv & notified telephonically on the valid contact number provided when entering the Competition.

12. An alternative winner will be drawn if after 3 attempted telephone calls the selected participant cannot be reached.

13. Winners will be requested to share the following details: Name and surname, contact number, store till slip, proof of residence (not older than three months), and ID number.

14. No further correspondence will be entered into with regard to the randomly selected winners.

15. Winners give DStv consent to use their names for publicity purposes, unless refused.

17. DStv reserves the right to vary, suspend, postpone or terminate the competition and any prizes, or any aspect thereof, for any reasons whatsoever and without notice. In such event, you hereby waive any rights or expectations which you may have against DStv and acknowledge that you will not have any recourse or claim of any nature against DStv.

18. Your privacy is very important to DStv and it will use all reasonable efforts in order to ensure that any information, including personal information, provided by you, or which is collected from you, is stored in a secure manner. For more information, please refer to the detailed version of our Privacy Statement.

19. You acknowledge that any information supplied to DStv in terms of these Terms and Conditions is provided voluntarily.

20. Should you believe that DStv has utilised your personal information contrary to applicable law, you shall first resolve any concerns with DStv. If you are not satisfied with such a process, you have the right to lodge a complaint with the Information Regulator.

24. You can choose to be excluded from direct marketing by notifying DStv in writing or by registering a block on any registry which DStv is bound by law to recognize. DStv will not charge you a fee to update this request on its systems.