



## Price Lock - DStv & GOtv

### FAQs

01 March 2025

#### 1. What is the Price Lock Offer?

The price lock offer allows you to maintain your current subscription price for a set period, provided you renew your subscription before it expires each month. This ensures that you are not affected by the price adjustment for the duration of the offer.

#### 2. How does the Price Lock work?

Starting **February 28, 2025**, you can lock in your current subscription price for **12 months** if you:

- Renew your monthly subscription **before it expires** each time.
- Stay active without disconnection during the offer period.

If your subscription is disconnected at any point, you will lose the price lock and will be required to pay the new adjusted price.

#### 3. Who is eligible for the Price Lock Offer?

- **New Price Lock Customers:** If you subscribe and remain active from February 28, 2025, you can enjoy a **12-month price lock**.
- **Existing Price Lock Customers:** If you are already on a price lock from the last price adjustment (**May 2024**), you will continue to enjoy your current locked-in price until **March 2025**, with your viewing extending until **April 2025**, provided you pay on time.

#### 4. How long is the Price Lock Offer valid for?

The duration of the price lock depends on when you opt in:

- **New Price Lock Customers (by February 28, 2025):** 12-month price lock runs from **March 2025 – February 2026**
- **Existing Price Lock Customers (from May 2024):** Current price lock payment remains until **March 2025 (viewing until April 2025)**. You can then switch to the new price lock offer/payment from April 2025 to February 2026.

#### 5. What happens after my current price lock expires in April 2025?

If you were on the previous price lock scheme – from **May 2024**, you can switch to the new offer from **April 2025 till February 2026**. To qualify, you must remain active in April 2025 and renew your subscription before expiry each month.



**6. Can I pay in advance to secure my price lock?**

Yes. You can pay in advance for **12 months** to secure the price lock for the entire period. However, **annual paying customers are not eligible for price lock renewal.**

**7. What happens if I miss a payment?**

If your subscription is disconnected at any point during the price lock period, you will lose the locked-in price and will have to pay the new adjusted rate upon renewal.

**8. Will my price lock be automatically renewed after the period ends?**

No. You will need to remain active and eligible to opt into any future price lock offers that may be available after your current period expires.

**9. How long is the new Price Lock Offer valid for?**

- **New Price Lock Customers:** secure the **12-month price lock by February 28, 2025**. Enjoy current subscription from **March 2025 – February 2026**.
- **Existing Price Lock Customers (from May 2024):** Current price lock payment remains until **March 2025 (viewing until April 2025)**. You can then switch to the new scheme by locking in the 2025 Price Lock Price/Payment from **April 2025 to February 2026** If you subscribe and remain active.

**10. Can I change my subscription package and still keep my price lock?**

The price lock applies to the package you are currently subscribed to. If you **upgrade or downgrade** your package, you will be subject to the new pricing for the new package.

**==ENDS==**