



## Frequently Asked Questions

### Enhanced Decoder Notification

#### FAQs

#### **What is an Enhanced Decoder Notification functionality?**

The Enhanced Decoder Notification functionality is an alternative direct communication channel that will appear on the customer's decoder to notify them of various messages related to customer subscription information such as amounts to pay, when to pay and where to pay to avoid disconnection. These will only be displayed during normal TV viewing, representing different types of notifications on top of Live TV on both the DStv decoders, such as:

- The countdown calendar icon



- The gift box icon



- The information – “i” icon



#### **How will this Enhanced Decoder Notification functionality work?**

A message icon will appear on the right hand corner of your screen prompting you to press okay in order to read the message.

### What will the Enhanced Decoder Notification icon look like?



- The countdown calendar icon
- The gift box icon
- The information – “i” icon

*Note: Refer to icon images below*

### How many icons will be displayed at a time?

A maximum of 2 icons will be displayed at any given time.

### Will I be able to change the position of the icons?

No, unfortunately you will not be able to change the position on icons on your screen.



- The number of days at which it starts displaying will be dynamic and configured in a rules file (downloaded via DDA).
- Decoders which need to display the icon will be targeted with a product which is specified in the rules file.
- The decoder will check its product list for the product specified in the rules file before displaying the icon.

### How many reminder icons will be displayed at a time?

The payment reminders are linked to smart cards, so only 1 payment reminder will be displayed per decoder.

### When will the payment reminder icon pop up on my screen?

The payment reminder will start displaying a few days before you are disconnected (5 days before you are disconnected).

### What other Enhanced Decoder Notification icons will be displayed?

The other icons will be for notification of rewards or campaigns.

### Will the icons be displayed on live TV at all times?

No, the icons will not be displayed constantly

- The following are triggers to display icons:
  - Coming out of standby or Switching the TV on (HDMI only);
  - Channel change;
  - During peak hours depending on the country;
  - Returning to real time viewing after playback or exiting any full screen object.

### Is there a way I can disable/enable the icon?

Yes, each trigger can be disabled/enabled in the rules file.

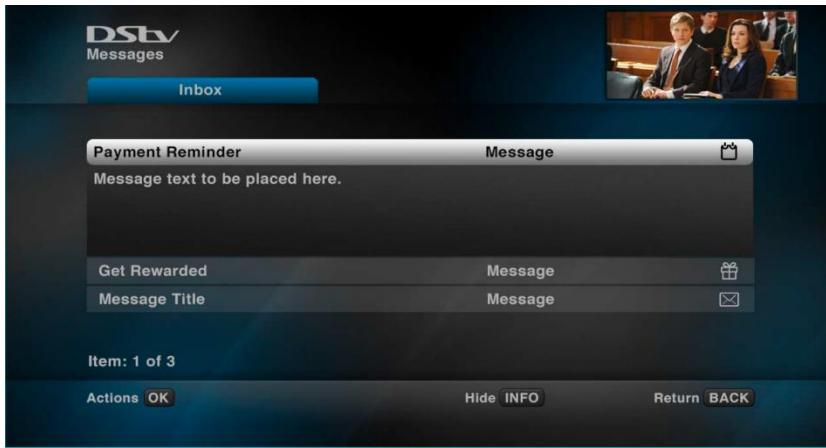
- You can press the back key to view the message later.
- If you want to go back to the message, you can press **Ok** on the remote and select messages on the drop down.
- Should you wish to delete the message and/or no longer wish to receive messages for the current billing period: press Ok, once the message is displayed press OK once again and select delete from the drop down list.



### How do I open the notification on screen?

You will have to press OK to action the Enhanced Decoder Notification on-screen:

- The Inbox will then open with the first message highlighted and opened;
- Messages are sorted with unread messages at the top of the list.



*(Note: When a message is read, the Enhanced Decoder Notification will not be displayed on real time viewing when the viewer exits the Messages screen)*

**Will I be able to see/access my payment reminders from the inbox?**

- Yes, you will be able to access your payment reminders from your inbox. Payment reminders take priority over other messages and will always be at the very top of your message list.
- On entry to the Message List screen, when there are multiple unread Payment, Information or Rewards/Campaign messages, the Payment message will take priority over all unread messages, therefore it will move to the top of the Message List screen then followed by the remaining unread messages sorted by most recently received.

**Is there a limit to the number of messages displaying in the inbox?**

- Yes, only 5 messages will be displayed.

**How will I know if the messages I saw on screen is the same as the one in the inbox?**

- Each message is represented by a matching icon and these icons will still be displayed in the message list next to the message it represents. The most recent messages will appear at the top of the list with the payment reminder message taking preference.

**What will happen to other messages that I haven't read, once I've read the payment message?**

- Once the Payment message is read, all remaining unread messages will move to the top of list and sorted by most recently received when the viewer re-enters the screen.

**What will happen to expired Information or Rewards/Campaign messages?**

- When an Information or Rewards/Campaign message expires, the relevant message will automatically be removed from the Message List screen when the viewer re-enters the screen.

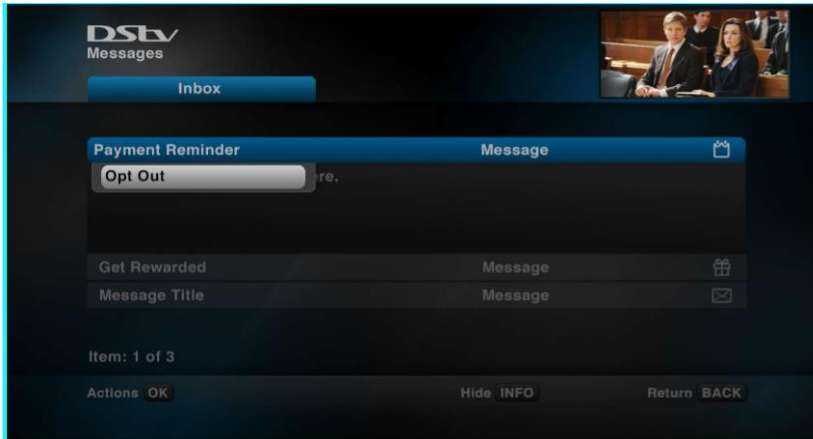
**I have read the message. What will happen next?**

- Once the message is read, the Enhanced Decoder Notification will no longer be displayed during real time viewing on your television screen once the viewer has exited the Messages screen, on that day. The Enhanced Decoder Notification will be displayed though, the following day.

**If I haven't had the time to read the message. What will happen to it?**

- When a message is still unread, the Enhanced Decoder Notification will be displayed when you exit the Messages screen. You can also press **Help** on the button to view unread messages.

#### How do I remove the Enhanced Decoder Notification icon from my screen?



- You can choose to opt-out by selecting “delete” and “opt out”, to remove the message until the end of the current billing period. Which means if you disconnect again and reconnect your account the Icon will reappear closer to the end of your billing cycle to remind you that your account is due.

#### When I choose to Opt-out, will it only remove the icons from the TV screen or the message from the inbox as well?

- The message will remain in the inbox, but the icons will be removed. The user will need to delete the message from the inbox if they want it gone from there.

#### Which decoder models support EDN?

- DPS5001IMC
- DSD4136
- DSD6S
- HS3701
- HS3701P
- HS7330
- PS5100IMC
- PS5200IMC

#### Am I able to receive messages in a different language, either than English or Portuguese? E.g. Kiswahili?

- No, the messages will only be available in English until further notice.

**-Ends-**