



Showmax Add to Bill

Frequently Asked Question

1. What is Showmax Add to Bill?

The Showmax Add to Bill functionality will allow DStv customers the add the Showmax subscription to their existing DStv account, making it easy for customers to access and pay for Showmax.

2. What is the rationale for adding Showmax Add to Bill?

This is due to the increased video on demand consumption and changing consumer habits, therefore the functionality represents an improvement on customer experience allowing our DStv customers to pay for their DStv account and Showmax subscription all at once, in an integrated manner.

3. Is Showmax Add to Bill a response to the threat by Netflix to your business?

MultiChoice welcomes competition in the pay television and entertainment industry - we believe it is good for consumers. DStv and services such as Showmax and Netflix, have very different approaches to video entertainment. We continue to deliver the best local and international entertainment to our customers. As part of this we open more viewing options to our customers through the Showmax Add to Bill functionality.

4. Will I automatically enjoy Showmax as an add on to my DStv subscription?

No, you will have to activate Showmax on your DStv account in order to access Showmax through the DStv platform(s).

5. How do I activate Showmax on my DStv account?

Showmax customers can follow the steps below to add Showmax to their DStv account by:

Visiting the www.DStvAfrica.com website

Clicking “Activate” on the Showmax banner

Following the activation steps to start watching Showmax:

- Click “Add to Bill” to proceed
- Accept Quotation
- Choose between a Once Off or Recurring Payment
- Select Payment Method (Card or EFT) & Click on “Save and Pay”
- Click on “Create an Account”
- Complete creating an account to start watching Showmax

Customers can also use the MyDStv App to add Showmax to their account and follow similar instructions as per the website.

Subject to the “[DStv Thanks FAQs for DStv subscribers and Showmax Add to Bill DStv subscribers](#)” may watch Showmax via DStv platform(s) per the below:

- DStv Premium customers will view Showmax at no extra cost; and/or
- DStv Compact, Compact Plus, Family and Access customers qualify to pay half the Showmax subscription.

6. **MultiChoice announced a price increase, arguing that it was influenced by the cost of doing business, infrastructure cost and economies of scale. Now you are adding Showmax at no extra cost to Premium customers, is this a scam?**

No, the price increase is our annual price review which is calculated based on our operational costs that grow in proportion to inflation and currency devaluation, regardless of the value-added service and the number of channels on our platform. The Showmax Add to Bill is a value-add investment which is aimed to balance our content offering to cater for the various viewing needs of our diverse audience.

7. Can customers add Showmax to their DStv account using the Showmax website?

No, customers who try to add Showmax to their DStv account from the Showmax website will be redirected to the DStv Africa website to activate Showmax. Customers must then follow the steps per point 5.

8. Will all DStv subscribers be able to add Showmax to their bill?

No, DStv Commercial subscribers will not qualify to add Showmax to their bill. All other DStv subscribers are able to add Showmax to their bill.

9. How many Showmax subscriptions can I add to one DStv account?

One Showmax subscription can be linked to one DStv package/subscription. If a customer has more than one DStv package or subscription they would be able to link one Showmax subscription to each DStv package/subscription and Showmax will be discounted according to the DStv package/subscription it is linked to.

1 Showmax subscription : 1 active DStv package

E.g. If a customer has a Premium and a Compact subscription, the customer can link one Showmax subscription to the Premium subscription and another Showmax subscription to their Compact subscription. The customer must have more than one Showmax subscription in this instance to allow him/her to link each of his/her DStv packages to his/her Showmax subscriptions.

10. What happens when I downgrade my DStv package?

A customer can only downgrade their DStv package at the end of the billing cycle. However, a customer can schedule a downgrade mid-month for the end of the billing cycle. The new discounted rate is only applicable when the downgrade has been affected, which is at the end of the billing cycle i.e. Showmax will only start charging the customer at the discounted rate applicable to the DStv package that they have downgraded to at the end of the billing cycle.

To downgrade DStv packages customers must visit www.DStvAfrica.com or the MyDStv app.

11. What happens when I upgrade my DStv package?

A customer can upgrade their DStv package at any time. The upgrade would also be effective immediately. The new applicable cost for Showmax will take effect on the new billing cycle i.e. Showmax will be discounted according to the DStv package the customer has upgraded to on the new billing cycle. To upgrade DStv packages customers must visit www.DStvAfrica.com or the MyDStv app.

12. In which countries will Showmax Add to Bill be available?

Showmax Add to Bill will eventually be available in over 40 countries, the same territories that DStv covers – as soon as we commercially launch Showmax in these territories. We have a phased roll-out approach with the product already available in Kenya, and Nigeria followed by Ghana later this year.

13. What happens when my DStv package gets disconnected or reconnected?

When the principal DStv package is disconnected, the Showmax subscription will be suspended. When the DStv package gets reconnected the Showmax subscription will no longer be suspended. If the customer downgrades the DStv package during reconnection, Showmax will reconnect on the new DStv package and the associated billing discount will apply as per the new DStv package its linked to.

14. Will a customer be notified of subscription changes?

The customer will receive a message on self-service (SMS, Email, WhatsApp) to notify them of all subscription and payment option changes that they make to their Showmax account.

15. What is the cancellation process for the Showmax service?

The customer can cancel Showmax as an add on product on the following DStv self-service platforms:

Visit www.DStvAfrica.com

Go to MyDStv

Click “Cancel Showmax”

Confirm Cancellation

Give us Feedback

You can request cancellation at any time. When the subscription is cancelled, you will not have access to Showmax after cancellation. Cancellation is immediate, therefore if you have viewing days left, you will receive a pro-rata reversal for those days.

There is no notice period for cancellation. However, if the customer is on debit order, it is possible that they could request the cancellation and still be charged for the month. This would happen in cases, where the customer requests a cancellation the day before their debit order goes off. At the time of the cancellation, the debit order would have already sent to the bank, therefore the amount that would have gone to Showmax will sit on credit as the cancellation will take effect.

It is advisable that customers cancels 7 days before the debit order date.

16. How do I update my payment details?

Customers who add Showmax to the DStv platform, will only be able to manage their account i.e. update & edit their payment details on the DStv Africa website.

17. How does Showmax billing, as a Add on Product, work?

If a customer adds Showmax to their DStv account, mid-month, pro rata billing will apply. Customers are expected to make payment first for Showmax to be activated to their DStv account where the associated discounted percentage will apply.

18. How do I get connected/stream Showmax content, does this mean I will be able to stream Showmax from my DStv Explora?

Yes, you will be able to stream Showmax using your DStv Explora. However, the customer will need to connect the Explora to the internet which will allow for content streaming services. In an addition, customers can stream Showmax using an internet connected smart TV or mobile device. It is important to note that the cost for data/internet service is at customer's cost not that of MultiChoice.

ENDS.