



System upgrade

Core messages and FAQs

12 October 2020

Background:

- MultiChoice will be conducting an ICX systems upgrade on the IS20 & E36 platform ("**system upgrade**") from Saturday, 17 October 2020 at 23:00 Central African Time until Monday, 19 Oct at 16:00 Central African Time ("**upgrade period**").
- Some of the customer care systems will be impacted by the system upgrade for the duration of the update period.

FAQs

1. When will the system upgrades take place?

The upgrades will start at 23:00 CAT on Saturday 17th October and will end at 16:00 CAT on Monday 19th October 2020.

2. Which markets are impacted?

The upgrade will impact all countries across Africa except for South Africa.

3. What services will be affected during the upgrade?

Amongst others, the following services will be affected:

- No BoxOffice rentals can be processed;
- No error codes can be cleared on self-service;
- No new activations or re-connects can be done;
- Self-Service will be offline;
- Payments process will be affected;
- No upgrade or downgrade will be processed; and
- No offer will be processed.

4. How will this system upgrade affect me, as a customer?

The customer's normal viewing will not be impacted, however, they will not be able to access the following services:

- No BoxOffice rentals can be processed;
- No error codes can be cleared on self-service;
- No activations or re-connects can be done on self-service as the payment process will be affected;
- Customer Call Centre team will not be able to assist with any queries during the upgrade period due to system unavailability.

5. Do you know that your upgrades are affecting me as a customer as I'm not able to view any content, so why are you still doing the upgrades?

We apologise for the inconvenience during the system upgrade. Please be assured that we put our customers at the heart of everything we do, your normal viewing will not be affected, however Box-Office will not be available during this time. The system upgrade is necessary as it will improve our system performance as well as your overall viewing experience and allow you to better navigate and interact on our self-service platforms which allows you to access your account and clear error codes.

Ends.