



**Enhanced Decoder Notification
Frequently Asked Questions
February 2021**

Frequently Asked Questions (FAQs):

1. What is an Enhanced Decoder Notification functionality?

- i. The EDN functionality is an alternative direct communication method that will appear on customer decoders to notify them of various messages related to customer retention. EDN's will only be displayed during normal TV viewing, representing different types of notifications on top

2. 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.

3. What Enhanced Decoder Notifications will appear?

- Reminder icons
- Rewards and Campaigns
- Any other icons as developed from time to time

4. **What will the Enhanced Decoder Notification icon look like?**



- The countdown calendar icon
- The gift box icon
- The information – “i” icon
- The content push - tv icon
- The generic messaging – loudspeaker icon

**Note: Refer to icon images below*

5. **How many icons will be displayed at a time?**

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

6. **Will I be able to change the position of the icons?**

No, 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.

7. How many payment 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.

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

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

9. Will the icons be displayed continuously?

No, the icon will not be displayed continuously.

The following are triggers to display the icons

- a. Coming out of standby or Switching the TV on (HDMI only)
- b. Channel change
- c. During peak hours between 8pm and 8 am depending on the country
- d. Getting back to live after playback or exiting any full screen object
- e. Reminders

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

Yes, each trigger can be disabled/enabled.

You can do this by:

- pressing the back key to *view the message later*
- pressing **Help** on the remote and select messages on the drop down, *If you want to go back to the message*
- pressing okay, once the message is displayed press okay once again to select delete from the drop-down list, *should you wish to delete the message and no longer receive for the current billing period*

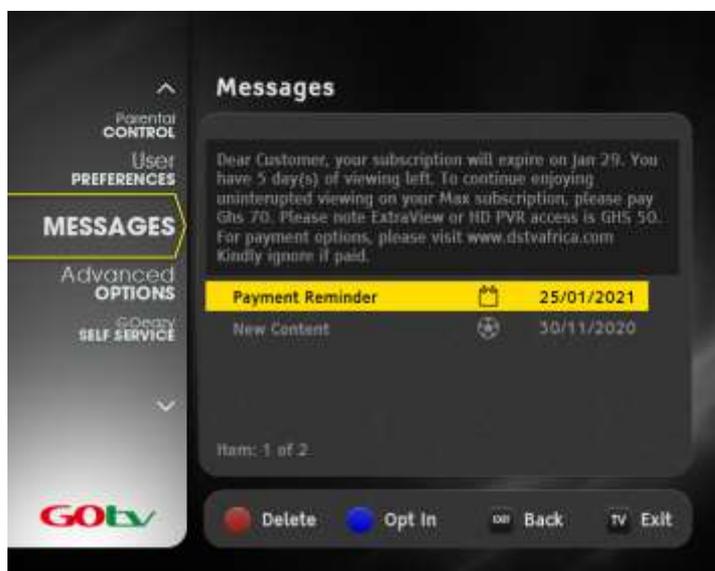


11. How do I open the notification on screen?

You will have to press OK to action the EDN on-screen:

The Inbox is opened with the first message highlighted and open

Messages are sorted with unread messages at the top



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

12. 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 and move to the top of the Message List screen followed by the remaining unread messages sorted by most recently received

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

Yes, there's a limit of 5 messages.

14. How will I know if the messages I saw on screen is the same as the one on 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.

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

Once the Payment reminder 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.

16. What will happen to the 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.

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

Once the message is read, the Enhanced Decoder Notification will no longer be displayed on live when the viewer exits the Messages screen, on that day. The Enhanced Decoder Notification will be displayed though, the following day.

18. I haven't had the time to read the message. What happens to it?

When a message is still unread, the EDN will be displayed when you exit the Messages screen. You can also press the **Help** button to view all the unread messages.

19. When I choose to Opt-out, will it only be the icons removed 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.

20. Am I able to send messages in different languages, either than English or Portuguese? E.g. Kiswahili?

No. Not at the moment. The decoder software doesn't support any other language besides English and Portuguese.

21. Which markets will this service be available to?

It will be available to our GOtv customers in Mozambique, Nigeria, Kenya, Zambia, Namibia, Malawi, Ghana and Uganda.

-Ends-