



## **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](http://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](#)” Terms and Conditions. Customers 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, on the basis that of their being the cost of doing business, infrastructure cost and economies of scale. How are you adding Showmax at no extra cost to Premium customers? Is this a scam?

The price increases an 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.

DStv is always looking for way to increase its value offering to customers The Showmax Add to Bill is a value-add investment.

**7. Can customers add/activate Showmax for their DStv account on the Showmax website?**

No, customers must link their Showmax account to their DStv account via the DStv website. Customers that try to link their account via Showmax will be redirected to the DStv Africa website to activate Showmax.

**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](http://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](http://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 most of our markets.

**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](http://www.DStvAfrica.com)

Go to MyDStv

Click “Cancel Showmax”

Confirm Cancellation

Give us Feedback

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?**

No, customers can stream Showmax using an internet connected smart TV or mobile device. You can register 5 devices and watch on 2 at the same time. It is important to note that the cost for data/internet service is at customer's cost not that of MultiChoice.

**19. I have paid for my monthly Compact/Compact Plus subscription and not the Showmax portion, as I do not wish to use this service this month. Why is my DStv disconnected?**

If there are enough funds in the customer account to keep the principle package connected, then the customer will remain connected, however they will still have a pending Showmax quote until they either pay it or cancel the product. If the customer does not wish to continue utilising your Showmax service, you will need to cancel Showmax as an Add on Product on the following DStv self-service platforms:

- Visit [www.DStvAfrica.com](http://www.DStvAfrica.com) / Go to MyDStv
- Using the [www.DStvAfrica.com](http://www.DStvAfrica.com) follow the steps below to cancel Showmax:
  - Click "Cancel Showmax"
  - Confirm Cancellation

Once the cancellation has been received, your services will than resume as normal

**ShowMax Add to Bill – 3rd Party Payment Platforms**

**20. Why has MultiChoice added ShowMax ATB on to 3rd Party Platforms?**

To allow DStv customers that have linked their Showmax accounts to their DStv accounts to pay their Showmax accounts with ease of access. This is specifically to avoid disconnection as a result of using different payment platforms for DStv and Showmax (for example DStv via FNB but Showmax via eft).

**21. What solution has MultiChoice implemented to resolve these issues?**

We have worked with our various 3<sup>rd</sup> Party vendors in markets to come on board to assist in facilitating payments for customers on their payment platforms. **IT IS IMPORTANT TO NOTE:** Customers must first activate Showmax Add to Bill via our [www.DStvAfrica.com](http://www.DStvAfrica.com) / Go to MyDStv before making payment via 3<sup>rd</sup> Party vendors.

# HOW TO PAY FOR SHOWMAX USING A 3rd PARTY PAYMENT PLATFORM

(Active DStv customer but First-Time Showmax User/DStv customer disconnected for More Than 30 Days)



**STEP 1**

Access your preferred payment platform.



**STEP 2A**

Select your DStv package option + Showmax Add to Bill from the drop-down list (bundle deal) if available. This will generate the due amount for you.



**STEP 3**

Make your payment



**STEP 2B**

\$XXX

If there is no product list available, manually enter the discount price for Showmax (if you are an existing and paid-up DStv Customer wanting to add Showmax), or the total amount for your preferred DStv package fee plus the discount price for Showmax (if you are a disconnected customer wanting to pay for and connect to both DStv and Showmax)



**STEP 4**

Go to the MyDStv App or dstv.com, log in and complete the Showmax Add to Bill activation process (Note: if you do not complete the registration, you will not be able to watch even if you have paid)



**STEP 5**

Open the Showmax app (or download it if you haven't already) and sign in to start watching. Alternatively, log in to the showmax.com website to binge on us!



**BINGE ON US  
YOU'VE EARNED IT!**

**It's your  
moment**

# HOW TO PAY FOR SHOWMAX USING A 3rd PARTY PAYMENT PLATFORM

(Active Showmax Subscribers/Disconnected for less than 30 days)



### STEP 1

Access your preferred payment platform



### STEP 2A

Select 'Get Due Amount' or, if available, select your DStv package option + Showmax Add to Bill from the drop-down list (bundle deal). In each instance the amount payable will be generated for you.



### STEP 3

Make your payment



### STEP 2B

If there is no product list available, manually enter your monthly subscription fee plus the discount price for Showmax.



### STEP 4

Open the Showmax app (or download it if you haven't already) and sign in to start watching. Alternatively, log in to the showmax.com website to binge on us!



BINGE ON US  
YOU'VE EARNED IT!

It's your  
moment