DStv Streaming
External FAQs

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is DStv Streaming?

DStv Streaming is our subscription based streaming services whereby a customer can subscribe to DStv's various packages and enjoy our DStv content packages delivered via the DStv online platform via over the top, where the satellite and decoder are not required.

Customers will be able to access and consume DStv content via streaming depending on the DStv package they have signed up for. This gives customers access to great entertainment anywhere, anytime and more choice to enhance their overall customer experience.

2. What packages can I purchase on DStv Streaming?

Any DStv Streaming packages, except for the lowest DStv package in your country.

3. What do I need to access DStv Streaming?

- **A reliable internet connection or WIFI** - Is required to access DStv Streaming. We recommend an uncapped connection with a minimum line speed of 4Mbps, and a line speed of 10Mbps if streaming HD content.
- **Device** - It can be accessed from Laptops/ PC, Tablets/ iPad, Smartphones, internet capable Smart TV, internet capable Apple TV, Gaming consoles and any other devices which enable casting to a TV.

- **For Tablets/iPads** - The devices need to be HDCP compliant, and we recommend that when streaming on tablets and iPads, customers to download and use the DStv App to view content and stream versus the web.

4. How many devices can I stream on at the same time?

Two devices concurrently, the second stream is intended for mobile devices only.

5. How do I subscribe to DStv Streaming?

a.) Start the sign-up process by visiting the DStv website. There will be a tab for DStv Streaming.

b.) Alternatively, you can visit the nearest branch for assistance. The customer can pay from available payment platforms and enjoy streaming via DStv website and DStv App.

During the on-boarding process, you will be able to do the following:

- Select the package of choice (except the lowest package in your country).
- Select your preferred method of payment.
- Create a DStv account.
- View your monthly payment information.
- Activate your account upon payment.

Once this process is complete, you will be able to enjoy DStv content on the DStv digital platform for a month. Once the month is complete, you will be charged for the next month.

If you do not pay your subscription for the next month, you will be disconnected on the payment date.

6. What channels will be available on DStv Streaming? Will there be new channels?

You'll get the channels that are available on the DStv package you've subscribed to.

7. How do I cancel, Upgrade or Downgrade DStv Streaming?

The upgrade and downgrade rules for the DStv Streaming products will be the same as the DTH offerings and will be applied as follows:

Upgrade	Downgrade	Reconnection	Disconnection	Cancellation
• Can occur immediately. • Any required payment is due immediately.	• Can be requested at any time, but will only be actioned at the end of billing cycle.	• If customer wishes to reconnect, payment will be required before the service is activated. • The services must be automatically	• Customer can request to disconnect their services at any time, however the disconnection will be scheduled and actioned on the customers IP date. • Auto-disconnection must be triggered at	• Can be requested at any time but will only be actioned at the end of billing cycle. • Cancellation can be processed immediately

		reconnected once sufficient payment is received and processed.	the end of the customers viewing cycle if no payment to renew the services is received. • No disconnection grace days will be applied to DvS customers.	as an exception.

The upgrade and downgrade rules for the DStv Streaming products are as follows:

- Customers can upgrade at any point in the month (immediately or scheduled):
  - Should a payment be required customer should make the payment immediately.
  - On upgrade, the customer will be prompted to make a once off payment for the new package they have upgraded to.
  - The solution should allow a customer to upgrade immediately or schedule an upgrade for execution at a later stage.
- Customer can upgrade their product (excluding the highest package in your country) at any time.
- Customer can request a downgrade at any time excluding Access (ROA), but it will only be actioned at the end of the customer's billing cycle.
- Customer can request cancellation at any time, but it will only be actioned at the end of the customers billing cycle.

8. Does DStv Streaming have parental controls?

Yes, DStv Streaming will have parental controls.

To activate:

- Select kids on the profile page.
- Enable kids lock on the next page.
- Go to settings and enable Pin.

ENDS