

## Glossary – Rewards

Term	What it means
Activate Rewards	You need to activate (opt in) for Rewards
Challenges	There are different types of rewards. Some rewards require you to complete a challenge or take action to redeem the reward. If you complete the challenge, the reward is guaranteed. We call this 'unlocking the reward'. Also see <b>Unlock(ing) Reward</b> <i>Example : Pay on time for 3 months and you'll get Showmax free for one month</i>
Claimed Reward	Each reward has a status. A claimed reward is one you have accepted.
Competitions	There are different types of rewards. Some rewards are competitions, where a winner is guaranteed – but not all entrants will get a prize. <i>Example : Upgrade to DStv Compact and you could win a decoder with installation.</i>
Expired Reward	Some of our rewards have expiry conditions. The expiry may be time and/or volume based. <i>Example : We have 50 Showmax vouchers to give-away (reward expires when limit is reached)</i> <i>Example : We have 50 Showmax vouchers to give-away this month (reward expires when limit is reached, or time is up, whichever comes first)</i> <i>Example : All customers signing up DStv Access this week, will get Showmax vouchers (reward expires when time is up)</i>
Legend	We have multiple reward levels. The higher your level, the more rewards. The Reward Levels are : Starter Rising Star Super Star Legend
Level Rewards	There are different types of rewards. Some rewards are available solely based on your Reward Level with no challenge or competition entry required.
Rewards	Anything offered to you as part of Rewards. Some rewards have a monetary value (like vouchers, discounts), while others may not have a direct monetary value (like open windows, early access to tickets, opportunities to attend events not normally open to the public). Some rewards require you to take action (pay on time for 3 months), while others require no action (we're opening 3 channels to you for one week).
Reward History	We keep track of all the rewards you've been offered, allowing you to check their status at any time and see the value of all rewards and those that you have claimed.
Reward Levels	We have multiple Reward levels. The higher the level, the more rewards. You are automatically assigned a Reward Level when you opt in for rewards. Your Reward Level is based on many factors including your package, length of time that you've been a DStv customer, payment history, the products and services you use and more.

	<p>The Reward Levels are :</p> <p>Starter</p> <p>Rising Star</p> <p>Super Star</p> <p>Legend</p>
Reward Redemption	Any actions required to claim a reward.
Reward Stars	<p>See Reward Levels.</p> <p>We allocate stars for various elements of your DStv account to determine your Reward Level and your position within the Reward Level.</p>
Rising Star	<p>We have multiple reward levels. The higher your level, the more rewards.</p> <p>The Reward Levels are :</p> <p>Starter</p> <p>Rising Star</p> <p>Super Star</p> <p>Legend</p>
Starter	<p>We have multiple reward levels. The higher your level, the more rewards.</p> <p>The Reward Levels are :</p> <p>Starter</p> <p>Rising Star</p> <p>Super Star</p> <p>Legend</p>
Super Star	<p>We have multiple reward levels. The higher your level, the more rewards.</p> <p>The Reward Levels are :</p> <p>Starter</p> <p>Rising Star</p> <p>Super Star</p> <p>Legend</p>
Unlock(ing) Reward	<p>Some rewards require you to complete a challenge or take action to UNLOCK the reward. If you complete the challenge, you're guaranteed the reward. We call this "unlocking" the reward.</p> <p>Also see <b>Challenges</b></p> <p><i>Example : Pay on time for 3 months and we'll open 3 channels for you.</i></p>

*Information correct at 21 September 2020 • Examples are not related to, nor an indication of actual rewards • Information subject to change without notice • For updated information go to [dstv.co.za](http://dstv.co.za) ("The DStv Website"). In the event of conflict between this information and the information on the DStv Website, the information on the DStv Website will prevail. (V1.3d August 2020)*