

DStv Rewards: Game Arcade – Rules

April 2025

1. General:

- 1.1. DStv Reward Arcade is available to qualifying active DStv Rewards members via the MyDStv app.
- 1.2. DStv Reward Arcade is available from April 2025.
- 1.3. Non-DStv subscribers may have access to play certain Multiplayer games via an invitation from qualifying active DStv Rewards members. Non-DStv Rewards players, however, will not be eligible to win or be rewarded via Arcade engagement.
- 1.4. The Arcade catalogue is made up of free to play games that each have their own gaming rules and in-game challenges.
- 1.5. The catalogue of games is subject to change with availability of games being dependent on key events or content availability. Custom time-based or limited-edition games will be added from time to time.
- 1.6. By accepting these terms and conditions, DStv Rewards members agree to receiving Gaming communication, game play updates and competition communication via email, SMS and or app push notifications.

2. In-game currency: Gems

- 2.1. Gems are the in-game representation of value for Arcade games, obtained via gameplay or purchased with DStv Coins.
- 2.2. Players use Gems to buy in-game items, advantages, or other gaming content.
- 2.3. Gems enable players to progress, customise, and unlock or enjoy in-game advantages.
- 2.4. Gems are non-convertible, can only be used within the Arcade game environment, and have no real-world monetary value.

- 2.5. Should a customer disconnect or opt out of DStv Rewards programme – the Arcade profile will be preserved but players remain responsible for the usage of Gems within the Arcade . DStv Rewards is not responsible for any discrepancies relating to the usage or balance of Gems.

3. In-game Rewards: Rewards Boxes/Loot Boxes

- 3.1. Loot boxes or Rewards boxes are virtual containers or boxes that players can obtain through gameplay or purchase with in-game currency/gems.
- 3.2. Rewards boxes can be obtained on a play-to-win through completing challenges as an example.
- 3.3. The Rewards box contents are a mystery and randomized, therefore players will only know the contents of the box once they are opened.
- 3.4. The Rewards boxes have varying levels of rewards – from basic in-game items to more sought after items that help advance the player.
- 3.5. A players overall Arcade level determines the type of rewards boxes a player can earn with game play.
- 3.6. The Rewards boxes may include a random mix of some or all of the below – but are not limited to:
 - a. Gems of varying values
 - b. Power-ups (items that provide a gameplay advantage)
 - c. Competition Entries
 - d. Spins
 - e. DStv Coins
 - f. DStv Instant Rewards
 - g. Exclusive Rewards

4. In-app Purchases: DStv Coins

- 4.1. Gem bundles are available for purchase from the Home of Rewards store on the MyDStv app, using DStv Coins.
- 4.2. Other in-game advantages and content may also from time to time be available for purchase from the Home of Rewards store on the MyDStv app, using DStv Coins.
- 4.3. The cost of these items is subject to change as determined by DStv Rewards.

4.4. An in-game purchase history is available within the MyDStv app.

5. Multiplayer Games

5.1. Some games in the Arcade will be multiplayer games, where players can invite their friends to play alongside or against.

5.2. Non-DStv subscribers may have access to play certain Multiplayer games via an invitation from qualifying active DStv Rewards members. Non-DStv Rewards players, however, will not be eligible to win or be rewarded via Arcade engagement.

6. Game Play

6.1. Joining Gems

6.1.1. Players are provided with an overall starting Gem balance.

6.2. Profile

6.2.1. A players profile reflects gems, available rewards boxes, as well as in-game earn/spend history.

6.2.2. While expert/upper limits and caps are in place regarding game inventory, limits can be upgrade using gems. It is important to note that a cap exists on how much players can have. Think of this as inventory – you can upgrade this limit via gems.

6.2.3. Gems and rewards/loot boxes can be stashed or saved but it is best to spend gems and open rewards boxes to take advantage of the contents for game level progression.

6.3. Challenges

6.3.1. Challenges will change weekly.

6.3.2. Challenges are automatically active (not based on acceptance or opt-ins)

6.3.3. Completing challenges earns players appropriate rewards boxes, with rare and legendary ones only available at the higher, more complex challenges.

6.3.4. Challenges are completed by performing the appropriate activities in the game they refer to or by achieving goals or milestones across multiple games.

6.4. Levels

6.4.1. Game levels reset daily.

6.4.2. Play games every day to attempt to level up in each game to its maximum level.

6.4.3. All levels across all games are tallied each day and added to a players overall Arcade level. However, a player must have logged into the Arcade for this to happen.

- 6.4.4. A player's overall Arcade level determines the type of rewards boxes/loot boxes a player can earn with game play.
- 6.4.5. Arcade levels reset at longer intervals. In most cases, they will reset monthly. However, specific campaigns and competitions may have them reset weekly or even only after two or three months.

6.5. Cheating and Hacking

- 6.5.1. Anticheat systems monitor the Arcade and all games.
- 6.5.2. Attempts at hacking or cheating will be flagged in real time and will result in the automatic disqualification from earning any in-game rewards, boxes, competitions, gems and prizes.
- 6.5.3. DStv Reward reserves the right to discontinue any game or disqualify players without any notice should they be found guilty of hacking or cheating.

6.6. Age restrictions/recommendations and Parental Controls

- 6.6.1. Most games are for all ages, however, games may have age restrictions – these will be advertised on the game and in Arcade. Only Rewards-registered users will be able to play those games, within age limit.
- 6.6.2. Family profiles (feature development in progress) will allow parents with linked family profiles to access parental controls to allow children to play these games and manage game time limits.
- 6.6.3. It remains the responsibility of the parent or principle account holder to manage usage of the arcade. This includes the usage of gems, loot or any other applicable reward.

6.7. DStv account disconnection

- 6.7.1. As all games are free, disconnecting your DStv account will prevent the account holder and their associated linked family accounts from playing.
- 6.7.2. Upon reconnection, profile statuses will be preserved, including gems, rewards/loot boxes, and any other content unlocks or achievements.

7. Privacy Policy and Data Protection:

- 7.1. No private data is collected or stored. DStv Rewards and Multichoice privacy and data protection policies apply.

8. In-game Competitions

- 8.1. Competition prizes vary month on month and may take the form of DStv Coins or other instant Rewards/prizes and vouchers.
- 8.2. Based on the Arcade leaderboard, only the top players will be eligible to win at the end of a competition period.

- 8.3. The grand prize will be 250 000 DStv Coins. The winner will be contacted and provided with details.
- 8.4. Only the top ten players who are still active Rewards members with an active subscription at the end of the competition period will be awarded a grand prize.
- 8.5. To be eligible for the grand prize and the prize coins the active Rewards member must still be active Rewards member and connected to DStv at the time of the draw at the end of the competition period
- 8.6. The DStv Coins winnings will be allocated to winners automatically and will reflect in winners DStv Coin balance on the MyDStv App. Winners must provide a copy of their South African Identity Document as well as a signed Prize Acceptance Letter to receive the prize. This prize cannot be converted to cash or currency or exchanged as per the DStv Rewards terms and conditions.
- 8.7. Winners will be requested to take part in promotional activities facilitated and managed by DStv and DStv Rewards across DStv platforms and other platforms that DStv uses.
- 8.8. Winners will be announced within 8 weeks of the end of the competition
- 8.9. Competitions are only available to residential active subscribers who are Rewards members.
- 8.10. Standard DStv Rewards terms and conditions apply.
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