

TERMS AND CONDITIONS FOR DStv CUSTOMERS ADDING AN EXTRA STREAM TO THEIR SUBSCRIPTION

1. Introduction

- 1.1 These terms and conditions set out the contractual basis upon which DStv Customers can add an Extra Stream to their DStv subscription, and in so doing, add one additional concurrent stream to their existing subscription.
- 1.2 These Terms and Conditions are in addition to DStv Subscription Terms and Conditions and must also be read with:
- 1.3 MultiChoice Group Privacy Notice available here:
<https://www.multichoice.com/privacy-cookie-notice>.
- 1.4 MultiChoice complies with provisions of the Consumer Protection Act (CPA) and the Protection of Personal Information Act (POPIA). Should you have any queries or complaints, you may contact us on help@dstv.com for CPA-related queries or DPO@MultiChoice.co.za for POPIA related queries.

2. Interpretation

Unless these Terms and Conditions otherwise provide, terms used in these Terms and Conditions will have the same meaning as that which they have under the MultiChoice Subscription Terms and Conditions accessible at www.dstv.co.za.

3. Adding an Extra Stream

- 3.1 DStv will allow an active DStv Premium, Compact Plus, Compact, Family or Access subscriber, to add an Extra Stream to their subscription.
- 3.2 The Extra Stream is limited to use on mobile devices (mobile phones, laptops, monitors connected to a PC and/or tablets).
- 3.3 Subscribers can add a maximum of 1 (one) Extra Stream per active subscription listed in clause 3.1.
- 3.4 The Extra Stream is linked to your active DStv subscription and will have the same content as available on the subscription to which it is linked.

- 3.5 The Extra Stream is billed monthly, however the addition of an Extra Stream to your DStv subscription can be done on any date. Your first payment will only be processed on the date of your DStv payment. You will be billed pro-rata for the period between the two.
- 3.6 Non-payment of your DStv bill or disconnection of your DStv Subscription for any reason will result in disconnection of your Extra Stream.
- 3.7 Any changes made to your DStv subscription automatically apply to your Extra Stream.
- 3.8 Reconnection of DStv services within 1 (one) month of disconnection, will automatically result in reconnection of your Extra Stream.
- 3.9 Management of your Extra Stream is available using self service or by contacting DStv directly.

4. Eligibility to Add an Extra Stream

- 4.1 You may only add an Extra Stream to your DStv subscription if you -
- 4.1.1 are a natural person who has subscribed to, and has an active subscription to DStv Premium, Compact Plus, Compact, Family or Access for your private use in South Africa;
 - 4.1.2 have registered as a user of the DStv website (<http://www.dstv.com>) by creating a username and password, in accordance with the terms of use of the DStv website;
 - 4.1.3 do not currently have an Extra Stream linked to your subscription.
- 4.2 If you no longer meet any of the requirements listed in clause 3.1, you will not be able to use your Extra Stream.

5. Contacting DStv

If you need assistance relating to the billing of the Extra Stream on your DStv bill, please contact MultiChoice in any manner indicated by MultiChoice on their websites from time to time.

6. Amending these Terms and Conditions

We may amend these Term and Conditions from time to time.

If we amend the Terms and Conditions, we will notify you in accordance with clause 44 of the DStv Subscription Terms and Conditions.