

Discover the world of DVB over IP with DStv.

The introduction of the DStv IP HD-1 (Single View) has further revolutionised the television experience with life-like viewing, sharper images, more vibrant colours and precision picture quality. Now you can enjoy colours so rich you can feel their intensity and a picture so sharp you can see every face in the crowd. You'll be wowed.

This is the first MultiChoice solution making DStv services available over an IP network, allowing system integration to offer internet, telephone and DStv over a single network point.

Valued subscribers are on the mailing list for our monthly DStv TV Guide "dish". This will keep you informed and up-to-date on all your viewing preferences. Being a subscriber also means that you'll qualify to enter awesome competitions run by DStv. Simply look out for your "Offers for you" competition pages in your monthly issue of the DStv "dish" magazine. Further information can also be found on the DStv website and on air.

Pay us a visit at www.dstv.com where you'll find all kinds of interesting information, schedules and exciting news.

See TV like never before.
Kind Regards

Graham Phuhl
Graham Phuhl
Marketing & Sales Director
MultiChoice Africa (Pty) Ltd



A product of MultiChoice
www.dstv.com

Account maintenance and self-help options

In our continued effort to provide world-class customer service and Delightful Resolution with every customer interaction, MultiChoice has implemented means of assisting our customers with their everyday service requirements.

Via your cellphone

- Balance enquiry: SMS "Bal + smartcard number" to **31401**
- Send us your email address: SMS "smartcard number + email address" to **32471**
- Sign up for eStatements: SMS "Account Number and email address" to **32446**
- E17 Error: SMS "E17 + smartcard number" to **32443** to reset your decoder.
- Reset your decoder: SMS "Reauth + smartcard number" to **32472**
- SMS cost R1.50. This service is open to South Africa only.

Debit Order

Remove the hassle of trudging to your nearest bank, and make your life easier by paying with a debit order.

- Call your nearest MultiChoice Contact Centre with your banking details to load your debit order
- You qualify for a R2.28 discount per debit order transaction
- SMS your smartcard number to **31401** to retrieve the amount due for payment

Please note: If the MultiChoice account holder is not the bank account holder, you need to bring proof of banking to any MultiChoice Branch or Agent. Go to www.dstv.com for more information of what documentation is required.

Internet

- Control your payments by paying via Internet bank transfer
- SMS your smartcard number to **31401** to retrieve the amount due for payment
- Select MultiChoice as the beneficiary (our details are pre-populated)
- Use your customer number as the beneficiary reference

Shoprite Checkers

- Payments can be made at any of the 520 Shoprite Checkers stores located countrywide
- SMS your smartcard number to **31401** to retrieve the amount due for payment
- Use your customer number as the beneficiary reference

continues on reverse

XtraView

The XtraView system enables you to combine two decoders in your household so you can 'share' each decoder's functionality without full individual subscriptions. It also enables control of a decoder in another environment without the need for a TV 'eye'.

XtraView is supported by the 1110, 1131 (Single View), DStv IP HD-1 (Single View), SD (Standard Definition) PVR and HD PVR decoders. Simply check which decoder, in combination with your DStv IP HD-1, suits your viewing requirements.

1110 or 1131	IP HD-1	Allows you to view two channels and record one channel at the same time.
HD PVR-2P	IP HD-1	Allows you to view two channels and record one channel at the same time.
SD PVR	IP HD-1	Allows you to view three channels and record one channel at the same time.
HD PVR	IP HD-1	Allows you to view two channels and record two channels at the same time.
IP HD-1	IP HD-1	Allows you to view two channels at the same time.

There is a monthly access fee of R65 applicable for XtraView.

For more information on this offering please visit our website www.dstv.com.

DStv IP HD-1 decoder Care contract

Why do you need cover?

What would you do if your decoder was stolen, struck by lightning, damaged by fire or faulty? Do you have the means to replace it? Have you ever thought of insuring it? Now you don't have to have sleepless nights because we'll take care of everything!

Who will cover you?

The insurance policy is provided by MultiChoice and for a nominal fee of only R25 per month (incl. VAT), you are fully covered.

What's in it for you?

Applicable to MultiChoice approved serialised decoders:

- No charge for standard repair
- Cover against fire, lightning, explosion and theft (police case number and I.D. must be supplied)
- An immediate carry-in and swop of faulty decoders (after 3 months of being insured), which is only available through DStv Accredited System Integrators.

Salient Exclusions

- This Digital Decoder Care Contract is only applicable to MultiChoice approved serialised decoders
- Malicious damage to the decoder
- Repair claims only applicable after 3 months
- Accessories i.e. remote control units

This Decoder Care Contract is subject to the terms and conditions and disclosures available on www.multichoice.co.za or they can be sent to you by MultiChoice.

MultiChoice Africa (Pty) Limited is a Authorised Financial Services Provider.

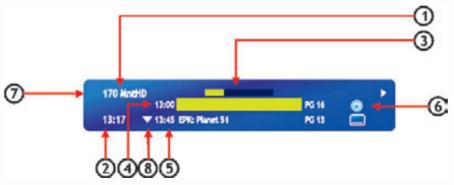
For more DCC information:

SMS "DCC" to **32445** and a MultiChoice customer services representative will contact you.

Helpful Hints

How do I find out more info for the programme I'm watching?

To find out more information about what you're watching, press **i** to display the i-plate.



- Channel number and name
- Current time
- Progress bar for current programme
- What's on now (start time, title and PG rating)
- What's on next (start time, title and PG rating)
- Number of language options on this programme
- Press right/left arrow to browse info on other channels
- Press down arrow to see the schedules for the next 24 hours

How do I change the language option?

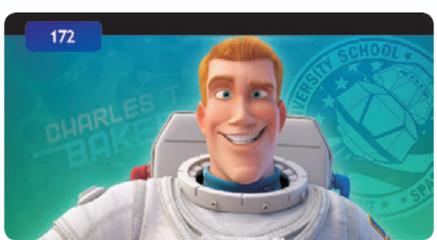
While watching TV, press the **LANGUAGE** button on your remote control.



The language pop-up will indicate the number of language options available, as well as the one

currently in use. To select another language option, use the right/left arrow to view the options and press OK to save your selection.

How do I change channels?



When watching TV, press the number of the required channel. As you enter the number, it is displayed in the top left corner.



When channel browsing, press **OK** on the selected channel.

Example: I'm watching Discovery Showcase, but have browsed to the i-plate of M-Net HD. By pressing **OK**, the decoder will tune to the M-Net HD channel.



When watching TV, press any of the arrow keys to display the channel grid. Use the up/down arrows to select the required channel, then press **OK**.



How do I go to the audio channels?

While watching TV, press **SHIFT + TV** on your remote control or press **MENU** and select the Music and Radio option.



To change channels, use the up/down arrows to select the required channel, then press **OK**. You can also change channels by entering the number of the required channel. To return to video channels, press **TV**.

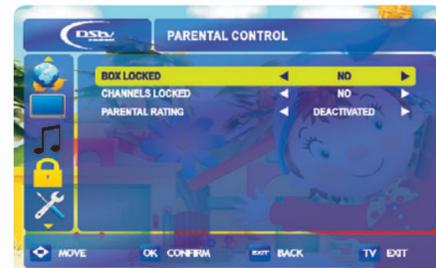
How do I set Parental Control?



Press **MENU** and select the Parental Control option



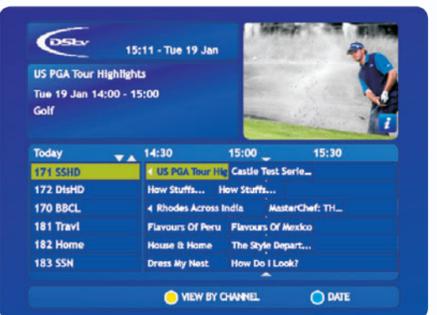
Enter the **PG PIN** code (the default PIN code is **1234**).



Change the required settings and press **OK** to save.

Using the TV Guide

To access the TV Guide, press the **TV GUIDE** button on your remote control. The TV Guide has information for all channels across the next 8 days.



Use the up/down arrows to browse the channels and the right/left arrows to move through the programme information.

Steps to get connected

1 Installation

A list of DStv Accredited System Integrators can be found on www.dstv.com.

2 Subscribe

Call the MultiChoice Contact Centre. They will assist you in setting up and activating your monthly subscription account.

- It is imperative that your Subscriber agreement Schedule is completed and faxed back to DStv.



Account maintenance and self-help options

ATM

- You can pay at any ATM
- SMS your smartcard number to **31401** to retrieve the amount due for payment
- Select MultiChoice as the beneficiary (our details are pre-populated)
- Or use the following account details
 - Bank: **ABSA**
 - Branch Code: **632005**
 - Account number: **170000072**
- Use your customer number as the beneficiary reference

Credit Card

- Credit card payments are welcome at any MultiChoice branch
- Register on www.dstv.com, access your balance information and pay online via credit card
- Use your customer number as the beneficiary reference

ABSA

- You can make a direct bank deposit into our bank account at any ABSA branch
- SMS your smartcard number to **31401** to retrieve the amount due for payment
- Use the following account details
 - Bank: **ABSA**
 - Branch Code: **632005**
 - Account number: **170000072**
- Use your customer number as the beneficiary reference

MultiChoice Branches

- MultiChoice branches are located in Durban, Cape Town and Randburg
- You can make payments using cash, credit cards or debit cards

MultiChoice Agencies

- Only credit card or debit card payments are accepted at MultiChoice Agencies – unfortunately, no cash payments are accepted

MultiChoice also provides electronic statements and communication. Electronic statements are encrypted to protect your right to privacy. A Keymail Decoder will need to be downloaded into your PC to allow you to view your statement.



DStv premium

Entertainment and Movies



Lifestyle and Culture



Sport



Documentaries



Children



Music



Religion



News



Specialist



DStv compact

Entertainment and Movies



Lifestyle and Culture



Sport



Documentaries



Children



Music



Religion



News



HD Channels only available on a HD capable decoder.

MultiChoice reserves the right to replace or remove channels from DStv Bouquets as stipulated in this Leaflet.

E&OE (errors and omissions expected).

Features and Benefits

remote control



* to access button functionality, first press SHIFT



This product was produced with the environment in mind and has the Origami go-green stamp of approval

Glue Panel

