

COMPENSATION POLICY

Introduction

- 1 We do everything we can to keep our promises to our subscribers so that they can enjoy a world class television viewing experience. However, if our subscribers are not able to watch DStv because we did not meet our obligations in terms of the subscription and service level agreements, we recognize that they should enjoy proportionate compensation.
- 2 This document sets out our policy for compensating subscribers if they could not watch DStv because we did not meet our obligations to them. It indicates our underlying policy principles, the basis on which we will compensate subscribers and the procedure for claiming compensation.

Objective

- 3 The overarching objective of this Compensation Policy is to strive to ensure that subscribers receive fair, justified and proportionate compensation when it is verifiably our fault that they could not watch DStv.

Policy principles

- 4 When handling compensation claims we will do our best to:
 - 4.1 Behave professionally and courteously.
 - 4.2 Ensure that our procedures are open, transparent and effective.
 - 4.3 Be consistent, accountable, reasonable and proportionate in deliberation and outcome.
 - 4.4 Respond to subscribers timeously and concisely.
 - 4.5 Grant compensation which is lawful, proportionate and justified taking into account all of the information provided to us.

Who can receive compensation

- 5 This policy applies to DStv subscribers in Nigeria.

When can subscribers claim compensation

- 6 You may claim compensation when you have suffered a disruption to the DStv service because we have not met an obligation which we owe you under the subscription agreement or the service level agreement.

Compensation

- 7 We will always try to troubleshoot the problems you are experiencing to minimise your viewing interruptions and enable you to watch DStv as soon as possible

from when payment is made into MultiChoice Nigeria. Unfortunately, this does not always solve the problem (or solve the problem quickly enough) and you might suffer a disruption anyway.

- 8 The compensation which we give subscribers will depend on whether the disruption is caused by a problem with (1) your equipment or installation or (2) our subscriber management or broadcasting systems.

Equipment or installation problems

- 9 We will honour the terms of any warranties over your decoder. If your decoder is still under warranty, and as long as you have not damaged it, you may be entitled to have it repaired or replaced at no cost to you as set out in the warranty.
- 10 If your decoder is out of warranty we will do our best, subject to availability, to provide you a swap decoder (refurbished) for a subsidized fee. The swap decoder may be of similar make, model or specifications as your own unless a similar one is no longer available, in which case we will make available to you a decoder that will facilitate a similar or even better viewing experience. If you do not want to purchase the swap decoder, we will give you the option to repair your decoder for a fee similar to the fee for a subsidized decoder.
- 11 If your decoder is being repaired, we will suspend your DStv service. We will not charge you your DStv subscription fees while your DStv service is suspended.
- 12 We will extend your viewing time proportionately to the disruption you have suffered, taking into account any inconvenience to you because of the disruption.
- 13 Some equipment problems are inevitable because technology changes all the time and, like other technology, decoders become obsolete over time. Unfortunately we cannot help if your decoder has become obsolete or a problem happened because you damaged the decoder, for example by not using an accredited installer to install your equipment, did not use adequate surge protection or if your equipment stopped working properly or at all for some reason which we could not anticipate or control.
- 14 All new installations by accredited installers have a 6 months warranty within which period they will offer repeat visits to fix installation problems at no cost to you. If your installation is out of warranty, you may appoint an accredited installer to fix your installation problem at your cost. If your DStv viewing is disrupted because of a verifiable installation problem caused by us or an accredited installer acting on our behalf, we will extend your viewing time proportionately to the disruption you have suffered, taking into account inconvenience to you because of the disruption.

Problems caused by our systems

- 15 While we do our best to implement, use and maintain world class systems, inevitably there will still be some technical glitches in our subscriber management and broadcasting systems from time to time.

- 16 If your DStv viewing is disrupted because of problems with our systems, we will extend your viewing time proportionately to the disruption you have suffered, taking into account inconvenience to you because of the disruption.

How to claim compensation

- 17 If your DStv viewing was disrupted, you may claim compensation for the disruption as set out in this section.
- 18 Your claim must be submitted:
- 18.1 In person at our offices; or
 - 18.2 by e-mail to compensation@ng.multichoice.com;
- 19 Your claim must indicate:
- 19.1 Your contact details, including your physical, postal and e-mail addresses and your telephone number. This is important so that we are able to contact you to process your claim.
 - 19.2 Your account or smartcard number.
 - 19.3 Reasons for your claim, including what caused the disruption, when the disruption happened and how long it lasted, what you, we or anyone else did to try to resolve it, and any other information we need to know to process your claim including any documents that can substantiate your claim.
- 20 You may claim compensation within **[15 calendar days]** after the disruption.
- 21 You may receive compensation only once for the same disruption event. You may claim compensation for distinct disruptions, even if they are caused by the same issue, for which you have not previously claimed compensation.

What we will do when we get your claim

- 22 We will appoint a Customer service representative to investigate and attend to your claim as soon as possible after we receive it.
- 23 Our Compensation Committee will guide and supervise Customer service representatives to ensure that claims are dealt with appropriately and properly in terms of this policy.
- 24 You can expect an initial response from us within two business days after receiving your claim.

How to find out more information

- 25 You can find out more information –
- 25.1 on our website at www.dstv.com

- 25.2 by e-mailing us on dstv@nigeria.multichoice.co.za
- 25.3 by post to 1381 Tiamiyu Savage Street, Victorial Island Lagos
- 25.4 by calling us on +2348039003788 or +234-1-2703232

Language used in this Policy

When we say this	We mean this
Claim	A request by a subscriber for compensation for a disruption
Compensation	Redress which we give to compensate for a disruption, as set out in this Policy, which will be proportionate to the disruption you suffered and to the level to which we are directly responsible
Disruption / disrupted	Inability to watch DStv because we didn't meet our obligations under the subscription agreement or the SLA, even though you have paid your subscription fees and met your other obligations to us
DStv service	The satellite subscription broadcasting service which we broadcast to subscribers in Nigeria, branded as DStv
MultiChoice Nigeria / we / us	MultiChoice Nigeria Limited
Service level agreement / SLA	The service level agreement between MultiChoice Nigeria and subscribers to the DStv service, which sets out the terms on which we provide support services for DStv subscribers
Subscriber / you	A subscriber means a person who has paid a subscription fee to access the DStv service in Nigeria in terms of the subscription agreement
Subscription agreement	The terms and conditions of subscription to the DStv service by individuals for their private use, which sets out the terms and conditions on which we give subscribers access to the DStv service