



## FREQUENTLY ASKED QUESTIONS (FAQs)

### 1. What is DStv Streaming?

DStv Streaming is our subscription-based streaming services whereby a customer can subscribe to DStv's various packages and enjoy our DStv content packages delivered via the DStv online platform via over the top, where the satellite and decoder are not required.

Customers will be able to access and consume DStv content via streaming depending on the DStv package they've signed up for. This gives customers access to great entertainment anywhere, anytime and more choices to enhance their overall customer experience.

### 2. What packages are included when I subscribe to DStv Streaming?

Customers may select any of our DStv Streaming services of their choice such as DStv Premium Streaming, DStv Meda Plus Streaming, DStv Meda Streaming, DStv Beteseb Streaming, DStv Gojo Streaming.

### 3. Who is eligible for DStv Streaming?

Products will be open to new and Existing customers to purchase the DStv Premium Streaming, DStv Meda Plus Streaming, DStv Meda Streaming, DStv Beteseb Streaming, DStv Gojo Streaming.

### 4. What do you need to access DStv Streaming?

A reliable internet connection or WIFI is required to access DStv Streaming. We recommend an uncapped connection with a minimum line speed of 4Mbps, and a line speed of 10Mbps if streaming HD content.

Hardware it can be accessed are on Laptops/ PC, Tablets/ iPad, Smartphones, internet capable Smart TV, internet capable Apple TV, Gaming consoles and any other devices which enable casting to a TV.

For Tablets/iPads the devices to be HDCP compliant and we recommend that when streaming on tablets and iPads, customers to download and use the DStv App to view content and stream versus the web.

### 5. Will DStv Streaming launch in Ethiopia?

DStv Streaming is now available in Ethiopia. The soft launch took place on **21 June 2025**.

### 6. How much is the subscription for DStv Streaming?

Pricing for DStv Streaming products is the same as DStv products in Ethiopia as below:

| Package        | Price (ETB) |
|----------------|-------------|
| DStv Premium   | 6,599       |
| DStv Meda Plus | 2,749       |
| DStv Meda      | 1399        |
| DStv Beteseb   | 839         |
| DStv Gojo      | 479         |

**7. How do I subscribe to DStv Streaming?**

a.) Start the sign-up process by visiting the DStv website. There will be a tab for the DStv Streaming.

- Visit [www.dstv.com](http://www.dstv.com) and select a DStv streaming package.
- Create a MultiChoice (Connect) ID.
- Provide your personal details.
- Generate a dummy smartcard number through the system.
- Confirm your selected package.
- Set up your preferred payment method.
- Complete the payment process.
- Once payment is successful, your service will be activated.
- Log in to DStv Streaming using your Connect ID.
- Start streaming and enjoy DStv content!

Once this process is complete, you will be able to enjoy DStv content on the DStv digital platform for a month. Once the month is complete, you will be charged for the next month.

In the event that you do not pay your subscription for the next month you will be disconnected on the payment date.

b.) Alternatively, you can visit the nearest branch for assistance. The customer can pay from available payment platforms and enjoy streaming via DStv website and DStv App.

**8. What type of channels will be available on DStv Streaming? Will there be new channels?**

You'll get access to the channels that are available on the DStv package you've chosen at the time.

**9. What are other available Value-Added services that I can add to my DStv Streaming service?**

No Value- Added Services (VAS) products will be available. However, these will be available in the near future.

**10. Do all customers get the same channels as the normal DStv when they subscribe to DStv Streaming?**

Yes, DStv Streaming will include all principle packages. Add Ons will be excluded as below:

| Product Name   | Included in DvS |
|----------------|-----------------|
| DStv Premium   | Yes             |
| DStv Meda Plus | Yes             |
| DStv Meda      | Yes             |
| DStv Beteseb   | Yes             |
| DStv Gojo      | Yes             |
| Asian Add On   | <b>No</b>       |
| French Plus    | <b>No</b>       |
| French Touch   | <b>No</b>       |

**11. How do I cancel, Upgrade or Downgrade DStv Streaming?**

The upgrade and downgrade rules for the DStv Streaming products will be the same as the DTH offerings and will be applied as follows:

| Upgrade  | Downgrade   | Reconnection  | Disconnection  | Cancellation   |
|--|---|---|--|--|
| <ul style="list-style-type: none"> <li>• Can occur immediately</li> <li>• Any required payment is due immediately</li> </ul> | <ul style="list-style-type: none"> <li>• Can be requested at any time, but will only be actioned at the end of billing cycle</li> </ul> | <ul style="list-style-type: none"> <li>• If customer wishes to reconnect, payment will be required before the service is activated</li> <li>• The services must be automatically reconnected once sufficient payment is received and processed</li> </ul> | <ul style="list-style-type: none"> <li>• Customer can request to disconnect their services at any time, however the disconnection will be scheduled and actioned on the customers IP date</li> <li>• Auto-disconnection must be triggered at the end of the customers viewing cycle if no payment to renew the services is received</li> <li>• No disconnection grace days will be applied to DvS customers</li> </ul> | <ul style="list-style-type: none"> <li>• Can be requested at any time but will only be actioned at the end of billing cycle.</li> <li>• Cancellation can be processed immediately as an exception</li> </ul> |

The upgrade and downgrade rules for the DStv Streaming products are as follows:

- Customers can upgrade at any point in the month (immediately or scheduled):
  - Should a payment be required customer should make the payment immediately.
  - On upgrade, the customer will be prompted to make a once off payment for the new package they have upgraded to.
  - The solution should allow a customer to upgrade immediately or schedule an upgrade for execution at a later stage.
- Customer can upgrade their product (excluding Premium) at any time.
- Customer can request a downgrade at any time excluding Access (ROA), but it will only be actioned at the end of the customer's billing cycle.
- Customer can request cancellation at any time, but it will only be actioned at the end of the customers billing cycle.

## 12. Will DStv Streaming have parental controls?

Yes, DStv Streaming will have parental controls.

To activate:

- Select kids on the profile page
- Enable kids lock on the next page
- Go to settings and enable Pin

**ENDS**