



Important NEWS

We're updating our Subscriber Terms and Conditions

The updated Subscriber Terms and Conditions come into effect on Friday 15 November.

Why are they updating?

Updates to our Terms and Conditions take place from time to time to reflect updates to our business (including operational changes), as well as changes in regulations and more.

What does this update mean for our customers?

Very important - there are **no changes** to our packages, additional services, nor pricing. Our customers can continue to enjoy DStv as they do now.

Making payment, using our services, logging onto our online services or activating our services is considered as customers having accepted the latest version of our Subscriber Terms and Conditions.

V1.1D | 10 October



How are we notifying customers about the changes?

email

Updated Terms and Conditions

Dear [Name] [Surname],

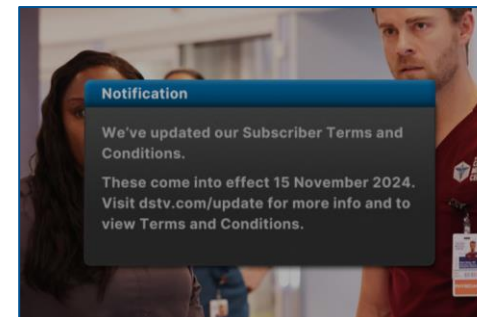
We have updated our DStv Subscriber Terms and Conditions. These come into effect on **15 November 2024**.

There are **no changes** to our packages, additional services, nor pricing.

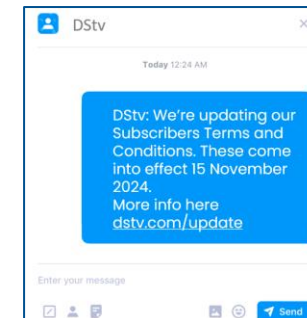
Please click [here](#) for more information and to view the updated Terms and Conditions.

Notifications will start going out on Tuesday 15 October

DSD message



SMS



Our messaging links to dstv.com/update, where customers can read more about the updates

Important Notice

Our Subscriber Terms and Conditions are updating soon

Our Subscribers Terms and Conditions are updating soon, and will become effective on **15 November 2024**.

Updates to our Terms and Conditions take place from time to time to reflect updates to our business (including operational changes), as well as changes in regulations and more.

This update has **no changes** to our packages, additional services, nor pricing. They relate only to operational and regulatory requirements.

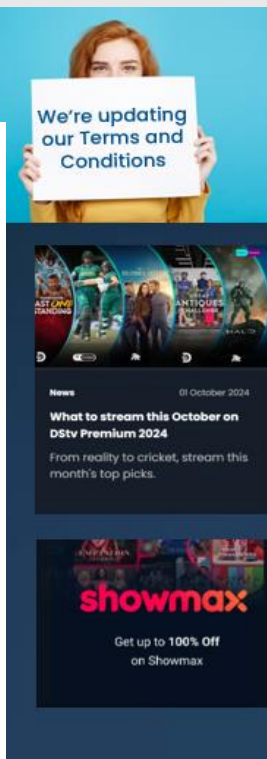
When is this change taking place?
Friday 15 November 2024

Do these changes affect my subscription and pricing?
There are **no changes** to our packages, additional services, nor pricing.

Payment of your account and use of our services is considered as your acceptance of our Subscriber Terms and Conditions.

Does this apply to all DStv subscriptions?
These updates apply to all residential subscribers to our DStv Services.

You can read the **updated Subscriber Terms and Conditions** [here](#)



How can I help customers?

- **What if customers ask why they have not received notification of the change?**
It may be that their contact details are not updated. Please check the email address and phone number on record. And encourage customers to keep their contact details updated using self service or by contacting us directly.
- **Where can customers get more info and read the Terms and Conditions?**
Assist with any queries where you can. Customers can also find information (and a link to the Terms and Conditions) on dstv.com/update
- Please do not attempt to explain clauses of the Terms and Conditions. For these queries, please escalate via your team leader (who will forward to the privacy team for assistance).
- If you get queries which aren't covered here, or the FAQs on Tumi, please escalate using normal processes.



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