

DStv Rewards: Game Arcade

FAQs

1. What is Arcade?

- The Arcade is a gaming hub, that includes a catalogue of fun and engaging free to play games that each have their own gaming rules and in-game challenges, as well as your earned points, in-game rewards and competitions.
- The Arcade is linked to your DStv Rewards profile and is therefore a way to earn more rewards in various forms.
- The games are subject to change with availability of games being dependent on key events or content availability. Custom, time-based or limited-edition games will be added from time to time.

2. Who can play the games in the Arcade?

- The Arcade is available to all DStv Rewards members with an active subscription, via the MyDStv app.
- Non-DStv subscribers may have access to play certain Multiplayer games via an invitation from qualifying DStv Rewards members. Non-DStv Rewards players, however, will not be eligible to win or be rewarded via Arcade engagement.

3. Where can I play the games in Arcade?

- For launch, games can be accessed by tapping on the Rewards section of the MyDStv App.

4. What kind of games are in the Arcade?

- The games are Free-to-play – which means that there are no download fees, no subscription fees or monthly premiums.
- There are both single and multi-player games in the Arcade.
- Some games have a longer lifespan than others that might be custom, limited-edition games.

5. What is XP?

- XP is short for experience points. It is a numerical representation or measure of your overall achievements and growth and progress within the Arcade.

- XP is earned by engaging in various Arcade and in-game activities for each of the available games.

6. What are Gems?

- Gems are an in-game currency or representation of value for Arcade games, that you can earn via gameplay. Gems can only be used within the Arcade game environment and have no real-world monetary value.
- Gems or gem bundles can also be purchased from the Home of Rewards store on the MyDStv App with DStv Coins. Good news is... we give you a few bonus gems to get started.
- Gems are used to buy in-game items, advantages, power-ups or other gaming content.

7. What are Rewards Boxes?

- Rewards boxes are essentially loot boxes, virtual containers that are earned or unlocked through gameplay. The box contents are a mystery and randomized, the contents of the box are only revealed once they are opened.
- Your overall Arcade level or XP determines the type of rewards boxes a player can earn with game play.
- The Rewards boxes have varying levels of rewards – from basic in-game items to more sought-after items that help advance the player.
- The Rewards boxes may include a random mix of some or all of the below – but are not limited to:
 - Gems of varying values
 - Power-ups (items that provide a gameplay advantage)
 - Competition Entries
 - Spins
 - DStv Coins
 - DStv Instant Rewards
 - Exclusive Rewards

8. What happens to my Arcade inventory like gems, Rewards boxes, entries and other in-game profile items if I disconnect my DStv account?

- As all games are free, disconnecting your DStv account will prevent the account holder and their associated linked family accounts from playing.

- If you disconnect your DStv account or opt out of DStv Rewards programme – there might be discrepancies relating to the usage or balance of Gems or loss of competition chances based on disconnect or reconnect dates.

9. Will I be able to access my Arcade inventory when I reconnect?

- As all games are free, disconnecting your DStv account will prevent the account holder and their associated linked family accounts from playing.
- When you reconnect your account, all profile statuses will be preserved, including gems, rewards boxes, and any other content unlocks or achievements.

10. Can I use my DStv Coins?

- Yes. Gem bundles are available for purchase from the Home of Rewards store on the MyDStv app, using your DStv Coins.
- Other in-game advantages and content may also from time to time be available for purchase from the Home of Rewards store on the MyDStv app, using DStv Coins.
- The cost of these items is subject to change as determined by DStv Rewards, but not to worry, they are very well priced and well worth it.

11. How do Multiplayer games work? Can we play as a family or during a friendly game night?

- Some games in the Arcade will be multiplayer games, where players can invite their family and friends to play.
- Some games allow you to play against each other, while others might allow you to play alongside each other.
- But you are the only one racking up the XP and gems if your friends and family are non-DStv subscribers. While they may have access to play certain Multiplayer games via an invitation from qualifying active DStv Rewards members. Non-DStv Rewards players, however, will not be eligible to win or be rewarded via Arcade engagement.

12. How do the game levels work?

- **Game levels reset daily.** Play games every day to attempt to level-up in each game to its maximum level. All levels across all games are tallied each day and added to a players overall Arcade level. However, a player must have logged into the Arcade for this to happen.
- **Your Arcade levels reset at longer intervals.** In most cases, they will reset monthly. However, specific campaigns and competitions may have them reset weekly or even only after two or three months.

13. Are my children allowed to access these games via my DStv profile? What about parental controls or game age restrictions?

- That is up to you as a parent or guardian, however, it is important to note the age restrictions of some games in the Arcade.
- Most games are for all ages; however, games may have age restrictions – these will be advertised in the game and in Arcade. Only Rewards-registered users will be able to play those games, within the age limit.
- Family profiles (feature development is progress) will allow parents or guardians with linked family profiles to access parental controls to allow children to play these games and manage game time limits.
- It remains the responsibility of the parent or principal account holder to manage usage of the Arcade. This includes the usage of gems, loot or any other applicable reward.

14. How is my private data managed with the Arcade?

- No private data is collected or stored. DStv Rewards and Multichoice privacy and data protection policies apply.

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