

# Terms & Conditions for the DStv Stream Premium Contract

Customers are able to take up a 12-month contract for  
DStv Stream Premium (at a discounted rate)

---

1. This contract is available to residential customers in South Africa taking up DStv Stream Premium.
2. Customers are able to take up a 12-month contract for a DStv Stream Premium subscription, at a discounted price of R699pm (normally R799pm). The subscription includes 3 streams, 1 of which is restricted to use on a mobile device.
3. Customers taking up this contract are able to join DStv Rewards and redeem available rewards, including discounted rates for Showmax subscriptions.
4. Payment for this contract can only be made by debit or credit card, and the subscription is only available on a recurring basis.
5. Take up of this contract does not constitute a contract nor commitment to remain on DStv Stream Premium at the end of the contract. Should no cancellation be received from the customer at the end of the contract, DStv Stream Premium will remain active at the end of the contract at the prevailing rate. Customers may schedule a cancellation, disconnection or downgrade using DStv's self service.
6. The contract cannot be transferred to another subscription.
7. Cancellation of the mobile stream included with the subscription will not result in a further discount on the monthly price of R699pm.
8. Disconnection (whether on request or due to non-payment), cancellation, or a request to change package while this contract is active, will result in this contract being forfeited, the contract being cancelled, and a nominal cancellation fee of R180 becoming payable immediately.
9. The contract will not be made available should the customer reconnect to DStv Stream Premium. Services will not be reconnected unless payment of the cancellation fee and any other outstanding amounts is received.
10. Contracts pricing is exempt from price changes to the subscription for duration of contract.

# Terms & Conditions for the DStv Stream Premium Contract

Customers are able to take up a 12-month contract for  
DStv Stream Premium (at a discounted rate)

---

11. This contract may not be used in conjunction or concurrently with other special offers available from MultiChoice.
12. Customers taking this contract are able to add additional services (including, but not limited to, additional subscriptions, rental of BoxOffice movies, a second mobile stream). Payment for these additional services is over and above the monthly price of the contract and must be paid to remain connected to the service.
13. These Terms and Conditions are in addition to the terms and conditions governing subscription to the MultiChoice Service ("DStv Subscription"); and must also be read with MultiChoice Group Privacy Notice available here <https://www.multichoice.com/privacy-cookie-notice>
14. MultiChoice complies with provisions of the Consumer Protection Act (CPA) and the Protection of Personal Information Act (POPIA). Should you have any queries or complaints, you may contact us on [help@dstv.com](mailto:help@dstv.com) for CPA-related queries or [DPO@MultiChoice.co.za](mailto:DPO@MultiChoice.co.za) for POPIA related queries.
15. MultiChoice reserve the right to withdraw, postpone or suspend this contract at any time and for any reason deemed necessary, without prior notice. Should this occur, customers will be able to cancel their subscription (effective on their next payment date) or continue their subscription at the prevailing rate.