

DStv Rewards Programme

Terms and Conditions

DStv Rewards Programme in a nutshell

- DStv Rewards is a free rewards programme for active residential DStv account holders in South Africa.
- It offers rewards such as vouchers, exclusive access to VIP events, early-bird access to tickets, package upgrades, and the chance to earn DStv Coins (a virtual currency exclusive to DStv Rewards).
- Customers can become a Rewards' Member by opting-in to the DStv Rewards Programme, using the MyDStv App, self service on dstv.com, or self service on WhatsApp (060 060 3788).
- Different Reward Levels determine the Rewards available to each Rewards' Member.

Introduction

- 1 These Terms and Conditions govern the DStv Rewards Programme, set out the contractual basis upon which MultiChoice offers Rewards and DStv Coins to Reward Members, and constitute an agreement between MultiChoice and participating customers.
- 2 These Terms and Conditions are in addition to applicable Terms and Conditions governing subscription to the MultiChoice service ("DStv Subscription"); Individual Reward Rules, and must also be read with:
 - 2.1 MultiChoice Group Privacy Notice available here: <https://www.multichoice.com/privacy-cookie-notice>
- 3 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 for CPA-related queries or DPO@multichoice.co.za for POPIA related queries.
- 4 We may, subject to applicable legislation and our privacy policy, send direct marketing messages to you. You may opt-out from receiving these messages in the manner set out in our privacy policy.
- 5 Acceptance of these Terms and Conditions constitutes approval for MultiChoice to sharing certain of your information with our Reward Partners relating to the offering of and management of Rewards.
- 6 MultiChoice and/or their Reward Partners will not be liable and disclaim all liability for any harm, damage, loss or claim arising from participation in Rewards.
- 7 MultiChoice and their Reward Partners reserve the right to, without notice, withdraw, postpone, amend or suspend any reward at any time and for any reason which MultiChoice and their Reward Partners may deem necessary.
- 8 MultiChoice reserves the right, without notice, to change or terminate the DStv Rewards Programme, any Rewards or any aspect related to DStv Coins at any time.
- 9 MultiChoice's decisions on any matter concerning Rewards are, subject to applicable legislation, final and binding.
- 10 If there is a conflict between any of these Terms and Conditions, these terms and conditions will prevail.
- 11 Unless these Terms and Conditions otherwise provide, terms used in these Terms and Conditions will have the same meaning as the DStv Subscription Terms and Conditions accessible at www.dstv.com.

Eligibility

- 12 You are eligible to become a Rewards' Member if :
 - 12.1 You are a natural person who has subscribed to, and has an **active subscription** to any residential DStv Pay TV package for private use in South Africa;
 - 12.2 You are the account payer;
 - 12.3 You have registered as a user on the DStv website (dstv.com) by creating a username and password, in accordance with the terms of use of the DStv website;
 - 12.4 We have your correct contact details and personal information. You can check and update these details using DStv self-service.
- 13 Eligible customers must opt in to DStv Rewards to become a Rewards' Member.
- 14 By opting in for and using DStv Rewards and DStv Coins, you acknowledge you have read, understood and agreed to these Terms and Conditions.
- 15 MultiChoice reserves the right to disqualify any Rewards' Member whose account has been flagged for fraudulent activity or fraud linked to DStv Rewards.
- 16 You will no longer be eligible for rewards and/or DStv Coins when there are no active subscriptions to a DStv Pay TV package. If you reconnect to DStv (and settle your account) you can continue as a Rewards' Member, however, may not have access to the same rewards as when you disconnected.
- 17 Reward Members can opt-out of the DStv Rewards Programme at any time. Opting out will result in forfeiture of all active rewards and DStv Coins.

Reward Levels

- 18 A Reward Level is assigned to each Rewards' Member, with the Reward Level based on, but not limited to, the active DStv Pay TV Package subscription(s), how long they have been with DStv, usage of DStv Products and Services, payment history and more.
- 19 Change to any of the factors determining the Reward Level, may result in a move to a different Reward Level.
- 20 Disconnection of the service may result in a change to the Reward Level, available rewards and/or balance of DStv Coins.
- 21 Reward Levels and factors which determine Reward Levels are subject to change without notice.

Using Rewards

- 22 Reward Members can view their rewards and check their Rewards Level by logging into the MyDStv App or website (dstv.com)
- 23 Each reward has its own Individual Rules, which specify expiry dates, rules for redemption as well as allocation of DStv Coins which can be earned (where available).
- 24 Claiming a reward, constitutes your binding acceptance of the Individual Rules associated with that reward, including Terms and Conditions of Reward Partners.
- 25 Acceptance of a reward may require a particular action or for you to provide us with additional documentation or information. Failure to complete the action or provide the additional documentation or information required will result in forfeiture of the reward.

- 26 Your current active Pay TV package determines how you earn and accumulate rewards and/or DStv Coins, not the packages or services you may access through a reward. For example, if you have DStv Compact, and receive an upgrade to DStv Premium as a reward, you will continue to get rewards and/or DStv Coins based on DStv Compact.
- 27 Reward Members may not:
- 27.1 defer or transfer a reward and/or DStv Coin to a later date;
 - 27.2 transfer a reward;
 - 27.3 exchange a reward and/or DStv Coin for cash;
 - 27.4 use DStv Coins or credits from a reward to offset costs on their DStv accounts;
 - 27.5 split or share rewards and/or DStv Coins across multiple DStv accounts;
 - 27.6 sell or barter rewards and/or DStv Coins.
- 28 MultiChoice will provide a 12-month record of all rewards, listing both expired and claimed rewards.
- 29 MultiChoice will provide a record (on the MyDStv App) of DStv Coins, including current balance and all transactions made with DStv Coins.
- 30 It is the responsibility of the customer to remain updated on available rewards and MultiChoice will take no responsibility or offer replacement rewards should a customer not become aware of or take up a reward before the expiry date.

Using DStv Coins

- 31 The DStv Rewards Programme includes the ability to earn DStv Coins (a virtual currency exclusive to the DStv Rewards Programme).
- 32 MultiChoice will provide customers with a store in the MyDStv App where DStv Coins can be used on available items.
- 33 The allocation of DStv Coins required for each item, as well as the availability of these items will be determined by MultiChoice and is subject to change from time to time without notice.

Deceased Estates

- 34 In the event of being notified of the death of an eligible customer who is active on the DStv Rewards Programme, the Rewards membership and all accrued rewards and/or DStv Coins will lapse.

Amending these Terms and Conditions

- 35 We may amend the DStv Rewards Programme and these Terms and Conditions from time to time. If we amend the Terms and Conditions, we will notify you in accordance with clause 52 of the General Subscriber Agreement.

Contacting Us

- 36 If you need any assistance relating to the DStv Rewards Programme, please contact MultiChoice in any manner indicated by MultiChoice on their websites from time to time.