

# TERMS AND CONDITIONS FOR DStv CUSTOMERS GETTING BRITBOX AND ADDING BRITBOX TO THEIR DStv BILL

## In a nutshell

Customers can add BritBox to their DStv bill for the ultimate convenience of one bill for all their entertainment.

- **Qualifying customers** : residential DStv customers in South Africa with an active subscription who pay DStv monthly
- Offer is only for **NEW** BritBox subscriptions
- **Limits** : Customers can add a maximum of 1 (one) BritBox subscription to their DStv bill
- **Take up** : Customers can add BritBox to their bill using WhatsApp (060 060 3788), or by calling us
- **Important info** : The BritBox subscription is linked to an active DStv Pay TV subscription (if customers have more than one active DStv subscription, we'll link it to their highest package). If the linked DStv subscription is disconnected (whether by request or non-payment), the BritBox subscription is also disconnected.
- **Privacy** : by adding BritBox to a DStv account, customers give MultiChoice permission to share details with BritBox for billing and marketing purposes. MultiChoice will NEVER have access to passwords for BritBox.
- **Cancellation / Removal** : Customers can remove BritBox from their DStv bill by cancelling it directly with DStv

## 1. Introduction

- 1.1 These terms and conditions set out the contractual basis upon which DStv customers can add BritBox to their DStv bill.
- 1.2 These Terms and Conditions are in addition to DStv Subscription Terms and Conditions and must also be read with:
- 1.3 MultiChoice Group Privacy Notice available here:  
<https://www.multichoice.com/privacy-cookie-notice>.
- 1.4 Acceptance of these Terms and Conditions constitutes approval for MultiChoice to share your details with BritBox for the purposes of billing and marketing of their services.
- 1.5 By signing up to BritBox you agree to be bound by BritBox's terms and conditions for the service at <https://www.britbox.com/za/terms-and-conditions>, which form a contract between you and BritBox, and you acknowledge that you have read and understood BritBox's privacy policy at <https://www.britbox.com/za/privacy>.
- 1.6 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.

## **2. Interpretation**

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](http://www.dstv.com).

## **3. DStv Payment Facility**

- 3.1 The DStv Payment facility will allow a DStv Premium, Compact Plus, Compact, Family, Access or EasyView subscriber who is paying monthly, to create a new BritBox subscription and add it to their DStv bill. In doing so, the subscriber permits MultiChoice to add the BritBox subscription to their DStv bill.
- 3.2 Subscribers can add a maximum of 1 (one) BritBox subscription to their DStv bill.
- 3.3 The BritBox subscription is linked to your active DStv subscription. If you have more than one active DStv package, BritBox will automatically be linked to your highest active package.
- 3.4 The BritBox subscription is provided on a pre-paid basis.
- 3.5 The creation of a BritBox subscription and addition to your DStv bill can be done on any date. Your first payment will only be processed on the date of your DStv payment. You will be billed pro-rata for the period between the two.
- 3.6 Non-payment of your DStv bill will result in disconnection of your BritBox subscription.
- 3.7 Reconnection of DStv services within first month of disconnection, will automatically result in reconnection of your BritBox subscription.
- 3.8 Requests to cancel or disconnect the BritBox subscription added to your DStv bill, can only be done via DStv (via our Call Centre, Service Centre, social media or WhatsApp). Updates to your password and/or email address used for BritBox are done directly with BritBox. MultiChoice will never have access to your BritBox password.
- 3.9 BritBox disconnections are scheduled, and your subscription will expire at the end of the subscription period and not immediately on request.

## **4. Requirements To Use The DStv Payment Facility**

- 4.1 You may only use DStv Payment facility if you -
  - 4.1.1 are a natural person who has subscribed to, and has an active subscription to any DStv package for your private use in South Africa;
  - 4.1.2 have registered as a user of the DStv website (<http://www.dstv.com>) by creating a username and password, in accordance with the terms of use of the DStv website.
- 4.2 If paying by debit order, the subscriber permits MultiChoice to collect the funds for both DStv and BritBox on one debit order on the existing date that MultiChoice collects the debit order for subscription to the DStv Service ("Monthly Debit Order Collection Day").

## **5. Contacting BritBox**

If you need assistance relating to the BritBox service, please contact BritBox in any manner indicated on the BritBox website/app.

## **6. Contacting DStv regarding payment of BritBox**

If you need assistance relating to the billing of the BritBox subscription on your DStv bill, please contact MultiChoice in any manner indicated by MultiChoice on their websites from time to time.

## **7. Amending these Terms and Conditions**

We may amend these Term and Conditions from time to time.

If we amend the Terms and Conditions, we will notify you in accordance with clause 44 of the DStv Subscription Terms and Conditions.