

DStv Internet

* * * **FAQs (South Africa v1.6)** * * *

1. What is DStv Internet?

DStv Internet is a Fixed Line LTE solution - perfect for customers with no fibre coverage in their area. Buy a package, a SIM and a router, plug it in at home and you'll have access to the internet! Whether you want to play games online, watch videos, catch up on social media or work, DStv Internet will keep you connected.

2. What is LTE?

LTE stands for Long Term Evolution and is a wireless technology which delivers internet.

3. How do I get DStv Internet?

It's easy!

Step 1: Visit our website to check coverage

Step 2: if coverage is available in your area, sign in (if you're new to DStv or don't have login details, you'll first need to sign up).

Step 3: Select DStv Internet (under the BUY menu item)

Step 4: Check our products and buy online

4. What are the bundles / pricing for DStv Internet?

Please visit our website to see the latest options together with pricing.

5. What speed can I expect with DStv Internet?

You can expect a minimum of 10Mbps and maximum of up to 100Mbps (up to 20 times faster than 3G). As LTE is a wireless technology, speeds can be influenced by many factors outside our control (we call this a "best-effort service").

6. Do I have to be a DStv subscriber to get DStv Internet?

No, anyone can sign up to and use DStv Internet.

7. Is DStv Internet access available everywhere in South Africa?

No. Please visit our website to check coverage.

8. Is DStv Internet only for use when streaming DStv?

No, the data your purchase is available to use on any services.

9. Can I use your internet anywhere?

No. We're offering a fixed location service. This means that the data is only available at the address registered on signing up (we call this your 'usage address'). If your router and SIM are used at another location, your service will be 'soft locked'. Once the router is back at the registered address, it will automatically unlock. When the router has been soft locked 3 times, it is automatically locked, and you will need to contact us for assistance.

10. What happens if I want to use DStv Internet (and the router) at more than one place?

We understand that for practical reasons you may need to use the internet in more than one place (you may live in one place during the week, and another place on the weekend). To allow for this, you can register 2 usage addresses. Please note, you are only able to change each address 3 times in a 12-month period.

11. What happens if I move and need to change the registered usage address?

You can update your usage address using self service. Please note, you can register 2 usage addresses, however, you are only able to change each address 3 times in a 12-month period.

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12. What happens if I move and there is no coverage at my new address?

Please contact us for assistance with cancellation of your DStv Internet.

13. Why do I need a router, what does it do?

A router (together with the SIM) creates a WiFi hotspot at your usage address. You can then link your devices (laptop, phone, Smart TV and more) to the hotspot to enjoy DStv Internet.

14. Can I use any router?

Only approved routers can be used. Please visit our website for the currently approved list of routers.

15. Do I have to buy a router from you / Can I buy a SIM only package?

If you already have an approved router, there is no need to buy one from us and you can buy a SIM only package.

16. What are my delivery options when buying my sim/router online?

At the time you buy DStv Internet, you will be able to select between Collection or Delivery. Delivery will be to the address specified. Please note, the person who purchased the products and has opened the account will need to be home to accept the delivery as we need to complete the RICA process at the point of delivery. If the account holder is not home, we will not be able to deliver the products.

17. If I choose to get delivery, can I track my order?

Yes, you can track your order online using your order number. SMS will also be used to update you on the progress of your order.

18. What do I need when delivery takes place?

You will need your order number (received when completed the online purchase) and the documentation to complete the RICA process.

19. What is RICA and why do I have to do it?

RICA (the Regulation of Interception of Communication Act) is a law that requires all SIM cards to be registered with the owner's person details to help prevent crime.

20. Do I need to RICA my SIM card?

Yes.

21. What is needed for RICA?

The following documentation in the name of the account holder is required to complete the RICA process. You will not be able to get someone else to accept your order or complete the RICA process on your behalf.

- Identify document or passport
- Proof of physical address (any of the below can be used, however **must not be older than three months and must include your full name and residential address**)
 - DStv statement
 - Bank statement
 - Municipal rates & taxes invoice
 - Telephone or mobile phone account
 - Utilities bill
 - Existing lease, rental or credit sales agreement
 - Insurance policy
 - Current television licence

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- o Current motor vehicle licence

If you live in an informal settlement and cannot provide a formal addresses, the RICA AGENT can verify the address of the informal settlement by means of a letter and/or affidavit from the head of the school or church or the manager or owner of the retail store where you receive post and such letter should confirm that you resides in the informal settlement stated in the letter and that you usually receive your post at that school or church or the retail store. In addition the letter must have an official letterhead and official stamp of the school or church or the retail store;

If you have refugee status, your asylum seeker document can be used as proof of identity as it contains all the relevant information, however, it must be current and valid, and not outside the exclusionary period, i.e. it must not have expired.

22. How long after delivery/collection will my service be active?

To activate your service, please insert your SIM into your router and switch it on. Your service should be active within 2 hours at which time you will receive a welcome SMS on the mobile number you provided at registration. If you do not have service 24 hours after inserting the SIM and switching on the router, please get in touch with us.

23. Can I use my DStv Internet SIM card in my phone?

No, the SIM card is only for use with our approved routers. If you insert the SIM card into your mobile phone, the service will be locked.

24. How do I top-up my data

- Step 1: sign in on dstv.com
- Step 2: select MyDStv
- Step 3: select My Products

You can top-up from 1GB to 50GB (in 1GB increments), subject to a maximum monthly limit of R350.

25. How do I check my data balance?

- Step 1: sign in on dstv.com
- Step 2: select MyDStv
- Step 3: select My Products
- Step 4: select Balance Enquiry under the Manage menu item

26. Can I change my DStv Internet data package at any time?

You can change your internet data package at any time using self service on our website.

- Step 1: sign in on dstv.com
- Step 2: select MyDStv
- Step 3: select My Products

Please note: upgrades to bigger data packages can take place immediately, whereas changing to a smaller (lower) data package can only be done on your next payment date.

27. Do I need to (or can I) change my APN (access point name) settings?

No, these are preconfigured in the router software.

28. How can I get help with DStv Internet / Where can I ask questions?

You can use live chat on our website or login to use self service where you can:

- Check your data balance
- Recharge / top up your data
- Set up limits for recharging / topping-up
- Upgrade/Downgrade
- Change your usage location

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29. Where can I get the external antenna mentioned on your website?

Customers can purchase suitable antennas either, online, or, from large Computer Stores. Always try to get professional assistance from a reputable Antenna supplier before buying one.

30. When can Night Time data be used?

Night time data is used between midnight and 5am

31. What payment options are there for DStv Internet?

Payment can be made with a credit card or instant EFT (on our website).

You have the option of choosing a month-to-month product, or a 24-month contract. If you take a month-to-month product, you will need to pay for the router up front. This can be done online with credit card or instant EFT.

If you take a contract, the router is included in the contract and paid off over the 24 months. If you however cancel the contract before it ends, you will be liable for the amount owing on the router.

You can also add your DStv Internet charges to your existing DStv bill. Please note that when doing this, upfront payment is required for your first month of data.

32. Do I need to sign up for a contract?

No. DStv Internet is available on a month-to-month basis. If you have taken a contract for a router, you will need to pay the outstanding balance.

33. What happens if I sign up in the middle of the month?

If you sign up halfway through the month, you'll pay half the monthly fee and receive half the monthly data. When you make payment on your next payment date, your data will be recharged.

34. What happens if I don't make payment on my payment date?

No new data will be made available; however, you are able to continue using your rollover data.

35. What happens to unused data at the end of the month? Does it rollover?

Data rolls over for up to 90 days from the date it was initially provisioned and is subject to a limit of 3x the data package you are on.

Example: if you have a 110GB package, unused data will roll over each month, for 90 days, up to a maximum of 330 GB.

36. How will I know the number of my SIM?

Once activation is complete, we will SMS the number to you.

37. How many devices can I connect to my router?

Please check the manual included with the router. Please note – the internet is shared by all active, connected devices which may impact performance and speed.

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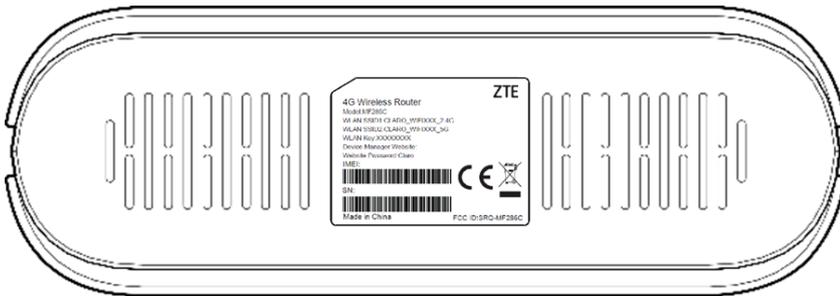
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38. Can I check my router settings? Can I log onto my router?

Yes, you need to be connected to one of the router's WiFi networks (2,4Ghz or 5Ghz).

Open your web browser and type in <http://192.168.0.1/>

This will display the WebUI log in page requiring the website password (you'll find this on the label on underside of the router)



Enter the website password in and press the Log In button



If this is your first-time logging into the router, you'll get the option to change your password.

You can change the password (recommended) or ignore this step.

(If you change the password, please remember to make a note of it and keep it somewhere safe).

Once logged in the main page of the WebUI will be displayed where you can check settings and more.

Please check the manual provided with the router for more information.