

August 2014

Dear MultiChoice customer,

Here at MultiChoice, we're always improving our services and technology to give our customers the best experience. As you might've seen in recent media reports, we've acquired more satellite capacity, which will come into use towards the end of 2015. When we start using this new satellite, certain installations will need to be upgraded so you don't get a degraded service or even miss out on some channels.

With this in mind, we recently reviewed our minimum installation requirements for all installations, including those at Multi-Unit Dwellings. There are a number of reasons why we ask for certain minimum standards:

- A good installation means you get the best DStv experience without unnecessary interruptions
- We want to save you money – putting the right equipment in from the start, means it won't need to be upgraded later when we start using the new satellite

These new installation requirements are:

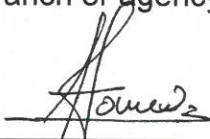
- All four quadrants of the satellite needs to be independently available at each residential unit. This effectively means that each unit requires a minimum of 4 cables, a fiber optic system, or an IPTV system.
- A stand-alone Quad LNB* dish installation per unit is recommended if possible as the most cost effective solution.

It should be noted that although single cable systems can accommodate all four-satellite quadrants, it has limited capacity and will eventually not be able to accommodate all DStv services. These systems were never approved or endorsed by MultiChoice due to these limitations.

*LNB stands for "Low Noise Block down converter" which is a little box that pulls in the satellite signal from the dish and sends it to your decoder.

We urge you to get in touch with your installer to discuss the best way forward. Thank you for your ongoing support.

More information can be found on our website www.dstv.com, by calling or visiting your closest DStv branch or agency, or via email to FS@multichoice.co.za



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