

"Dear Sir/Madam"

RE: Impact on your Multi-Unit Dwelling DStv installation

Here at MultiChoice, we're always improving our services and technology to give our customers the best possible entertainment experience. We will be launching an additional satellite, which will act as a back up to our current satellite and also give us additional capacity to offer more HD channels and other services from October 2016. As you are flagged in our database to have a communal DStv distribution system, we would like to let you know that you might need to upgrade your DStv distribution system to be able to receive services from the new satellite.

If you have a single or two cable distribution system (you may have to check with your DStv Accredited installer to determine if it is), an upgrade may be necessary. We've never recommended the use of these distribution systems, but we are aware of its existence and therefore this communication.

With this in mind, we re-confirm our minimum standards and recommendations for communal DStv distribution systems, to ensure that you get the best possible DStv viewing experience including access to services like DStv Catch Up and BoxOffice. We don't want you to miss out on any of the best entertainment available.

There are a number of reasons why we ask for certain minimum standards:

- Allow you to have the best DStv experience without unnecessary interruptions or missing services
- We want to save you money – installing the most appropriate recommended system, means it won't need to be upgraded as and when we add more capacity to our satellite systems

MultiChoice Installation Recommendations

The requirement for any DStv installation, including communal or Multi-Unit Dwelling installations, is that all four quadrants of the satellite must be independently available at each decoder.

If you've confirmed with your installer that your distribution system meets our minimum standards as below, you can rest assured that you're ready for the expansion mentioned.

These are common configurations:

Single dish per household

In the case where a living unit can accommodate its own dish, the recommended installation is an 80cm dish with a DStv Smart LNB:

- A single LNB can be used for one non-PVR decoder, but a DStv Smart LNB provides easy expansion to add more than one decoder through XtraView and is now a requirement for any installation with an Explora

- Most installations using a Twin LNB will require an upgrade to a DStv Smart LNB. The only Twin LNB installations that will work are stand-alone 2-tuner decoders or single view (non-PVR) decoders connected in XtraView
- Installations with a Quad LNB are fully compatible with the new satellite if used with a DStv switch – this includes using it in XtraView or with an Explora Single cable systems. These systems were never officially endorsed by MultiChoice. They require returning and system changes to receive new channels and will not be able to carry all the new DStv services.

Two cable systems

These systems will not be able to receive new services on the additional satellite without significant changes at the reception side and each individual residential unit.

Four and Five cable systems

These systems meet the requirements if all cables (all four quadrants) have been pulled through to each unit, but will require a DStv Switch per unit to enable XtraView or the use of newer DStv decoders such as the Explora

IP systems

These are usually found in large commercial installations like hotels and may require changes or updates (depending on the system) as new DStv services are introduced

Fiber systems

Fiber is the MultiChoice recommended installation for Multi-Unit Dwellings as it will be able to accommodate all foreseeable future service expansions

Next steps

We urge you to get in touch with your DStv Accredited Installer to discuss what changes are required on your Multi-Unit Dwelling installation to prepare for the launch of the additional satellite.

If you would like to get an assessment of your system and a recommendation of what needs to be upgraded, please get in touch with us as at fstechsup@multichoice.co.za and we'll send you a suggested list of accredited installers who can assist.

Thank you for your ongoing support.

Best regards

Constant Fourie
Head of Field Services
MultiChoice South"