

DSTV Subscription Payment FREQUENTLY ASKED QUESTIONS

QUESTIONS	ANSWERS
What is DSTV Subscription Payment?	Service that allows all customers to pay for their DSTV subscriptions across all postal service delivery channels.
What does a customer need to pay for their subscription?	Customer to provide Smartcard number and payment
Which channels can one use to renew their subscription?	BotswanaPost has availed the service on; <ol style="list-style-type: none"> 1. PosoOnline - BotsPost official website 2. Over-the-Counter - Across all 127 postal branches nationwide and 14 Sefalana Kiosks Other channels under development; <ol style="list-style-type: none"> 1. PosoMoney 2. PosoApp
What are the operating hours of each channel	<ol style="list-style-type: none"> 1. PosoOnline - 24-hour service offering 2. Over-the-Counter - Standard postal branch operating hours; <ol style="list-style-type: none"> a. Weekdays - 8am to 4pm b. Saturdays - 8am to 12pm c. Holidays - Closed Future channels <ol style="list-style-type: none"> 1. PosoMoney - Mobile and portal based offering 24-hour service 2. PosoApp - Mobile based service offering 24-hour service
How does one go about paying for their subscription on PosoOnline?	<p>Customer logs on to website www.botspost.co.bw</p> <p>Under e-services, select DSTV Premium Subscription service</p> <p>After selection of the service, customer will be required to either register or log in.</p> <p>Upon a successful registration / log in, customer to enter Smart-Card Number (10-11 numeric characters). Select 'Proceed' or 'Back'</p> <p>Account Details</p> <ol style="list-style-type: none"> a. Smart-Card number b. Customer Name c. Status d. Balance e. Current Product Name f. Current Product Price <p>Select 'Proceed' or 'Back'</p> <p>Select Package Choice</p> <ol style="list-style-type: none"> a. Pay Due Amount b. Downgrade Package c. Upgrade Package <p>Select 'Proceed' or 'Back'</p> <p>Package Choice Confirmation</p> <ol style="list-style-type: none"> a. Smart-Card Number b. Package Name c. Amount Due d. Due Date: DD/MM/YY <p>Select 'Proceed' or 'Back'</p> <p>Customer to enter card details;</p> <ol style="list-style-type: none"> a. Card Number b. Card expiry date c. CVC <p>Depending on the bank, customer to receive and enter OTP via SMS for transaction verification</p>

	Upon a successful debit of customer account, a payment successful page will be displayed and email sent i.e. Total paid; Response status; Receipt #; Reference #														
Is there a charge for using PosoOnline	A convenience fee of P4.50 is levied to the customer by use of PosoOnline														
How does one pay Over-The-Counter	<p>Customer visits the nearest post office and requests for DSTV Subscription payment</p> <p>Customer Service Assistant (CSA) logs on to Counter System</p> <p>CSA selects 'Financial' tab</p> <p>CSA selects 'Bill Pay' tab</p> <p>After bill pay, CSA clicks on 'Collection'</p> <p>CSA searches for DSTV under 'Client Name' and requests for;</p> <ol style="list-style-type: none"> I. Smartcard number II. Payment Option; <ol style="list-style-type: none"> a. Pay Due Amount b. Upgrade c. Downgrade <p>Account Details</p> <ol style="list-style-type: none"> a. Smart-Card number b. Customer Full Name c. Status d. Balance e. Current Product Name f. Current Product Price g. Due Date h. Amount Due i. Total Amount <p>Select 'Proceed' or 'Back'</p> <p>CSA requests for cash or swipe then enter on system to process payment.</p> <p>Upon a successful payment, receipt produced and provided to customer. Details on receipt;</p> <ol style="list-style-type: none"> a. Product Name - DSTV b. Amount Paid c. Smartcard number d. Status e. Due date etc. 														
Is there a charge for paying Over-The-Counter?	There is no charge or convenience fee														
What is the minimum and maximum payment limits	<ol style="list-style-type: none"> 1. Minima - This depends on the package selected 2. Maxima - This depends on the package selected 														
What are the current packages offered	<table border="1"> <thead> <tr> <th>Package</th> <th>Product Price</th> </tr> </thead> <tbody> <tr> <td>DStv Premium Bouquet IS20</td> <td>600</td> </tr> <tr> <td>DStv Compact Plus Bouquet IS20</td> <td>450</td> </tr> <tr> <td>DStv Compact Bouquet IS20</td> <td>320</td> </tr> <tr> <td>DStv Indian Standalone Bouquet IS20</td> <td>320</td> </tr> <tr> <td>DStv Family Bouquet IS20</td> <td>200</td> </tr> <tr> <td>DStv Access Bouquet IS20</td> <td>90</td> </tr> </tbody> </table>	Package	Product Price	DStv Premium Bouquet IS20	600	DStv Compact Plus Bouquet IS20	450	DStv Compact Bouquet IS20	320	DStv Indian Standalone Bouquet IS20	320	DStv Family Bouquet IS20	200	DStv Access Bouquet IS20	90
Package	Product Price														
DStv Premium Bouquet IS20	600														
DStv Compact Plus Bouquet IS20	450														
DStv Compact Bouquet IS20	320														
DStv Indian Standalone Bouquet IS20	320														
DStv Family Bouquet IS20	200														
DStv Access Bouquet IS20	90														

	<table border="1"> <thead> <tr> <th>Package Value Add</th> <th>Product Price</th> </tr> </thead> <tbody> <tr> <td>Digital Decoder Care Contract</td> <td>30</td> </tr> <tr> <td>DStv HDPVR Access Service</td> <td>72</td> </tr> <tr> <td>DStv Dual View Access Service</td> <td>72</td> </tr> <tr> <td>DStv PVR Access Service</td> <td>72</td> </tr> <tr> <td>Dstv Indian Add One</td> <td>135</td> </tr> <tr> <td>DStv Portuguese Add-on Bouquet IS20</td> <td>210</td> </tr> </tbody> </table>	Package Value Add	Product Price	Digital Decoder Care Contract	30	DStv HDPVR Access Service	72	DStv Dual View Access Service	72	DStv PVR Access Service	72	Dstv Indian Add One	135	DStv Portuguese Add-on Bouquet IS20	210				
Package Value Add	Product Price																		
Digital Decoder Care Contract	30																		
DStv HDPVR Access Service	72																		
DStv Dual View Access Service	72																		
DStv PVR Access Service	72																		
Dstv Indian Add One	135																		
DStv Portuguese Add-on Bouquet IS20	210																		
Can a customer upgrade or downgrade their package?	Customer has an option to; <ul style="list-style-type: none"> a. Pay Due Amount b. Upgrade c. Downgrade 																		
What if I have a balance on my account? Can I view it and pay?	Yes, customers will be able to view account balances. <table border="1"> <thead> <tr> <th>Status</th> <th>Balance</th> <th>Explanation</th> <th>Payment</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Active / Disconnected</td> <td rowspan="2">Negative</td> <td rowspan="2">Customer has over-paid subscription or paid in advance</td> <td>Pay Due Amount</td> <td>The customer will have to pay the current package amount less than the over-payment</td> </tr> <tr> <td>Downgrade / Upgrade</td> <td>The customer will pay the downgrade/upgrade package amount. Balance doesn't apply in this case</td> </tr> <tr> <td rowspan="2">Positive</td> <td rowspan="2">Customer is owing such an amount</td> <td>Pay Due Amount</td> <td>The customer will have to pay the current package amount plus the amount owed.</td> </tr> <tr> <td>Downgrade / Upgrade</td> <td>The customer will pay the downgrade/upgrade package amount. Balance doesn't apply in this case</td> </tr> </tbody> </table>	Status	Balance	Explanation	Payment	Result	Active / Disconnected	Negative	Customer has over-paid subscription or paid in advance	Pay Due Amount	The customer will have to pay the current package amount less than the over-payment	Downgrade / Upgrade	The customer will pay the downgrade/upgrade package amount. Balance doesn't apply in this case	Positive	Customer is owing such an amount	Pay Due Amount	The customer will have to pay the current package amount plus the amount owed.	Downgrade / Upgrade	The customer will pay the downgrade/upgrade package amount. Balance doesn't apply in this case
Status	Balance	Explanation	Payment	Result															
Active / Disconnected	Negative	Customer has over-paid subscription or paid in advance	Pay Due Amount	The customer will have to pay the current package amount less than the over-payment															
			Downgrade / Upgrade	The customer will pay the downgrade/upgrade package amount. Balance doesn't apply in this case															
	Positive	Customer is owing such an amount	Pay Due Amount	The customer will have to pay the current package amount plus the amount owed.															
			Downgrade / Upgrade	The customer will pay the downgrade/upgrade package amount. Balance doesn't apply in this case															
What does 'Due Date' mean?	Due Date means the expiry date of the current paid package																		
Can a customer pay in advance?	Yes																		
What happens if I have paid and there is no connection?	Customer to; <ul style="list-style-type: none"> I. Visit the nearest post office and provide smartcard number and payment receipt II. Call customer centre at +267 3911473 or 0800335577 III. or ultimately call Multichoice customer care line on +267 360 5666 																		
When does a customer opt for a refund?	Refund scenarios <ul style="list-style-type: none"> 1. Customer relocating and closing account 2. Customer paid more than they were supposed to 3. Customer Paid twice into the account due to time out on 3rd party payment platform 4. Customer buying a device and shortly returning. 																		
Does BotswanaPost handle all refunds	All refunds are routed to Multi-Choice as BotswanaPost only handles payment subscription																		
For any other information regarding refunds, who can I contact?	Customer to; <ul style="list-style-type: none"> I. Visit the nearest post office and provide smartcard number and payment receipt II. Call customer centre at +267 3911473 or 0800335577 																		