

Streaming bundles FAQs

What is MTC Streaming Bundles?

The MTC Streaming Bundle allows you to stream DStv and Showmax on your mobile devices only.

Who can use the MTC Streaming Bundle?

All active subscribers on the following service plans:

- All Prepaid customers, except Netman Time customers.
- Select, Duet, Mobiz Voice, and SmartShare Voice.
- NetMan Data and Legacy packages cannot buy these bundles.

Do I qualify for the recurring 1 free monthly bundle offer?

The free bundles are limited to qualifying post-paid subscribers on the below plans. Higher end plans qualify for a bigger bundle. This will be a permanent promotion where the first Streaming bundle purchased for the cycle would be free as per the information below. The subscriber can choose any bundle equal to or lower than what they qualify for.

Validity MBs included	1 Day 1.5GB	3 Days 4.5GB	7 Days 10.5GB	30 Days 45GB
Select S	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
Select M	1 x Free Bundle: Choice of any bundle up to 3 Day bundle		Normal Fee	Normal Fee
Select L	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
Select XL	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
Duet M	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
Duet L	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
Mobiz 100	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
Mobiz 200	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
Mobiz 300	1 x Free Bundle: Choice of any bundle up to 3 Day bundle		Normal Fee	Normal Fee
Mobiz 600	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
Mobiz 900	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
Mobiz 1500	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
Mobiz 600 Duet	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
Mobiz 900 Duet	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
SmartShare 100	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
SmartShare 200	1 x Free Bundle: Choice of any bundle up to 3 Day bundle		Normal Fee	Normal Fee
SmartShare 300	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
SmartShare 600	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
Select Go	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
Select Up	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
Select Super	1 x Free Bundle: Choice of any bundle up to 3 Day bundle		Normal Fee	Normal Fee
Select Pro	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
Select Premium	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
MoBiz I	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
MoBiz II	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
MoBiz III	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
MoBiz IV	1 x Free Bundle: Choice of any bundle up to 3 Day bundle		Normal Fee	Normal Fee
MoBiz V	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
MoBiz VI	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
MoBiz VII	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			
SmartShare Mini	1 x Free Bundle: Choice 1Day only	Normal Fee	Normal Fee	Normal Fee
SmatShare Multi	1 x Free Bundle: Choice of any bundle up to 3 Day bundle		Normal Fee	Normal Fee
SmartShare Maxi	1 x Free Bundle: Choice of any bundle up to 7 Day bundle			Normal Fee
SmartShare Mega	1 x Free Bundle: Choice of any bundle up to 30 Day bundle			

How can I purchase the bundle?

MTC Streaming Bundles can be purchased via the following channels:

- Dial *682# (Select Bundles and Choose Streaming Bundles).
- MTC App.

What are the Bundle options and cost?

MTC will launch with a promotion from 5 November 2020 until 2 February 2021 where Customers receive extra data during this time.

Offer	Price NAD	Validity	Predicted hours of viewing at 750MB per hour	Permanent Data Volume (GB)	Campaign Data Volume (GB)
1 Day Bundle	9.00	1 Day	2	1.5	2
3 Day Bundle	25.00	3 Days	6	4.5	5
7 Day Bundle	55.00	7 Days	14	10.5	11
30 Day Bundle	229.00	30 Days	60	45	50

Are the MTC Streaming Bundles Unlimited?

No, the bundles are volume based with limited validity. See table above.

Which Streaming Service providers can one use to stream with these bundles?

The Streaming Bundles can only be used for streaming via the Showmax and DStv Apps, as well as on the Showmax (<https://www.showmax.com/>) and DStv (<https://now.DStv.com/>) URLs.

Depending on the type of Streaming Bundle purchased are there restrictions on what I may watch on the DStv app?

No, there are no restrictions, you may watch DStv live as well as DStv Catch up with any bundle that you have purchased.

Can I watch the Showmax and DStv Apps on any video quality with any bundle purchased?

All our Streaming Bundles support up to a 480p video streaming quality.

How can I view my streaming bundle balance?

You can view your balance via *131*, 13100 (SMS) for Prepaid and *139# for Postpaid as well as the *682# menu options.

Can I hotspot with these bundles?

No, Even if you have an available streaming bundle, when others tether or connect to your device to stream Showmax or DStv, you will be charged from your normal data or available credit. The streaming bundles are only applicable to the Primary device.

make the connection



What is the DStv App?

DStv App is a free app for DStv customers. It's the home of DStv on the move - with the ability to:

- Watch Live TV.
- See the full DStv TV Guide.

Where do I get the DStv App?

- If you have an iOS device (iPhone, iPad or iPod Touch), you can download the DStv App from the Apple App Store.
- If you have an Android device (tablet, smartphone or Android TV device), you can download the DStv App from the Google Play Store.

Who has access to DStv App?

Anyone can download the DStv App, you do however need a DStv connect ID in order to access the App. The content available for viewing and/or download will depend on your subscription.

What do I need to start using DStv App?

You need to have access to a PC or MAC(with a SIM card) , or an Android or iOS device, with access to a broadband Internet connection and you also need a Connect ID.

DStv App used to work on my device, now it doesn't. What has changed?

DStv upgrades its security requirements from time-to-time to comply with rights agreements. This may impact devices that don't comply with these changes.

How do I use DStv App?

- Login to DStv via your PC or MAC or download the DStv App from your App store.
- You will be asked to Login using your Connect ID. If you don't have a Connect ID, please refer to the Connect Login and Registration.
- Link your smartcard to your DStv Connect ID, users can do this by following the prompts on the website. iOS users who have downloaded the App need to visit www.DStv.com. Android users who have downloaded the app will be given the option to register and link smartcards within the App.

Note: The selection of content available varies depending on the DStv subscription.

How many devices can I register for DStv App?

You can register a maximum of four devices. A maximum of two simultaneous viewing streams across your registered devices is permitted. This means that you can either: be streaming two live TV channels OR stream two Catch Up videos OR stream one live TV channel and one Catch Up video.

How much will it cost me to use DStv App?

DStv is available at no extra charge. Making use of the App, streaming Live TV and watching DStv Catch Up content, however, it does consume data, which may incur additional costs from your network operator. We strongly suggest using DStv in conjunction with MTC's Streaming bundles and familiarising yourself with the fees that your operator charges for data (both in and out of bundle).

How much data will the DStv App use?

As with any other video service, content streamed from the DStv App could potentially use large amounts of data. Depending on the speed of your Internet connection, you can expect to consume the following amount of data while streaming Live TV:

- Standard Definition (SD) channel can consume between 1.9MB per minute and 13.5MB per minute.
- High Definition (HD) channels can consume up to 20MB per minute.
- Video sizes for DStv Catch Up vary in size, depending on the quality of the video and the length of the title:
- Series can range from 200 MB to 300 MB.
- Movies can be anywhere from 700 MB to 5 GB.

MTC Streaming Bundles are configured to provide the optimal quality on mobile devices and the bandwidth is set to a maximum of 480p.

What Internet connection do I need in order to use DStv App?

You can use DStv on any broadband Internet connection, including ADSL, 3G/HSDPA, 4G/LTE or Wi-Fi. A minimum connection speed of 2Mbps is required, but for the best experience, we recommend a 4Mbps line or faster. Please familiarise yourself with the data costs charged by your Internet Service Provider (ISP), as DStv cannot be held responsible for high data bills received from your ISP.

Is the schedule on my TV the same as the live schedule on the DStv App?

DStv App follows the schedule of programmes currently being broadcast on DStv. However, some shows may not be viewable due to studio licensing restrictions.

Can I record my favourite live shows with DStv App?

Unfortunately, Live TV does not offer a record feature within DStv. However, Catch Up offers a great selection of the most popular series and movies for you to stream on smart phones, tablets and the DStv App.

Can I pause, fast forward and rewind live shows on DStv App like I do on my decoder?

Unfortunately, these features are not available using DStv's live TV streaming; however, they can be used while watching DStv Catch Up.

I share my PC, laptop, and tablet with my children; can I set parental controls on DStv to restrict my children's viewing?

This feature is currently not available on DStv. However, age restrictions are clearly marked. We urge you to closely monitor the content that your children may be watching using DStv. The App does offer a Kids profile that can be enabled via the menu to keep your kids safe from watching shows you don't want them to see. Kids lock will ask for a pin code, which you choose, to be entered before exiting DStv Kids.

Certain live programmes are not playing on DStv App but display a black screen with a message; what does this mean?

Due to studio rights certain shows are not licensed for DStv.

When I am travelling overseas, will I be able to watch DStv content?

No, DStv content is only available in DStv territories across Africa.

Can I use my DStv App if my DStv subscription has not been paid?

Yes, you can access DStv App on all registered devices as long as your DStv subscription has been paid.

make the connection



Recommended troubleshooting when experiencing DStv playback errors.

- Verify internet connectivity or data availability on customer device.
- Log out and back into the DStv app.
- Uninstall and reinstall app.
- Confirm device certification.
- Confirm device has latest operating system (supported).
- Clear your browser's cache (If customer is using DStv site).
- Restart your browser (If customer is using DStv site).
- Refresh the landing page a few times (If customer is using DStv site).

Should the error persist ask customer to contact MultiChoice contact center for further assistance on 0819880000 or send email to the Call center Supervisors emailing group "MCA - Namibia CC Sups"

MCA-NamibiaCCSups@na.multichoice.com for further assistance.

What is Showmax?

Showmax is an online video on demand subscription service. For a monthly subscription, The Showmax app gives you access to thousands of hours of local and international movies and series. There's something for everyone, from familiar favorites to the best blockbusters. It's available on multiple devices so you can enjoy the best entertainment at home or on the move. The content is delivered over the internet and is accessible on smartphones, tablets, computers, smart TVs, media players, and the Explora decoder, however the MTC Streaming bundles will only apply if viewing takes place on primary device.

Showmax can be streamed while connected to the internet or downloaded onto smartnes and tablets for watching later when offline.

Is it possible to try out Showmax?

Yes. You can get a fourteen-day free trial. When you subscribe to Showmax and provide your payment details, you'll get fourteen days to try out the service. You may cancel at any time. If not, you will be billed automatically at the end of the trial period. Payment can be done via credit care, PayPal or through your DStv account for greater convenience and uninterrupted viewing.

How does the 14-day free trial work?

When you subscribe to Showmax and provide your payment details, you will get fourteen days to try out the service. You may cancel at any time. If not you, will be billed automatically at the end of the trial period.

Can I use The Showmax app on multiple device?

You can register up to five devices with your Showmax subscription. The DStv Explora counts as one of these devices. You can also watch two different shows on two devices simultaneously off the same Showmax subscription.

How is Showmax different to BoxOffice?

BoxOffice gives you the ability to rent the latest blockbusters from the comfort of your couch. Showmax has a box set of series and movies, including shows you won't see anywhere else.

Does Showmax include shows that are already on DStv?

Showmax offers full box sets back-to-back, documentaries, kids' shows and movies so in some instances there may be an overlap.

Can I use Showmax if my DStv subscription hasn't been paid?

Yes, you can access the Showmax app on all registered devices as long as your Showmax subscription has been paid.

Can I suspend/cancel Showmax subscription mid billing cycle and be billed pro-rata?

You can cancel your Showmax subscription at any time, but will have to wait until your next payment date for the cancellation to come into effect.