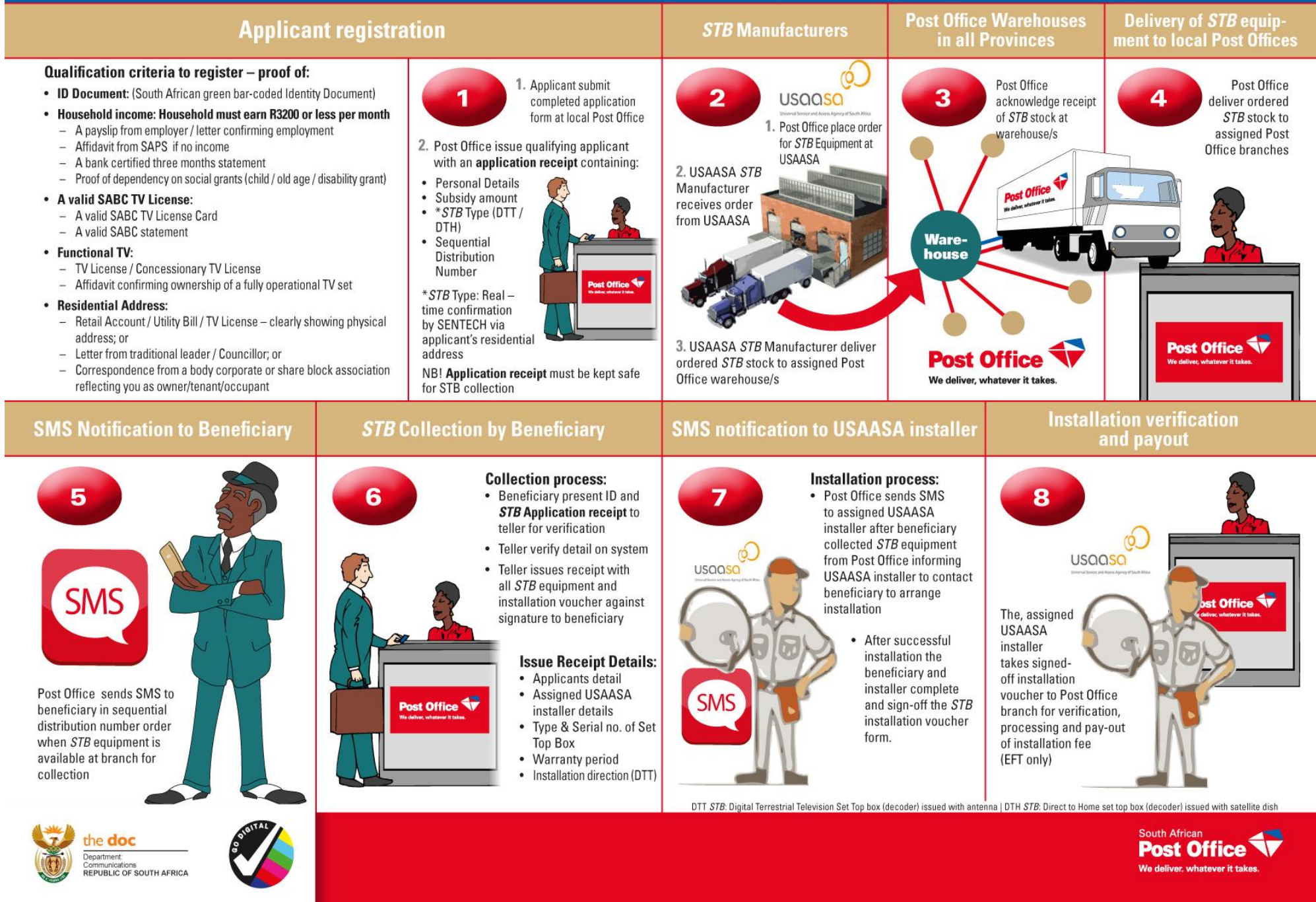
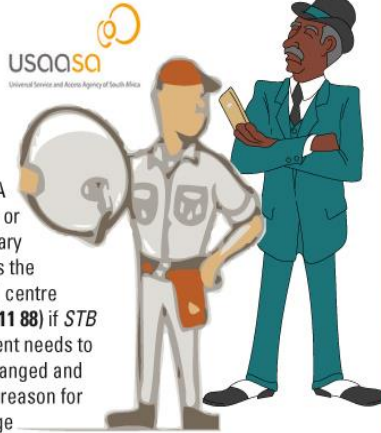


SA Post Office subsidised Set Top Box (STB) distribution process



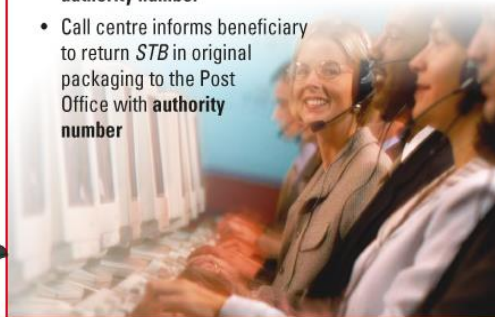
Request to exchange
STB equipment1 USAASA Installer or beneficiary
contacts DTT call centre

USAASA installer or beneficiary contacts the DTT call centre (0800 1111 88) if *STB* equipment needs to be exchanged and confirm reason for exchange

DTT Call Centre (0800 1111 88)

2 Processing of authority number
for exchange of *STB* equipment

- DTT Call centre captures the confirmed reason for *STB* equipment exchange and **authority number** on system
- Issue the beneficiary with processed **authority number**
- Call centre informs beneficiary to return *STB* in original packaging to the Post Office with **authority number**

Exchange *STB* equipment3 Exchange of *STB*
equipment at Post Office

- Post Office verifies beneficiary's ID and issued *STB* equipment on system
- Post Office verify and capture the DTT call centre **authority number** provided by beneficiary on system
- Post Office exchange equipment and issue beneficiary with new equipment issue receipt



Reverse Distribution

4 Post Office returns exchanged
equipment to manufacturer

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Subsidised *STB* customer information brochure

