

APPLICATION PROCESS

Households that seek to apply for subsidies as part of migrating from their current analogue TV platform to the DTT or DTH platform will be required to follow the following steps when applying for subsidies.

As per the SOS Rollout Framework, households will be required to make their applications through the South African Post Office (SAPO), at their local Post Office branch.

Applicants will be required to fill out a form, providing all relevant information required by the form and accompanying documentation. This accompanying documentation is as follows:

- Proof of TV ownership;
- South African ID;
- Proof of income;
- Proof of Concessionary license; and
- Proof of address in the form of:
 - A statement addressed to the applicant's address (Municipal Bill, Bank Statement, Retail Account, other); or
 - An affidavit with a stamp from the SAPS or the Commissioner of Oaths; or
 - A signed letter from the local Traditional House for households without documented physical addresses; or
 - A signed letter from an employer; or
 - A signed letter or statement from the Landlord

The information provided through the application form, together with accompanying documentation, will be captured and a receipt provided to the applicant.

The applicant's information will be verified and following verification, the applicant will be duly informed whether they have qualified for the subsidy or if their application was not successful. It should be noted that this verification may (or may not) occur immediately, so as to avoid multiple travelling on the side of the applicant.

In the event the sliding scale model proposed by the National Treasury is applicable, an approved applicant will be required to pay the price of the STB balance, in line with the sliding scale subsidy model, to the Post Office branch of application.

In case the final Qualifying Criteria does not make provision for payment, qualifying applicants will automatically be captured and following the installation and connection process defined below.

INSTALLATION PROCESS

- An installation voucher for the STB will be issued to the beneficiary by South African Postal Services (SAPO);
- The beneficiary will be provided with an approved list of installers in the applicant's geographic area from which to choose;
- The beneficiary may contact the approved installer;
- Installer visits the beneficiary;
- The installer activates the STB by calling SENTCH call centre

DISAPPROVAL

If the application for a STB subsidy is not approved, the Post Office branch must provide reasons to the applicant as to why the application was not approved. If the applicant feels aggrieved by the non-approval decision of their application, the applicant may appeal against the decision to the BDM Call Centre.



Broadcasting Digital Migration



USAASA

Universal Service and Access Agency of South Africa



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Terms & Conditions apply



Broadcasting Digital Migration



South Africa has started with the process of migrating the broadcasting signals from analogue to digital.

This is done as a result of the International Telecommunications Union (ITU) resolution that countries in region 1 (including Europe, Russia, Africa, the Middle East and the Islamic Republic of Iran) should migrate their broadcasting services from analogue to digital.

The Department of Communications (DoC) on 18 March 2015 gazetted the Amendment of the Broadcasting Digital Migration Policy, issued under Government Gazette No. 31408 on 8 September 2008.

Cabinet has approved the Amendment with the inclusion of the control system in the STB, which will be clearly defined when the policy is published.

As part of the BDM Programme, USAASA is required to assist poor TV-owning households by subsidizing the cost to acquire DTT (Digital Terrestrial Television) and DTH (Direct to Home) Set-Top Boxes and antennas, as well as provide installation services (through the USAF).

USAASA's ROLE

Universal Service and Access Agency of South Africa (USAASA) is established in terms of section 80 of the Electronic Communications Act 36 of 2005, as amended, (ECA) as a statutory body with a sole mandate of promoting the goal of universal access and universal service to electronic communications services (ECS) and electronic communications network services (ECNS).

In line with Section 88(4) of the ECA, USAASA is mandated to manage the Universal Service and Access Fund (USAF), of which, among others, is to be utilized for subsidies to poor TV-owning households.

As part of its mandate of managing the USAF, USAASA has to disburse subsidies for STBs to approximately 5 million TV-owning households considered to be needy and deserving of the subsidy approved by the Government of the Republic of South Africa.

To roll out the programme of subsidy disbursements, USAASA must make use of criteria that will form a basis to qualify those needy households.

USAASA is required to assist poor TV-owning households by subsidizing the cost to acquire Set-Top Boxes and antennas, as well as provide installation services.

To ensure that these subsidies are adequately distributed, USAASA is required to firstly develop a criteria by which TV-owning households will qualify for subsidies and secondly to put in place infrastructure, systems and processes to manage the distribution of subsidies to qualifying households and ensure the acquisition of STBs by these households.

SET TOP BOX [STB] QUALIFYING CRITERIA

The STB qualifying criteria refers to the methodology to be used in defining and identifying those households that are defined to be poor and deserving of the subsidy to be distributed by Government through the USAF.

Eligibility

In line with the Cabinet Approved SOS Rollout Framework, the following provides the criteria that defines a household that qualifies as a needy TV-owning household and eligible to receive a STB subsidy:

- Ownership of a functioning TV set, as the STB subsidy scheme is only limited to TV-owning households only; and

- The person applying for the STB subsidy must be a South African Citizen, as the STB subsidy scheme is limited to South African citizens only; and
- The combined household income must be equal to or below the figure of R3,200 as per Statistics South Africa's estimated threshold (poverty line);
- Households that are already covered by the SABC's concessionary TV license scheme.

Proof of Eligibility

To ensure that only deserving households receive STB subsidies as part of the STB subsidy scheme, the following has to be provided as proof that the household is eligible to receive the STB subsidy:

Proof of TV ownership: The proof required in this case is either:

- A TV license; or
- An affidavit confirming ownership of a fully operational TV-set

and

Proof of South African Citizenship: The person applying for the STB subsidy is required to produce a valid South African green bar-coded Identity Document (ID) as proof of South African citizenship.

and

Proof of Household Income: The proof of income required is in the form of:

- A Payslip from the employer. For persons that do not receive a monthly salary slip, a letter from the employer with a stamp from the South African Police Service (SAPS) or the Commissioner of Oaths will be acceptable;
- An Affidavit from the SAPS or the Commissioner of Oaths as proof of source of income; or
- A Bank Statement for persons with bank accounts, who cannot meet the above requirements.

Proof of Dependency on Social Grants: Households that depend on either a child support grant, old-age grant and/or a disability grant are required to provide confirmation of receiving said social grants.

or

Households in possession of a Concessionary TV License: These households do not require to provide proof of the above as their information will be verified with the SABC.