



# Broadcasting Digital Migration FREQUENTLY ASKED QUESTIONS

(SET TOP BOXES & VOUCHER PREQUALIFICATION)

**Register Online**  
[www.stbregistration.gov.za](http://www.stbregistration.gov.za)

More Channel Choices,  
SABC Radio Stations  
Superior Sound & Picture Quality

Switch to Digital TV before 31 December 2024

## TSHINTSHA UNGASALI, GO DIGITAL!

QUESTION	ANSWER
<b>Set Top Box Qualification Criteria?</b>	<ol style="list-style-type: none"><li>1) SA Citizenship and</li><li>2) SASSA Grant Recipient or no-income or maximum total household income below R3 500</li></ol>
<b>Where do I register for my set top box?</b>	<p>At your nearest SA Post Office and field events/registration campaign centres. Some Traditional Councils occasionally take registrations and submit to the Post Office.</p> <p>A new electronic registration system will soon be launched. Registrations will be possible via mobile phones, tablets and personal computers.</p> <p>Registrations will be open till 30 September 2024. If there is a change on the closing date, this will be announced.</p>
<b>What do I bring for registration?</b>	<ul style="list-style-type: none"><li>• SA ID</li><li>• Proof of residence/Letter from Traditional House confirming residence status</li><li>• Proof of income/affidavit confirming income</li></ul>
<b>Options for non-qualifying households</b>	<ul style="list-style-type: none"><li>• Digital Television Set (with integrated digital DVB-T2 receiving capability.</li><li>• These often carry the Go Digital logo, check with your retailer to confirm)</li><li>• Open View HD decoder (NO monthly subscription fee)</li><li>• DSTV decoder (with monthly subscription fee)</li><li>• StarSat decoder (with monthly subscription fee)</li><li>• Online DTT decoder (bearing the DVB-T2 digital reception capability, check with your retailer)</li><li>• Streaming Service (e.g. SABC Plus – requires data subscription, no decoder installation required)</li></ul>

<p><b>Which Provinces are Set Top Boxes currently available?</b></p>	<p>For now, only government-procured subsidized decoders are currently available and being rolled out in all provinces where registrations have been received:</p> <ul style="list-style-type: none"> <li>• Free State,</li> <li>• Northern Cape,</li> <li>• North West &amp;</li> <li>• Limpopo</li> <li>• Gauteng</li> <li>• Western Cape</li> <li>• KwaZulu Natal</li> <li>• Eastern Cape</li> </ul> <p>Government will connect ALL households that registered in time for the subsidized decoders across all provinces, even in the provinces where ASO has been concluded</p>
<p><b>Is there a hotline number I can call?</b></p>	<p>Call 0860 736 832, OR WhatsApp 060 062 5458</p>
<p><b>My Set Top Box is faulty, where do I go for technical support?</b></p>	<p>First contact the Call Centre for assistance on 0860 736 832 or WhatsApp 060 062 5458</p> <p>If there is a definite fault on the decoder, please return it to your local Post Office for exchange.</p>
<p><b>Warranty period on STB?</b></p>	<p>2 years</p>
<p><b>Where to buy a remote or STB after warranty period expired?</b></p>	<p>Post Office will soon carry spare remotes and power adapters.</p>
<p><b>Toll Free Number for people who will not be able to afford airtime or “Call me back service”?</b></p>	<p>Call 0860 736 832, OR WhatsApp 060 062 5458</p>
<p><b>How much is a set top box and where can I buy one?</b></p>	<p>OpenViewHD (OVHD) – R599 decoder only, can use existing dish installation (check with your local installer) - total decoder plus installation approx. R1300. No monthly fees</p> <p>DSTV – basic decoder approx. R699 including installation, but has monthly subscription fees (starting at R29 per month)</p> <p>StarSat - R599 basic decoder plus monthly fees (starting at R109 per month)</p>
<p><b>When will the signal be switched off in Free State?</b></p>	<p>All SABC analogue services are now off. The remaining etv analogue services will be switched off by 31 December 2024</p>
<p><b>When will the signal be switched off in Northern Cape?</b></p>	<p>All SABC analogue services are now off. The remaining etv analogue services will be switched off by 31 December 2024</p>

<b>When will the signal be switched off in North West?</b>	All SABC analogue services are now off. The remaining etv analogue services will be switched off by 31 December 2024
<b>When will the signal be switched off in Limpopo?</b>	All SABC analogue services are now off. The remaining etv analogue services will be switched off by 31 December 2024
<b>When will the signal be switched off in Mpumalanga?</b>	All SABC analogue services are now off. The remaining etv analogue services will be switched off by 31 December 2024
<b>When will the signal be switched off in Eastern Cape?</b>	All remaining Community TV, SABC and etv analogue services will be switched off by 31 December 2024 in a phased approach. TV announcements will be made closer to the switch-off date for a specific transmitter
<b>When will the signal be switched off in KwaZulu Natal?</b>	All remaining Community TV, SABC and etv analogue services will be switched off by 31 December 2024 in a phased approach. TV announcements will be made closer to the switch-off date for a specific transmitter
<b>When will the signal be switched off in Western Cape?</b>	All remaining Community TV, SABC and etv analogue services will be switched off by 31 December 2024 in a phased approach. TV announcements will be made closer to the switch-off date for a specific transmitter
<b>When will the signal be switched off in Gauteng?</b>	All remaining Community TV, SABC and etv analogue services will be switched off by 31 December 2024 in a phased approach. TV announcements will be made closer to the switch-off date for a specific transmitter
<b>What will happen if I do nothing when the signal is switched off?</b>	You will no longer receive TV – permanently. However, your TV will still work but will need to be connected to a decoder to receive TV in clear digital quality.
<b>I did not get my set top box in time, now I have no signal – what do I do now?</b>	WhatsApp the Sentech Call Centre (WhatsApp 060 062 5458) or Contact your local Post Office to arrange for your free installation
<b>I have registered for DTT but I have not received any feedback yet; what should I do?</b>	All registered beneficiaries who have met the 30 September 2022 deadline will be connected. If not, consult your nearest Post Office with proof of registration.
<b>My antenna fell of the wall after strong winds, what should I do?</b>	These are a set of old bad legacy installations that are being addressed by Sentech after their new appointment as the installation management company. User encouraged to leave details at Post Office or if possible, via the Sentech WhatsApp line (WhatsApp 060 062 5458). The information will be relayed to Sentech installation management team for redress.

<p><b>My STB displays “invalid service” or “not a South African network” error message; what should I do?</b></p>	<p>For the “not a South African network”, please remove power cable, wait 10 seconds and reconnect. The decoder will initiate a new scan and update its connection with the network. If the message re-appears, please alert the Call Centre (WhatsApp 060 062 5458) about your location so that the Sentech Network Section can rectify the matter at the transmitter end.</p> <p>If the above doesn’t work, use your remote to follow the MENU SETTINGS and perform a “DELETE AND RESCAN”.</p> <p>For the “invalid service”, this occurs when a user selects an encrypted channel broadcast from Mnet and only receivable via Mnet GoTV DTT decoders. The Mnet GoTV decoders can also receive all other DTT channels from the free to air bouquet, however these decoders attract a monthly subscription fee. The viewer must be alerted about this important fact if they want to access the encrypted Mnet channels.</p>
<p><b>My remote control is not working even after changing the batteries; what should I do?</b></p>	<p>We have notified USAASA to contact the original manufacturers to supply spare sets of remotes and power supplies for sale at Post Offices. No new information is available yet, but we will follow up.</p>
<p><b>My STB does not function anymore; how can I get a new one?</b></p>	<p>Get to the Post Office branch to check if you qualify for a warranty exchange if there is a hardware fault with the decoder.</p> <p>It may also be possible that the consumer has been installed with a DTT decoder in an area that does not have reliable terrestrial coverage – or, as it is often the case, no DTT coverage at all. In this case, the consumer must have their DTT decoder swapped out for a DTH satellite version, requiring a new installation in the process. This is another category of the old bad legacy installations.</p>
<p><b>My STB has 2 green LED lights but doesn't display any pictures; what should I do?</b></p>	<p>Sometimes the decoder has landed on a channel that does not have any content playing. Ask the user to flick between different channels and if there is no success, approach the Post Office to report/exchange the decoder.</p>
<p><b>The STB registered under my mother's name is faulty; can we get a new one even if my mother is deceased?</b></p>	<p>Yes. Provided it is still within the two-year warranty period. An affidavit confirming relationship with the deceased will be required by the Post Office – this is to ensure against fraudulent exchanges.</p>
<p><b>My mother applied for DTT and passed away afterwards; will we still receive the STB?</b></p>	<p>Yes – the new beneficiary in the same household is eligible to receive the decoder. Please supply proof (death certificate) and also supply a copy of the ID of the new recipient</p>

<p><b>My STB doesn't have signal; what should I do?</b></p>	<ul style="list-style-type: none"> <li>• Could be a bad decoder</li> <li>• Could be that there is poor or no terrestrial (DTT) signal in the area</li> <li>• Could be a bad installation.</li> <li>• Could be that the aerial/dish cable is disconnected at the back of the decoder</li> <li>• Could be that the signal cable from the decoder to the TV is disconnected</li> <li>• Could be that the incorrect input is selected on the TV, User to ensure HDMI to HDMI; AV1 to AV1 on the back of the decoder and TV, matches with selection on the remote.</li> </ul>
<p><b>My STB keeps on loading; what should I do?</b></p>	<ul style="list-style-type: none"> <li>• Power cycle (remove power cable and reconnect after 10 seconds)</li> <li>• Could be a bad decoder</li> <li>• Could be that the aerial/satellite cable is not connected.</li> </ul>
<p><b>I wanted to check if my DTT registration went through because I haven't received any feedback for past 6 months.</b></p>	<p>If you were registered before 30 September 2022 you should be connected. If not, consult your nearest Post Office with proof of registration.</p> <p>For households that registered after 31 October 2021, you will be connected within a period of 3 to 6 months after registration.</p>
<p><b>My STB doesn't switch on; what can I do?</b></p>	<ul style="list-style-type: none"> <li>• Check if power is connected at the back of the decoder.</li> <li>• Check if the remote batteries are ok but swapping with known good ones</li> <li>• If no results from above, could be a bad remote or bad decoder</li> <li>• Get to the Post Office branch to check if you qualify for a warranty exchange if there is a hardware fault with the decoder.</li> </ul>
<p><b>My STB was struck by lightning, and it's not switch on and off; what can I do?</b></p>	<p>Warranty exchange if within the two-year warranty. Go the Post Office for exchange.</p>
<p><b>My BUA Africa decoder doesn't pick all the channels; can you please assist me to reset it?</b></p>	<p>Check if SABC channels are playing. If not, it means your decoder has not been activated. Contact the Call Centre (WhatsApp 060 062 5458) to activate all services and supply:</p> <ul style="list-style-type: none"> <li>• Decoder Serial Number</li> <li>• Smart Card Serial Number</li> <li>• Beneficiary Name, Surname and ID Number.</li> </ul>
<p><b>I wanted to know if it would be possible to access some channels that are not appearing on my STB, such as Super Sports?</b></p>	<p>No.</p> <p>SuperSport channels are paid for subscription channels only accessible via Mnet GoTV DTT decoders. Or alternatively via paid for DSTV satellite decoders.</p>
<p><b>My STB shows error message "smartcard is inserted incorrectly". What should I do?</b></p>	<p>Follow the arrow in the smart card and insert according to the displayed direction. If still unsuccessful, report the smart card number for the Call Centre (WhatsApp 060 062 5458) to verify if the card is working or not. Exchange procedure to be followed to replace the card</p>