



StarSat visits eight cities during the Installers and Retailers Roadshow

StarSat criss-crossed the country recently visiting Installers and Retailers in Durban, Cape Town, Polokwane, Port Elizabeth, East London, Bloemfontein, Nelspruit and Gauteng. During the successful roadshow, StarSat's management team discussed processes such as the installation checklist, installers SLA's and did a refresher technical training course for Installers.

Workshops were also held for the Installers on how they could increase their sales and addressed installer issues. Many of the installers were also pleasantly surprised by StarSat's offering in terms of content, as well as, the global reach of StarTimes. General feedback received with regard to StarSat was very positive, with the Retailers and Installers saying the process helped strengthen existing relationships and built new ones.

StarSat would like to thank all Installers and Retailers who attended the sessions and is committed to keep the lines of communication open between all parties with regular communication and information sharing sessions.

You spoke. We listened!

During the recent Installers road-shows three main issues were identified by you. We provide the answers:

Issue One

Installers and Retailers are not familiar with StarSat's content.

Solution

StarSat will be sending demo decoders to installers, with access to StarSat's Super package.

Issue Two

Activation of the customer takes too long.

Solution

Please visit the "Installers portal" to activate on line. Retailers should do the activation at the their stores before

installation. In the past, the customer was the only person who could activate their StarSat subscription.

We have improved our processes so that the installer can now activate on behalf of the customer. Our Call Centre Agents will then confirm with the customer that the installation has been done before payment is made to the Installer.

Issue Three

In coastal and windy areas there have been problems with installations and wind resistance.

Solution

StarSat will send reinforcing plates with all dish kits order. We are also currently sourcing suppliers to improve the strength of the brackets.

New channels and programmes coming up!

StarSat is pleased to announce the addition of some high quality channels and programmes to its line up in October:

- **ST Bollywood HD** on 1 October 2016 (Ch551)
- **ST One Maseko Ties** (Ch120)
- **ST One Puppet Nation** (Ch120)
- **ST Movies** – Tom Hanks Festival (Ch 100)
- **FOX Life** – Pitch (Ch133)
- **FOX** – Empire, The Walking Dead (Ch 131)
- **AMC/IDX** – Halloween Special (Ch115/223)
- **ST Sports Channels** – Continuous coverage of the Bundesliga, Series A and Ligue One (Ch 245) and ST Sports Premium HD (Ch 246)
- **ST Sports Channels** – Match days of the European Qualifiers – ST World Football HD (Ch 245) and ST Sports Premium HD (Ch 246)
- **ZEE Cinema** – Amitabh film festival (Ch 556)



StarSat appreciates you partnering with us to bring our customers a high quality entertainment experience.

