



HARRINGTON SQUARE (PTY) LTD T/A STARTIMES SATELLITE

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CUSTOMER INFORMATION

Dear Valued Customer,

Kindly note the following important information:

1. For technical assistance please call Tel 74075738 / 71361475.
2. Installation: This product required a 10600 LNB and will not work with a 10700 LNB (Multichoice/DSTV type). These are available at satellite/radio stores.
3. You can use a dish and recommended size is above a 50cm dish. An existing dish can sometimes be used. However, the direction needs to be changed to face North-West (SES 5 Satellite).
4. A Qualified installer **MUST** be used. Do not attempt to set this up by yourself. We do not install dishes or decoders and your purchase does not include these items.
5. Once you have installed the decoder and dish, then you will see the 'Introductory Channel 99'.
6. When you see the 'Introductory Channel 99' and if you are ready to begin watching your first 30 days (which are free), then dial Technical Assistance (see above) so that your decoder can be activated, or call 241 2411.
7. When you call us kindly have your unique Smart Card Number and your Decoder Number (situated under the decoder) available. Also be prepared to give us your full name, address, Omang number and telephone number.
8. Monthly subscriptions can be paid AT ANY FIRST NATIONAL BANK. Please view the enclosed FNB payment specimen explaining how to pay. Kindly pay the exact amount as per the bouquet you require. Please call 241 2411 if you want to confirm bouquet offerings , see at the back of this page, or visit us on Facebook at 'Startimes Satellite Botswana' to see the channels available on the various bouquets.
9. Please note WE DO NOT OFFER SABC, BTV, eBOTSWANA or SUPERSPORT.
10. Head Office (Francistown) operating hours are weekdays 9am to 5pm, Saturdays 9am to 3pm and Sundays 9am to 1pm.