

❖ **What is DTH service?**

The Direct-To-Home (DTH) service is a digital satellite service that provides television services direct to subscribers anywhere in the country. Since it makes use of wireless technology, programs are sent to the subscriber's television direct from the satellite, eliminating the need for cables and any cable infrastructure. This is particularly valuable in remote and difficult to reach areas where cable and in many cases, terrestrial television services are poor or non-existent.

DTH services also provide the finest of picture and sound quality which is considered to be second to none worldwide. Now surround sound, home theaters, live concerts and daily television programming are all delivered to your home with the same quality as any modern movie theater.

❖ **What are the advantages of DTH over cable?**

Dynamic Program Packages to choose from. You only pay for what you want to watch. It is not an all or nothing proposition like most cable are.

Premium Channels, your choice, selectable anytime by a simple call to our Customer Service Center.

Advanced Viewing Control Features like the Electronic Program Guide (EPG) which provides you with the current and next program on all channels, Parental Lock which safeguards your children's viewing options, and Pre-booked Pay-Per-View and Impulse Pay-Per-View - Watch that boxing or golf match, horse racing or Olympic events you have been waiting to see - in the comfort of your own home.

❖ **Who does the installation?**

Our dealers have trained and accredited installers to do the installation. Your dealer will schedule installation 1 to 2 days after your order. Schedules may vary depending on your location / service area.

❖ **Is self-installation allowed?**

Yes, although we do not recommend self-installation. Note that your warranty may be voided if the hardware is damaged.

❖ **How is the DTH service activated?**

The service is activated 2 - 4 hours after installation. The Dream Call Center Customer Service Assistants perform the activation as soon as they receive a completed Subscriber Application form. Activation may be even faster provided all requirements are met. Tel: 021-27309851

❖ **I live in a condominium. may I apply for the Dream service too?**

Yes, however, your home will have to be visited and surveyed by the installation team and our sales team prior to installation of the Dream service. Different buildings have different solutions. Also, you may have to coordinate with your condominium association to get permission to install a dish antenna.

❖ **Do you have a TV guide for Dream Satellite TV Program Schedules?**

The decoder box has an electronic program guide (EPG) which provides information on the current and upcoming programs for all Dream channels, 24 hours a day.

❖ **How many TV sets may I connect to the dish?**

You may have as many as four (4) TV sets connected to the dish. However, if you wish to do this, you will have to advise the dealer in advance so you may be given the dish configured for such service. Also, you will have to purchase additional IRDs for your additional televisions.

❖ **May I have DTH and cable service at the same time?**

Yes. You have option as to how you want to connect to cable or DTH. First you may decide to disconnect the cable connected to your TV and connect the DTH; or, you may wish to have a switch connected to the cable connection and the DTH connection as well. This way, all you need to do is use the switch to select the service you wish to watch.

❖ **Should I turn my IRD decoder off when not in use?**

Yes. You have option as to how you want to connect to cable or DTH. First you may decide to disconnect the cable connected to your TV and connect the DTH; or, you may wish to have a switch connected to the cable connection and the DTH connection as well. This way, all you need to do is use the switch to select the service you wish to watch.

❖ **What do customers have to do to maintain access to the Dream service?**

The customer is REQUIRED to pay his yearly service fee for 12 continuous months to guarantee access to the channels under his plan.

❖ **What happens if a customer fails to pay his yearly subscription commitments?**

For the first seven (7) days after the Dream subscription expires, and customer is not able to load or renew payment, they will be limited to view the six (6) local TV channels. On the 8th day, they will lose access to all channels and their TV screens go blank. Reconnection to the service shall be done after customer settles the subscription fees for the past due months plus that of your current month.



Dream Satellite TV Shanghai Service Center

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