

## SPL: New Njoi Decoder

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New customers who are interested to purchase Njoi can do so via a one-off purchase which includes the Set-Top-Box (STB), outdoor satellite dish, remote control unit and the Smartcard.

## FAQs: New Njoi Decoder

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### EXISTING NJOI CUSTOMERS – PRIOR TO 20 NOVEMBER, 2012

- 1. I am an existing Njoi customer and I heard that there is a new box (STB) for new Njoi customers. Can I still use my current box (DMT IV STB)?**

Please be informed that the current box (DMT IV STB) that you are using has been discontinued and as a result of this, new customers will receive a different box (New Njoi Decoder). Yes, you can definitely continue using your current box and rest assure it has all the key functions to access the Njoi service.

- 2. What are the differences between the current box (DMT IV STB) and the new box (New Njoi Decoder)?**

The new box (New Njoi Decoder) is similar to your current box (DMT IV STB) with the exception that selected functions, which are not applicable to the Njoi service has been removed. However, when using the content menu guide, customers with the new box (New Njoi Decoder STB) will experience a different layout on their TV screen. (in reference to EPG) As compared to your existing box (DMT IV), the new box (New Njoi Decoder) has No Recording features, No IPTV features and connection, which are not applicable to the Njoi service.

- 3. If I want to upgrade to Astro with my current box (DMT IV STB), what cost will I incur and do I need to replace my current box (DMT IV STB)?**

Yes you can upgrade and change your Njoi service to Astro. Please contact our call centre at 9543 8100 and request for an upgrade to either Astro SD or Astro HD. Terms and conditions apply to the ASTRO subscription. No Installation charges will be incurred as the current DMTIV can be used to obtain the ASTRO services.

## NEW NJOI CUSTOMERS – FROM 20 NOVEMBER, 2012 ONWARDS

**1. I am interested to get Njoi. What will I receive as a Njoi customer?**

New customers who are interested to purchase Njoi can do so via a one-off purchase which includes the Set-Top-Box (New Njoi Decoder), outdoor satellite dish, remote control unit and the Smartcard. Once installed and activated, Njoi customers will be able to access the existing 17 TV and 19 radio channels. With Prabayar Njoi, Njoi customers have the option to access new additional channels as well.

**2. I noticed my friend / neighbor has Njoi but his box is different from mine? Why is that?**

Please be informed the box you are referring to has been discontinued. As a result of that, customers will receive a different box. The current box has all the necessary functions for you to access the Njoi service and channels.

**3. What are the differences between the previous box (DMT IV STB) and the current box (New Njoi Decoder)?**

Please be informed the previous box (DMT IV STB) has been discontinued. The new box (New Njoi Decoder) is similar to the previous box (DMT IV STB) with the exception that selected functions, which are not applicable to the Njoi service has been removed. However, when using the content menu guide, customers with the new box (New Njoi Decoder) will experience a different layout on their TV screen. (In reference to EPG on the Quick Start Guide) As compared to the previous box (DMT IV), the new box (New Njoi Decoder) has No Recording features, No IPTV features and connection. These features / functions are not applicable to the Njoi service.

**4. If I want to upgrade to Astro with my current box (New Njoi Decoder), what cost will I incur and do I need to replace my current box (New Njoi Decoder)?**

Yes you can upgrade and change your Njoi service to Astro. Please contact our call centre at 9543 8100 and request for an upgrade to either Astro SD or Astro HD. Please note terms and conditions apply to the ASTRO subscription. No Installation charges will be incurred as the NJOI Zapper can be used to obtain the ASTRO services.

**5. What happens if I don't want to continue with the Njoi service? Will you take back the box and dish?**

No the New Njoi Decoder will be owned by the customer, inclusive of the ODU dish, hence ASTRO will not retrieve it

**6. What does the red and green light indicator on the decoder mean?**

The **Red light indicates "Standby" while the Green light indicates "Active" status.**

**For further information on the NJOI SERVICE refer to the NJOI FAQ and SPL**