

## **DRAFT**

# **DIGITAL DZONGA ADVISORY COUNCIL HELP AND SUPPORT WORKING GROUP TERMS OF REFERENCE**

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### **Mission**

To assist the Digital Dzonga Advisory Council in ensuring that all South Africans, and especially vulnerable groups, are provided with adequate help and support to facilitate a smooth migration from analogue to digital broadcasting by identifying and quantifying the need for help and support; recommending how such needs should be met; and overseeing the implementation of measures designed to provide help and support to every South African who currently receives television broadcasting services in analogue.

### **Terms of Reference**

1. Identify and quantify the need for help and support by South African consumers, with a special focus on vulnerable groups and oversee the development of a plan to address these needs.
2. Identify the needs of special groups – the elderly, the poor, people with disabilities, speakers of non-official languages and oversee the planning of a distinct programme to address these needs.
3. Make recommendations the Digital Dzonga Advisory Council for approval as to how such help and support should be provided, including regarding:
  - 2.1 Subsidies for set top boxes
    - 2.1.1 Timing of subsidies to be provided
    - 2.1.2 Amount of subsidies to be provided
    - 2.1.3 To whom subsidies should be provided
    - 2.1.4 How subsidies should be provided

2.2 Technology standards that have impact on consumers and vulnerable groups, including:

2.2.1 Warranty, repairs and faults

2.2.2 Cost of the set top box

2.2.3 Inclusion of controls in the set top box

2.2.4 Interoperability of the set top box

2.3 The public information campaign with regard to consumer issues, in liaison with the Communications Working Group, including:

2.3.1 Education programme for consumers and especially for vulnerable groups

2.3.2 Communication to consumers regarding receiver equipment

3. Advise on, plan and oversee the implementation of programmes designed to provide help and support, including:

3.1 Viewer support, including call centres

3.3 Subsidies

4. Report to the Digital Dzonga Advisory Council on a regular basis regarding progress.