Enhanced Listener Service Sign-Up Guide
Effective December 7, 2013

The Enhanced Listener Service, or ELS for short, is a paid subscription service for listeners of Extreme Anime Radio. ELS subscribers are guaranteed a listening slot on one or more of our streams, and more importantly, have the ability to request twice as much music as standard, non-paying listeners. All income received from ELS help pay the station’s monthly expenses.

Our current ELS membership levels are as follows:

**Basic** for $2.00 per month
**Premium** for $6.00 per month

The website is still under construction and we hope to have a fresh, new look to show you soon. In the meantime, we are providing this guide for those interested in signing up for ELS through the current website interface. We will walk you step-by-step through the signup process that will enable you to enjoy the benefits of ELS.

We prefer that ELS donations be made through PayPal. This is very secure, and PayPal will automatically bill you every month for your ELS payment.

You also have the option of mailing a check, money order or cash to the radio station for your ELS payment; however you will need to send in a minimum 6 month payment. Please note that sending cash through the mail is not secure and we cannot be held responsible if payments are lost or misdirected during the mailing process.
### Enhanced Listener Service Tiers and Benefits

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Free</th>
<th>Basic ($2/mo)</th>
<th>Premium ($6/mo)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited Access – 24k AAC+ stream</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Unlimited Access – 128k MP3 stream</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>More song requests permitted every day</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Eligibility for thank you gifts and special offers</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Recognition on the radio station</td>
<td>No</td>
<td>No²</td>
<td>Yes</td>
</tr>
<tr>
<td>Time limits to listen to the radio station</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Login required to listen to the radio station</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Login required to request music</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Supporting legal Internet Radio and the best Anime and J-Pop radio station on the planet</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1. **Active ELS Customers who signed up prior to September 30, 2013** are waived from the ELS spend requirement until they cancel their subscription.

2. **All active ELS Customers who signed up prior to December 6, 2013** when the ELS tiers were revised will continue to be recognized on the station until they cancel their subscription.

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1. *Note: This benefit requires a Premium membership paid for a minimum of two consecutive months, or a Basic membership paid for a minimum of four consecutive months. For cash and check customers, this benefit will take effect after the second or fourth month of membership, respectively.*

2. *Note: This benefit requires a Premium membership paid for a minimum of two consecutive months. For cash and check customers, this benefit will take effect after the second month of membership.*
How to sign up for Enhanced Listener Service

From the Extreme Anime Radio home page, www.animeradio.net, click on MUSIC at the top to enter the old website interface (blue trim). Then click ENHANCED LISTENER on the left. After that, click on the SIGN UP NOW Button.

If you do not already have a Username or ID with Extreme Anime Radio, the website will prompt you to create one. Click on CLICK HERE TO REGISTER. This will take you to the forums part of the website where you can complete this process. You will have to activate your username by clicking on a link through your e-mail. You must then sign in with your Username and password. After you have logged in, go back to www.animeradio.net and you should see a message that says “YOU ARE LOGGED IN AS [username]” at the top of the page. To continue the ELS signup, click again on ENHANCED LISTENER, then SIGN UP NOW.

The website will verify that you are logged in, and you will be taken to the ELS sign-up screen.

![Form for Enhanced Listener Service sign-up]

Please select your Service Level: BASIC or PREMIUM.

Next, verify your full name. Then select your payment type: PAYPAL, CHECK or CASH. If you select PayPal, please enter the e-mail address of your PayPal account.

![Payment options for Enhanced Listener Service]

Fill in your billing address, verify the information on the form, and click UPDATE. You will then be taken to the signup completion screen.
PayPal subscriptions

PayPal subscribers will be taken to this screen:

Click on the PayPal button to complete the payment process. Your PayPal account will be billed every month for your ELS subscription until you cancel.

Subscriptions paid with PayPal are normally activated approximately 24 hours after your payment is processed, but it may take longer in some instances. If your subscription has not been activated within 5 days, please e-mail us at extremeanimeradio@gmail.com with your username and we will look into it.

Rejected PayPal Payments

If you have a PayPal subscription to ELS, and PayPal notifies us that they are unable to process your next subscription payment, we will e-mail you asking that the next payment be sent within 5 days. If the payment is not received in 5 days, your ELS privileges will be terminated and you will need to go through the ELS sign-up process again.
Cash or check subscriptions

Please remember that cash or check subscriptions require a six-month payment.

Once you are on the Step 3 confirmation screen, please send an e-mail to extremanimeradio@gmail.com and tell us that you have signed up for an ELS subscription, being sure to include the username used to sign up for ELS. This way we know to expect your payment in the mail.

Checks/money orders should be made payable in US Funds to Jose Ramos, and should have your username in the memo. Do not make it payable to CASH.

Please submit your payment to:

Jose Ramos
PO Box 701330
East Elmhurst, NY 11370-3330

Please DO NOT mail your payment to “Extreme Anime Radio,” or else the Post Office may not deliver it and it may be returned; this has happened in the past.

Though it is not required, we recommend purchasing Insurance for the amount of money that you are sending. We cannot be held responsible if payments are lost or misdirected during the mailing process.

In the United States, an easy way to purchase insurance is to send your payment by Priority Mail using the post office website, usps.com. Mail your payment in a flat rate or other large envelope, and select the insurance option - Priority Mail shipments purchased online include up to $50 of insurance for FREE. Insurance can also be purchased separately at your local post office.

Cash: We will activate your subscription once we have received payment.
Check/Money Order: We will activate your subscription once your payment is cleared by our financial institution.

If it has been 10 days since you sent your payment and we have not yet taken action, please e-mail us at extremanimeradio@gmail.com with your username and we will look into it.
Updating your IP address

If our servers ever reach the maximum number of listeners, regular non-paying listeners will be shut out and have to find another way of listening to us – perhaps through a lower-bandwidth stream, for example. But with the Enhanced Listener Service, you receive priority over the “free” listeners. We reserve a priority slot on specific servers depending on the subscription plan you sign up for.

If the server you are reserved on is at or near capacity, you will want to update your current IP address with the website so that it will recognize you and make your slot available on the server.

To do this, go to www.animeradio.net, be sure you are logged in, and select UPDATE IP on the left side of the page.

If your Current IP address is different from the Reserved IP address shown, simply press the “Update IP Address” button. That’s all there is to it!

If you need to delete your current IP address from the website for any reason, simply press the “Delete IP Address” button.

Rejected PayPal Payments

If you have a PayPal subscription to ELS, and PayPal notifies us that they are unable to process your next subscription payment, we will e-mail you at the address on your PayPal account asking that the next payment be sent within five days. If the payment is not received in five days, your ELS privileges will be terminated and you will need to go through the ELS sign-up process again.

Cancelling your existing ELS subscription
Here is how to cancel subscriptions on PayPal, according to PayPal’s official FAQ:

Q: How do I cancel a recurring payment, subscription, or automatic billing agreement I have with a merchant?

A: Cancelling a subscription cancels all future scheduled payments of that subscription. A subscription can be cancelled up until three business days before the next scheduled payment.

- Log in to your PayPal account.
- Click Profile near the top of the page.
- Click My money.
- Click Update beside 'My pre-approved payments.'
- Click the name of the subscription you wish to cancel.
- Click Cancel.

If you don’t have a PayPal account, you should contact the merchant directly to cancel the agreement.

Please note that after cancelling a payment, subscription or automatic billing agreement, you are still required to pay the merchant for the goods or services you have received up until the cancellation is processed.

**Once we receive confirmation of your cancellation, we will terminate your Enhanced Listener Service privileges immediately.**

If you subscribed using a check or money order, ELS privileges will simply expire at the end of your subscription term. Fees for unused months are non-refundable.