

## 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

Benefits	Free	Basic (\$2/mo)	Premium (\$6/mo)
Unlimited Access – 24k AAC+ stream	No	Yes	Yes
Unlimited Access – 128k MP3 stream	No	No	Yes
More song requests permitted every day Double the number of song requests per hour and per day compared to non-paying listeners	No	Yes	Yes
Eligibility for thank you gifts and special offers <b>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.<sup>1</sup></b>	No	Yes See Note	Yes See Note
Recognition on the radio station Premium members are recognized in station ads that are played during music breaks Ads are updated based on current ELS Premium membership; usually within a month <b>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.</b>	No	No <sup>2</sup>	Yes See Note
Time limits to listen to the radio station Non-paying listeners have no time limits for as long as there are available listener slots	No	No	No
Login required to listen to the radio station	No	No	No
Login required to request music Paying subscribers must log in to use additional song request benefits	No	No	No
Supporting legal Internet Radio and the best Anime and J-Pop radio station on the planet	No	Yes	Yes

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

<sup>2</sup>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.

## How to sign up for Enhanced Listener Service

From the Extreme Anime Radio home page, [www.animeradio.net](http://www.animeradio.net), click on MUSIC at the top to enter the old web site 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 web site 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](http://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.

Username	JRHorse
Password	Hidden
Service Level	Enhanced Listener Service, Gold Level [64k] [\$ 3.00/mo]
Name	Jose Ramos
Payment Type* <small>Please Note that for Cash or Check options We require a Minimum 6 Months payment</small>	
PayPal Account <small>(Optional)</small>	
Address	
City	
State & Zipcode	
<input type="button" value="Update"/> <input type="button" value="Clear"/>	

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 Type* <small>Please Note that for Cash or Check options We require a Minimum 6 Months payment</small>	PayPal
PayPal Account <small>(Optional)</small>	paypal@sample.com

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:

**Sign Up! Step 3**

Thank you for signing up for Enhanced Listener Service, Platinum Level [128k]. Once we receive confirmation of your PayPal Subscription, your Enhanced Listener Slot should be activated within 24 hours [Can take longer on weekends]. If you have any questions, or problems, feel free to leave a message on our forums at <http://forums.keilichi.net>. Now, please click the Subscription button below to finish setting up the Enhanced Listener Service!

Please Click on the Subscription Button to finish setup!



To Log In to the system, you simply need to put your username and password into the Enhanced Listener Login window on the left side of the website, and then simply follow the instructions. Thanks again for supporting Keilichi.net Radio!

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 [extremeanimerradio@gmail.com](mailto:extremeanimerradio@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 [extremeanimerradio@gmail.com](mailto:extremeanimerradio@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](http://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 [extremeanimerradio@gmail.com](mailto:extremeanimerradio@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](http://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.