



PALACE AUDIO: FAQs

What is Palace Audio?

Palace Audio enables you to listen to live audio commentary of every Crystal Palace FC game in the Premier League and domestic cup competitions via the club's official app (<https://www.cpfc.co.uk/fans/official-app/>), or via <https://eagles.cpfc.co.uk/palace-audio/>.

The service is available to all fans around the world, but payment is only currently available in GBP.

How much does the service cost?

You can buy a season pass for £39.99 (which equates to less than £1 per game), a monthly pass (which auto-renews) at £4.49 per month, or a 24 hour pass (for a single matchday) for £1.49.

If you intend to purchase a 24 hour pass, please only do so on the day of the match you are wishing to access.

How do I register for the service?

You must first register for a free Palace One Account (<https://login.cpfc.co.uk>) and then login.

Then click here <https://eagles.cpfc.co.uk/palace-audio/>, choose your subscription and pay.

You cannot currently purchase direct from the app.

What devices does Palace Audio work on?

Palace Audio can be accessed across desktop computers, tablet and mobile devices via <https://eagles.cpfc.co.uk/palace-audio/> or through the club's official app in the Palace TV section.

If I buy on the website, will it work on my CPFC app?

Yes. As long as you're using the same Palace One Account login details, it will sync.

Can I use my phone for other things whilst listening to the commentary on the app?

Yes. Please ensure you're running the very latest version of the app for this functionality.

When does the commentary stream begin on matchdays?

30 minutes prior to kick-off.

If I subscribed to the former Palace Player service will I automatically join Palace Audio?

No. Palace Player was provided by the EFL whereas Palace Audio is run by CPFC, so you'll need to create a new account and sign up again to access the new platform.

Crystal Palace Football Club, Selhurst Park, London, SE25 6PU

Registered Office: **CPFC Limited, Selhurst Park, London, SE25 6PU** Company Np: **07270793** VAT No: **997 5936**



What happens if no games occur in my subscription period?

If you are on a monthly package it is an accepted risk that some months will have more live fixtures than others so no refund will be given in those cases.

TROUBLESHOOTING

I'm having issues with my video / audio feed, what can I do?

Please ensure your sound button is switched on / volume is high, on your phone or computer.

Please report your technical issues to palacetvsupport@streamamg.com who can investigate whether there is a problem with what is being broadcast. If there are no issues at our end we'll ask you to confirm some details about the device, software and your internet connection. Please note that it is your responsibility to ensure you are using compatible technology ahead of purchasing a Palace Audio subscription.

Please ensure your device meets the following requirements:

- A WIFI or broadband internet connection (DSL/cable or higher) with a minimum download speed of at least 1.2mbps with latency not exceeding 100ms for SD and 4mbps with latency not exceeding 50ms for HD.
- Processor: 2.33GHz or faster x86-compatible processor, or Intel® Atom™ 1.6GHz or faster processor for netbooks;
- Memory: 2GB (1GB for netbooks) 128MB of graphics memory.
- Operating Systems: Windows 8.1 or later, Mac 9+
- Browsers: latest versions of Microsoft Edge, Mozilla Firefox and Google Chrome, Safari; 512MB of RAM (1GB of RAM recommended for netbooks)
- Mobiles & Tablets: Operating System: Android 6+, iOS 9+, and the very latest edition of the official club app.

PAYMENT QUERIES / CANCELLATIONS

Will my seasonal/annual or monthly subscription automatically renew?

Yes, after each month (monthly pass) or the first 12 months (season pass) the subscriptions will automatically renew with the payment method you used.

How do I get a refund?

Refunds can only be issued for people who have reported a technical issue during the game that is the fault of us or our providers and cannot be rectified. Please note that if you don't access a stream through choice or don't contact/report a technical issue to customer service during the game we will not issue a refund. Please email palacetvsupport@streamamg.com



**CRYSTAL PALACE
FOOTBALL CLUB**



My stream keeps buffering, what's wrong?

Is your connection fast enough? Try to stop all current downloads, videos you are watching or torrents and visit <http://www.speedtest.net>. Test your download speed, results should show a minimum of at least 2Mbps to process streamed content along with usual browsing activities efficiently.

I'm receiving a "media not found" message

The live video or audio commentary player will only be live from 30 minutes before kick-off. If the club are playing and you are receiving this message, please contact palacetvsupport@streamamg.com

I've forgotten my One Palace Account username / password, what do I do?

If you've forgotten your Palace account username and / or password then please click on the relevant Forgot Password link on the login screen, on either the app or eagles.cpfc.co.uk

How do I cancel my subscription?

Simply email palacetvsupport@streamamg.com stating that you wish to cancel your subscription. Please be advised that 5 working days' notice is required for cancellation on this product, cancellation within this period may result in your being charged for the next period.

ENDS

Crystal Palace Football Club, Selhurst Park, London, SE25 6PU

Registered Office: **CPFC Limited, Selhurst Park, London, SE25 6PU** Company Np: **07270793** VAT No: **997 5936**

+44 (0)20 8768 6000
+44 (0)20 8658 6420
cpfc.co.uk

