

FAQs FOR DEEZER PREMIUM PLUS & 0.FACEBOOK



Deezer Premium +

○ What is Deezer?

Deezer is the leading music streaming service that allows you to choose from a library of 20 million tracks, build playlists and listen to your favourite songs on the go.

In addition to 20 million of tracks, Deezer also includes recommendations by Deezer's own editorial team, artist information, dedicated radio stations and artist's own suggestions.

○ What is Deezer Premium+ Service?

Orange customers can now get Deezer Premium+ which offers unlimited access to 20 million tracks on your mobile phone and PC / Tablet.

It's a subscription service that provides you with great features and functions such as:

- Access your music online or offline (no 3G connection)
- Share playlists with friends via Facebook, Twitter, Google+
- Discover latest releases and charts
- Enjoy unlimited listening to Deezer's thousands of artist-based and themed radio channels
- Manage your Deezer library: search for tracks, add them to your playlists, add albums to your favorites...
- Listen to your personal MP3s, uploaded to your Deezer account from your computer

○ How to subscribe to Deezer Premium Plus service?

Deezer Premium+ service is included in the following mobile internet packages.

Mobile Internet offers with Deezer and Facebook

Packages	Tariffs (Vat Incl)	Validity	Send the following SMS to shortcode 8684 Prepay	Post Pay
1GB with Deezer & 0.facebook	Rs 399	30 days	buy 1gbdeezer	Call 8900 or visit an Orange Shop to subscribe
3GB with Deezer & 0.facebook	Rs 1049	30 days	buy 3gbdeezer	
5GB with Deezer & 0.facebook	Rs 1349	30 days	buy5gbdeezer	

iPhone offers with Deezer and Facebook

Offers	Postpay Tariffs (Vat Incl)	How to subscribe
iPhone offer 1 with Deezer & 0.facebook	Rs 1,259	Call 8900 or visit an Orange Shop to subscribe
iPhone offer 2 with Deezer & 0.facebook	Rs 2,099	

- **What are the benefits of these offers?**

These offers give you access to Deezer and UNLIMITED AND FREE access to 0.facebook.com
While streaming on Deezer, your data will be consumed from the package.
However, access to 0.facebook.com for browsing is unlimited and free.

- **Are all mobiles compatible with Deezer?**

Deezer is compatible with smartphones: Android phones, iPhones and Windows phones

- **How do I create my Deezer account?**

Once you subscribe to one of the above packages, you will receive an SMS on your mobile with a URL.

- Click on the URL. You will be informed if your mobile is compatible. If yes, you will be automatically redirected to a Deezer page
 - [If you already have a Deezer account] Click on “log in”
 - Enter your log in (email address) and password
 - [If you do not have a Deezer account] Click on “Sign up with your email address”
 - Enter your username, email address, password

(You can also sign up with a Facebook or Google login if you have one)

- Enter your mobile number. You will immediately receive an authentication code by SMS
- Enter the authentication code in the space provided
- That’s it. Your account has been created
Now you need to download the Deezer application
- Launch the download; you will be redirected to your Apps store or Play Store or Windows Store. Search for Deezer app and download
- Once Deezer app is installed, click on button <log in> *(you can login with Facebook or Google only if you signed up with these login details while creating your Deezer account)*
- Input your login email address and password
- Search and enjoy tracks, albums; create and sync your playlists

***Note:**

After subscription of a mobile internet Deezer package, you can also create your Deezer Premium Plus account on your PC/laptop, instead on the mobile

To do so, go to www.deezer.com on your PC/laptop, preferably using Google Chrome, and click sign up. Follow the same steps as above (when you are asked to enter Deezer code or mobile number, just type your mobile number and you will receive the code on the mobile. Once done, you can install the app on your mobile)

- **What is the validity of Deezer Premium Plus?**

You will be able to access Deezer Premium Plus until expiry of your Deezer package

- **My Deezer mobile internet package is automatically renewed. Can I use my existing login and password?**

Yes, you can use your existing login and password. Go directly to your Deezer app and login

- **What happens when I cancel my Deezer Premium Plus package?**

Your Deezer account will be automatically downgraded to Deezer Discovery, which allows you to listen to the first 30 seconds of tracks. However, you keep your playlists and your personal information.

- **I have stopped my Deezer mobile internet package and I decide to buy one again later. Can I use my existing login and password**

Yes, you can use your existing login and password. However, you will need to associate your mobile number again with Deezer

- Buy a Deezer package
- Click on link on SMS
- Use existing account
- Link mobile number with Deezer (code by SMS)
- Go to app and login

- **I already have a Deezer Premium (MyT/ADSL) account. Can I use the same login to listen to music on my mobile?**

Yes, you can but you will need to buy a Deezer mobile internet package and go through the steps below, to benefit from Orange Deezer (full-fledged offer). Otherwise, you will be able to listen only to the first 30 seconds of tracks

- **What should I do to enjoy Deezer on my mobile, with an existing login MyT/ADSL (steps)?**

- Buy a Deezer package
- Click on link on SMS
- Use existing login and password
- Link mobile number with Deezer (code by SMS)
- Download/Install the app
- Login

- **Do I get my playlists already created on my PC/laptop from Deezer Premium (MyT/ADSL)?**

Yes, your playlists will be automatically displayed on your Deezer app

- **I already have a Deezer account via Facebook or Google. How can I enjoy Orange Deezer on my mobile?**

- Buy a Deezer package
- Click on link on SMS
- Use existing account if you remember your existing login or
Create new account with another login/email address
- Link mobile number with Deezer (code by SMS)
- Download/Install the app if not yet installed on your mobile
- Login

- **I forgot my Deezer password. How to reset it?**

- Click on forgotten password
- Input your login email address
- A link will be sent to your email
- Click on link and reset password

- **Where is the Deezer app stored once is downloaded?**

On your phone memory or SD card

- **On which devices can I listen to music?**

With the login you created for Deezer Premium Plus, you can listen to music on your mobile, PC and tablet. You can listen on one device online and 2 other devices offline

- **How to listen to your playlists and albums on offline mode?**

- First of all, you need to synchronise your playlists and albums. Choose the playlists and albums you want to synchronize. Turn the button sync from OFF to ON.
To sync your playlist, you can connect via WIFI or 3G
- Synchronised tracks will be indicated by a green button
- Enjoy your playlists without internet connection
- **How many tracks can I listen on offline mode?**
This will depend on the capacity of your device's memory card
- **How do I find the entire discography for an artist?**
Perform a search and click on the "Artists" tab. Select the artist of your choice to display their page and their discography!
- **What can I do if I can't find a song?**
First, try to limit your search from anything ambiguous which could disrupt the search, such as the version, featuring, remix etc.
Another solution is, if you know the name of the album containing the track, try to search for this and then select the track via the album page.
- **How do I create a playlist?**
First, perform a search. When you hover over a track you want to add to a playlist, click on the "+" button that appears to the right of the track. A pop-up opens, where you can select where you want to add the track (to an existing playlist or to a new playlist).
Once added, you can find your favorite track in your playlist, to the left of the website or in the dedicated menu on the mobile App.
- **Can I add my personal MP3s to my playlists?**
Yes indeed! You can do so via your pc/laptop, go to the ""My MP3s"" section and use the "Drag & Drop" to import your personal songs. Then, add your personal tracks to your playlists like a Deezer song.
However, you'll be the only one to be able to listen to these tracks. The other Deezer users who will listen to your playlist won't be able to listen to your personal MP3s.
- **I am abroad; can i still use my login for Deezer Premium+?**
You will be able to listen to your downloaded playlists on offline mode only.
- **I am an artist and I am interested to get my music on Deezer. What shall I do?**
Deezer offers you the opportunity to do this by contacting one of its partners:

Zimbalam – www.zimbalam.fr

CD Baby – www.cdbaby.com

Record Union – www.recordunion.com

Click here for more details

<http://www.deezer.com/en/#/legal/labels-artists.php>

For additional help on Deezer, please go to settings on your Deezer app>about>online help

0.FACEBOOK

1. What is Facebook Zero or 0.facebook?

- 0.facebook.com is a light-weight, text-only version of the standard Facebook mobile site m.facebook.com and is offered **free of charge** for Orange Deezer subscribers.
- Viewing photos is one click away; the user pays for data when viewing photos

2. How does it work?

- Access your browser from your mobile and enter 0.facebook.com or zero.facebook.com
- Ensure that the APN being used is 'Orange' and you are connected on 3G, not WIFI.

3. Can I go directly to my Facebook embedded app to benefit from free charging?

- No. Facebook embedded apps normally go to m.facebook.com and are hence, charged at standard rates.

4. What features do I have with Facebook zero?

You Can:

- Check notifications/events
- Update your status
- Edit your profile
- Send messages
- Search friends
- Write on friends walls
- Add new friends
- Select to view albums or photos **BROWSING RATES WILL APPLY.**

5. Is there a cost attached to use this service?

- Facebook 0 is a free service, however if you were to navigate away from the free homepage regular browsing rates might apply.
- You will get a message at the top of the page once you are connected to the chargeable page



6. What is the cost if I access the chargeable pages?

- It will be deducted from your data package or if you have exceeded the package, you will pay standard PAYG tariff (Rs3.53/MB for prepay and Rs3/MB for postpay)

7. Can I upload a photo from my phone directly to my Facebook account using Facebook zero?

- Yes, you can upload a photo to your profile, however browsing rates will apply