

# Frequently Asked Questions

## 1. Getting started with Leko

**What is Leko?** Leko is an audio on demand service by Seychelles Broadcasting Corporation. It is available via the Radyo Sesel and Paradise FM mobile applications. Subscribers get unlimited access to a multitude of radio programmes & music content for a minimal fee.

**Where can I download Leko?** Leko is available via the Radyo Sesel and Paradise FM mobile applications.

To install the Radyo Sesel and Paradise FM mobile applications, go to Google Play Store on your Android phone or App Store on your iPhone/iPad

1. In the Google Play Store or App Store, search for 'Radyo Sesel' or 'Paradise FM' app
2. Once you've found the app, select Install and the app should begin to download
3. After you've downloaded it, select Open and this will bring you to the app which you can begin to use straight away
4. Tap on Leko at the bottom right corner of the task bar

### **Why can I not find Leko in App Store or Google Playstore?**

Leko is an in-app service on the Radyo Sesel and Paradise FM mobile applications.

**What contents are available on Leko?** Users have access to a wide range of archived, retro, and current audio content. These contents include music by various Seychellois artists and a collection of radio programmes found in SBC's audio catalogue.

**Why are some content on Leko labelled 'freemium'?** Freemiums are free to access content on Leko. Subscribers can get a glimpse of Leko through its freemium contents and how the platform works before proceeding to subscribe.

**Why are some content on Leko marked as premium?** Premium content refers to All must-have content on Leko. With a premium account you also have access to other great features such as downloads, My Playlist, exclusive releases, and many others.

**What is the difference between freemium and premium content?** Freemiums are free to access content on Leko allowing SBC radio app users to sample the content on Leko. Premium refers to all other on-demand content available on Leko. You must subscribe to access the premium content.

**What is My Playlist?** My Playlist is your personal space on Leko. It is where you will keep all your favourite individual programmes and music clips for easy access.

**How do I create My Playlist?** When you find an episode or a clip that you would like to listen to later,

1. Select your clip and click on the three dots
2. Select Add to Playlist
3. Tap on the Playback Bar at the bottom of your screen or the Playlist option in the side menu to view your Playlist.

**Can I listen to content on My Playlist offline?** To listen to content offline, you must first download the content. To download:

1. Select your clip and click on the three dots
2. A drop-down menu will appear, select **Download**
3. Your downloaded content will be in **Downloads** at the top right of the home screen

**Why are contents not loading?** You must ensure that you have a stable internet connection. Should the issue persist, you should 'Request App Support', by going on the top left side of the page and click on the 3-bars to access the 'request app support' option.

**What is the difference between Leko and other audio on demand platforms?** Leko has by far the largest and most varied catalogue of authentically Seychellois content found nowhere else.

**I am outside the Seychelles; will I still have access to all content on Leko?** All Leko content are available to subscribers irrespective of location.

**How long is a programme or music clip available on Leko for?** All content on Leko are for an indefinite period.

**How do you choose the content on Leko?** The selection of podcasts currently on offer has been chosen to represent a wide range of SBC radio audio output and our extensive music Library we hope that you will find something which interests you. Every month new content is added to Leko to improve your experience.

**Why are the most recent radio programmes not available on Leko?** Most recent programmes aired either on Radyo Sesel and Paradise FM are available as podcasts on the respective station's app within a short period of time after it has been broadcast. Find the recent programme you would like to listen to in the **Rewind** tab at the bottom left corner of the app home screen. These are also 'freemiums'.

**Can I use Leko on my computer?** There is no Leko app for computers. On your computer, simply head to the SBC website, [www.sbc.sc](http://www.sbc.sc) to listen to live radio, and podcasts.

**Can I use Leko through my Bluetooth speakers?** Yes, you can enjoy Leko content using your Bluetooth speakers.

## 2. Payment, registration & Subscription

**How can I pay for Leko?** Users can pay for Leko subscription online through Google Pay or Apple Pay. Users can also make cash payment for Leko at SBC headquarters, Hermitage; SBC Sales Office at Kanna Mall or SBC Praslin Office in the Pension Fund Building at Grand Anse, Praslin.

**What are the available subscription plans?** There are three available subscription plans; monthly at US\$9.08; Bi-annual – for a period of 6 months at US\$48.17 and annual for a year at US\$77.30. All subscription plans are renewable.

**How can I view the available subscription plans?** Open the Paradise FM or Radyo Sesel Select Leko icon.

1. Click on the 3-bars at the top left of the Leko home page.
2. On the drop-down menu select Settings > Subscriptions
3. Choose your preferred subscription plan from the three options then proceed to payment

**Why do I have to register to access Leko?** By registering, you are declaring that you are a genuine user, and it will allow our team to identify your account and assist you should you require assistance. To register:

1. Tap on the three bars at the top left side of your screen.
2. Choose **My Profile** and complete the required fields
3. Click **Save** at the top right corner of the screen to save your profile
4. You will receive a One Time Password that you will have to enter to complete your registration

**Can one subscription give a user access to Leko on both Paradise FM and Radyo Sesel apps?** Leko subscription is not transferable across SBC radio apps. Users will need to choose the app that suits their desired interest and subscribe on that respective app. A subscription on one app will not grant the user access to Leko on the alternative app.

**I've subscribed. Why am I not getting access to Leko?** If you have paid for a subscription on Leko, please refer to the confirmation message received on your device either via text or email.

1. Open the tab on the top left of the Leko home screen and click on 'Request App Support'
2. From then, enter the requested details and type in the issue in the respective field
3. The Leko / Fabrik team will contact you and work to rectify the issue within 48 hours

**Can I cancel my subscription?** You can cancel your subscription at any time if you have paid through online payment. Nonetheless, you will continue to enjoy the content for the entirety of the subscription period. To cancel your subscription:

1. Tap your profile picture in your Google account/ Apple account

2. Tap on the **Leko** membership that you want to cancel
3. Tap **Continue** to cancel
4. Select your reason for cancelling and tap **Next**
5. Tap **Yes**, cancel

**Why are the pricing options displayed in US dollars?** Although the Leko subscription plans are displayed in US dollars, the fees are the equivalent in local currency and does not vary from country to country.

**I paid for only one month's subscription, why have I been charged again?** All subscriptions will auto renew unless you have changed that setting in Google Play or the App Store.

### **3. Contact Us**

**I've encountered an accessibility issue, what should I do?** You can also get in touch and we will support you through the process. To request app support:

1. Navigate to the tab on the top left of the Leko home screen
2. On the drop down menu select 'Request App support' option
3. The Leko / Fabrik team will contact you and work to rectify the issue within 48 hours.

**How can I get in touch if I have a question?** If you have a question and it hasn't been answered here, you can email us at [lekosupport@sbc.sc](mailto:lekosupport@sbc.sc) and we will try and get back to you or call us on – 4289767 or 4289745.