

EUROLIVE / MYKOCAM

F.A.Q

Independent Models

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1. YOUR ACCOUNT

- My account is still not validated, why?

This may be due to several aspects:

You don't observe the minimum requests to have a valid account.

- You haven't loaded the 3 photos minimum
- You haven't loaded your identity card (or your partner's, for a couple)
- You haven't filled out your profile (descriptions, secrets, likes)
- You already have an account on the site

The first thing to do is to check the present table on the homepage of your interface :

Etat de votre compte (délai de validation: 24h/48h)

- ✓ Main photo

- ✗ minimum 3 photos, one of your face - [[Add photos](#)]
 - Model's identity document 1 - [[Add an identity document](#)]
 - ✗ Model's identity document 2 - [[Add an identity document](#)]
 - ✗ Profile : My description - [[Fill out your profile](#)]
 - ✓ Profile : My likings - [[Fill out your likes](#)]
- ✓ **You can perform a show**

Key

- ✗ Incomplete
- ✓ OK
- Validation pending

You can notice in the example above that two identity cards are missing (it is the case of a couple's account).

As long as there is a red cross in this table, your account cannot be validated, and it is useless to contact us, we will direct you to this FAQ.

If there is no red cross displayed, be patient, an administrator will validate your account in less than 48 hours (except the weekend).

- The xDELx information has been added to my nickname, why?

This means that your account has been removed by an administrator for one of the following reasons:

- You already have an account on the site that doesn't allow you to open another one (it is often the case if you were before in a studio we have agreements with or if you already had an independent account and you received payments)
- You are less than 18 years of age.
- We don't authorize you to work on our site (generally speaking, you have not observed the rules and we don't wish to work with you any longer.)

Yet you can ask for more information through the « Support request » link.

- My account is suspended, how can I reactivate it?

An account is NEVER suspended without a certain reason.

An account is generally suspended because you haven't observed certain rules. It will remain suspended as long as you don't bother to ask us WHY we have suspended you. We will not contact you to tell you the reasons, it is you who have to make the effort and be aware of what you have not observed.

In all cases, we advise you to read the « Sanctions Guide » available in your interface even before opening your room for the first time.

Don't forget that even if we are flexible, our patience has limits and your account can be removed without previous notice.

- I would like to modify an address or some photos

It is important to keep your account updated in order to optimize your results (for instance, you have changed your hair colour from blond to chestnut).

You must send a «support request» through your interface, indicating the items that have to be modified.

In the case of the photos, please indicate the numbers of the photos concerned and the modification that you would like to make.

You can modify the secrets, description and your likes by yourself but they will be submitted to a new validation by the administrator.

2. THE PAYMENTS

- Payment under 100 €

If you have not reached the 100€, your commissions will be added the next month when the same rule will be applied.

- Payment by Bank Transfert (Wire)

If you wish to be paid by bank transfert, go to your interface and choose “My Payment Method”.

You'll be able to give all your bank detail.

If your bank account is inside the IBAN zone, the case of all the European countries, you MUST give us the IBAN Code, else, your informations will be rejected.

- Payment Schedules

Depending the date we receive your bank informations, the day of payment will be changed :

Informations received between :

- before 30th of previous month, payment on the 10th
- after 30th of previous month, your commissions will be reported on the next month

In all cases, this concern only payment for previous months and not commissions made on the current month.

Sundays and Mondays are excluded, in this case the payments are made on the next Monday morning.

PLEASE DO NOT CONTACT US TO KNOW YOUR PAYMENT HAVE BEEN DONE. If we haven't announced you anything your payment was made on the 10th in the evening. We will not answer to any request of this genre if everything functioned normally.

ID YOU DIDN'T RECEIVE YOUR PAYEMENT, PLEASE DO NOT CONTACT US BEFORE :

The 18th if you are paid by Bank Transfert (There is some delays between banks)

You have also information in your interface concerning your payment.

Validated: Your payment has been validated and it is in progress.

Paid: Your payment has been made (Bank Transfer according to your case)

Postponed: Your payment is postponed for the next month (certainly because it is less than 100 euros)

NOTE: The information from «Validated » to « Paid » is updated on 12nd, this doesn't mean payement haven't been done.

- I would like to cancel my account, what happens to my payments?

The rule of minimum 100€ remains in effect.

If you cancel your account and your commissions are less than 100€, they will be archived in case that you will wish to continue your activity later.

If you cancel your account and your commissions are more than 100€, they will be paid according to the same procedure as normally.

3. THE BACK CHARGES

- What are Back Charges?

The customers pay their chips with a bank card. In certain countries, like in France, these customers have the possibility to make an opposition to the payment during 6 months, which may occur sometimes.

When a customer makes opposition we take back your commissions, those earned by the customer, for the purchase he refused.

- The 10% Back Charge warrantee

We retain monthly 10% of your commissions for warranty in case that we have a customer opposition and you don't work on the site any longer and you don't have commissions that we can deduce.

These 10% are totally transferred 6 months later, for the current month.

For instance :

The back charges of January are paid in July

Those of February in August etc ...

This security appears in the «Anti- Back Charge Security» zone.

This amount may be negative (we retain a part of your commissions) or positive (we transfer the warranty retained 6 months before).

- Customer opposition

When a customer makes opposition, we retain the commissions that the customer did not pay.

Then you will see an amount in the «Back Charge» zone.

These amounts are irretrievable and definitively lost and we remind you that customers have up to 6 months to make opposition.

We do our best to limit the back charges trying, for instance, to limit the fraud at maximum, but we have no possibility to prevent a customer from making opposition to a payment.

It is also your responsibility to perform a perfect private session so that not to deceive the customer.

Any customer who makes opposition to one of his purchases is definitively banned from the site and he will never be allowed to join a private session again!

- THE CAM2CAM AND THE SOUND

The customers can activate their webcam ONLY during the private One2One and One2Many sessions.

The customers spying on your show do not have this option.

If you have a microphone you can activate it during your private One2One and One2Many sessions.

You cannot hear the customers even if they have a microphone.

WARNING: The sound is available only for the models who have acquired at least 4000 coins over a month (from the 1st to the 31st). It is an automatic process. If you own 4000 coins your sound will be activated the next night.

Please pay attention that the vocal chat is controlled and monitored. Our moderators can listen to you in order to assure themselves that you observe the rules.

It is very important that you understand that if you're providing a phone number or an e-mail address in the vocal mode will be SEVERELY sanctioned (suspension, financial penalties) and in all cases you won't have access to the sound any longer!

4. MISCELLANEA

- How to recognize a chat administrator/moderator

Don't let yourself be abused by smart guys on the chat pretending to be administrators or moderators to ask you to get undressed or take over your email/ telephone number.

An administrator/moderator does NOT appear in your chat list. If one of them talks to you, you will see his messages appear in dark red.

All the other colours correspond to chat members or customers!

An administrator/moderator will NEVER ask you your email, your password or any other method to contact you on the «chat ».

An administrator will never contact you via MSN, YAHOO or your personal email address. He will always do it by means of your interface. His messages appear in the «Support Request » link.

Don't hesitate to give us the nicknames of the people pretending to be moderators, we will interfere.

Here is the current list of the moderators' nicknames who can contact you (writing in dark red to remind you)

- admin (general administrator)
- moderator (he checks the chats and he is in charge with your Eurolive account)
- johan & steph (they check the chats and they are in charge with your Mykocam account)

- How to contact the administrator, the moderators and the support

The ONE and UNIQUE possibility is to use the «Support request » link available in your interface. It is useless to contact us at another address, you will not get as an answer to use this link and you will waste time with the answer.

The maximum answering period is of 96 hours, but it is of 48H on the average, according to the number of requests received, that is why it is important to read this FAQ so that not to overload the support with questions whose answers can be found in this document.