

## IFOLLOW FREQUENTLY ASKED QUESTIONS

### UK & Republic of Ireland Fans

#### **What is iFollow?**

Ahead of the 2017/18 season, the EFL is improving the PlayerHD service, which will be relaunched and renamed iFollow. As part of your club's new website iFollow will offer fans, based in the UK and Republic of Ireland, access to live audio commentary, as well as extended highlights and exclusive behind the scenes videos in HD, across desktop, mobile, tablet and app.

#### **How much does an iFollow subscription cost?**

Season passes are available for £45.

#### **Can I purchase a pass on a monthly basis or for a single game?**

At present only season passes are available.

#### **What devices does iFollow work on?**

iFollow is available across desktop, mobile, tablet and app.

#### **What clubs offer iFollow subscriptions?**

Only clubs who have opted in to utilise the iFollow platform will be able to offer subscriptions to iFollow. These clubs are known as EFL Digital clubs and have launched new websites which include the iFollow platform. To check whether your club has opted in to utilise iFollow see below, or click [here](#).

#### **Why are some clubs not currently offering iFollow?**

iFollow is only available to clubs playing in the EFL during the 2017/18 season and who have opted in to utilise the iFollow platform. Any club which is not listed above will still be able to offer fans live match audio commentary of their games, but will provide their fans with access through their own club digital services should they wish to.

We are therefore unable to provide subscriptions to fans of Accrington Stanley, Aston Villa, Birmingham City, Bristol City, Charlton Athletic, Derby County, Forest Green, Fulham, Hull City, Leeds United, Middlesbrough, QPR, Sunderland and Wolverhampton Wanderers.

If you are a fan of one of these clubs please contact your club for more information.

#### **Why do fans in the UK and Republic of Ireland not have the same access to iFollow as international fans?**

Under the EFL's existing broadcast agreement with Sky Sports clubs are unable to offer fans in the UK or Republic of Ireland the same access to iFollow as international fans.

#### **When can I subscribe from?**

Now! iFollow is now available as part of all EFL Digital clubs' new websites.

#### **How do I subscribe to iFollow?**

Simply click [here](#) and select your club from the list shown. You'll be directed straight to your club's iFollow page where you can subscribe.

#### **If I am subscribed to my club's PlayerHD service will I automatically join iFollow?**

If you are an existing PlayerHD subscriber then your account will now have been transferred to the new iFollow service. Existing PlayerHD users will now be able to log in with their existing log in details.

#### **If I live in the UK or Republic of Ireland and subscribe to iFollow, will I be able to watch games on iFollow when travelling abroad?**

# EFL DIGITAL

No, in order to live stream games on iFollow you would need to purchase a separate pass whilst based abroad. Upon your return to the UK or Republic of Ireland you would not then be able to watch games but you would be able to listen to live audio match commentary on either of your passes.

## **What commentary will be used on iFollow?**

Commentary to accompany games on iFollow is managed by EFL clubs. Please contact your club should you have specific questions on your club's commentary.

## **I have a different question that has not been answered. Who can I contact?**

Please email [iFollow@efl.com](mailto:iFollow@efl.com) with any other queries.