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Music subscription service

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Pure Support - UK - 2019-02-21 - in Pure Music

At the heart of Pure is our passion to enhance how we all experience the music and radio we love. Pure identified an opportunity some years ago to provide its customers with a unique music service, one that combined a radio service with the tracks and albums from your favourite artists and on demand. We have strived to make this an offering that is differentiated and adds value to your listening experience.

During this time frame the world has changed and there has been significant growth in the number of global music services. With this in mind, we have decided to focus our efforts on developing a world class, dedicated radio service and to discontinue the music streaming service feature from 16th October 2015.

Pure has a strong heritage within radio and we will continue to focus on making the radio service a world class experience. We recognise that many thousands of our customers who regularly used the radio elements of the service also used the music streaming functions. As a thank you, until October 16th you can enjoy music streaming on Pure Connect absolutely free. No need to cancel - you simply won't be charged for streaming at your next renewal date.

If you've purchased tracks on Pure Connect, we recommend you download them before the 16th October.

Request a refund from your Top Up Account

If you wish for a refund then of course we can get this refunded back to you. Before contacting us, please just make sure your payment details are up to date in the Payments section of Your Account when you have signed in at <http://connect.pure.com>. Then click [here](#) to send us a request for a refund and confirm the email address of the Pure Connect account. We can then request the refund from our Payment Provider. Please note that this will take 3-5 working days for the funds to reach your account once our agent has

picked up your support ticket.