

## SwansTV LIVE FAQs

When can you watch games?

LOCATION	WEEKDAYS MON - FRI*	SATURDAY 12:00PM KO*	SATURDAY 2:45 - 5:15PM*	SATURDAY 5:30PM KO*	SUNDAY*
UNITED KINGDOM & IRELAND	✓	✓	✗	✓	✓
REST OF THE WORLD	✓	✓	✓	✓	✓

\* Unless scheduled for domestic and international transmission (Saturday 2.45 - 5.15pm KO's cannot be watched in the UK regardless). Isle of Man and the Channel Islands are also excluded from live international streaming.

### What is SwansTV (non-Live version)?

SwansTV is the club's free video service that includes exclusive behind-the-scenes videos, match highlights, interviews and under-23 live match coverage.

### What is SwansTV Live and what does it offer?

Live Audio: SwansTV Live offers fans alternative ways to follow matches if they can't attend games with live commentary of every game during the season.

Live Video: Live video coverage of games is also available for all domestic and international fans, but there are restrictions on what fixtures can be broadcast due EFL broadcasting rules and regulations.

Live video broadcasts can only be watched on desktop, but can be accessed on mobile and tablet devices via the club's official app. Live audio commentary is available on all devices.

### How much does a SwansTV subscription cost?

The following is a breakdown of the subscription packages and their costs:

#### Live Video:

Seasonal Pass (International only. Does not automatically renew): £110

Monthly Pass (International only. Automatically renews unless cancelled): £14.99

One Game Pass (International): £7.99

One Game Pass (UK and Ireland): £10

**Live Audio:**

Seasonal Pass (Worldwide. Does not automatically renew): £45

Monthly Pass (Worldwide. Automatically renews unless cancelled): £5

**Can UK users purchase a pass on a monthly basis or for a single game?**

Live audio commentary is only available to UK users on an annual and monthly subscription basis. Live video is only available on a one game basis for eligible broadcasts.

**Will my seasonal or monthly subscription automatically renew?**

Annual subscriptions will not automatically renew and will expire on the date stated when you sign up. Monthly audio/video packages will automatically renew unless cancelled. Individual game packages will expire after the purchased game. They are one-off payments.

**What devices does SwansTV Live work on?**

Live audio commentary can be accessed across desktop, tablet and mobile devices with up-to-date browsers. Live video streams are only available on the desktop version of the official swanseacity.com website or via the official club app on mobile or tablet.

If you are unsure whether your technology will support SwansTV Live, please contact swanstvlive@streamamg.com with your device and browser details.

**What are the system requirements?**

For use of SwansTV Live your device needs to comply with the following minimum system requirements:

Processor: 2.33GHz or faster x86-compatible processor, or Intel® Atom™ 1.6GHz or faster processor for netbooks;

Memory: 2GB (1GB for netbooks) 128MB of graphics memory.

Operating Systems: Windows 8.1 or later, Mac 9+

Browsers: latest versions of Microsoft Edge, Mozilla Firefox and Google Chrome, Safari; 512MB of RAM (1GB of RAM recommended for netbooks)

Mobiles & Tablets: Operating System: Android 6+, iOS 9+

**What are the internet connection requirements?**

You will require a WIFI or broadband internet connection (DSL/cable or higher) with a minimum download speed of at least 1.2mbps with latency not exceeding 100ms for SD and 4mbps with latency not exceeding 50ms for HD.

I'm having issues with my video or audio feed. What can I do?

In the first instance please report your technical issues to swanstvlive@streamamg.com who can investigate whether there is a problem with the broadcast. If there are no issues at the broadcast end, we'll ask you to confirm some details about the device, software and your internet connection.

Please note that it is your responsibility to ensure you are using compatible technology ahead of purchasing a SwansTV Live subscription.

### **How do I get a refund?**

Refunds can only be issued for people who have reported a technical issue during the game and it proves to be a fault of our providers and cannot be rectified. Please note that if you do not watch a stream through choice, or don't report a technical issue to customer service during the game, we will not be able to issue a refund. Refunds will not be issued for supporters attempting to access via a VPN or using a smartphone or tablet browser.

Why don't fans in the UK and Republic of Ireland have the same access to SwansTV Live as international fans?

This is due to the EFL's existing broadcast agreement with Sky Sports.

### **How do I subscribe to SwansTV Live?**

Visit the website: <https://www.swansea.com/video/packages>

You can only sign up to SwansTV Live via the Official Swans website, by clicking on SWANSTV LIVE which is under SWANSTV on the main navigation.

Are Carabao Cup games available?

No, they are not permitted under EFL TV broadcast regulations. However all monthly and seasonal subscribers will have access to audio of the games free of charge.

Are FA Cup games available?

No, they are not permitted under FA broadcast regulations.

Please note that fixtures may also be selected by international rights holders apart from Sky Sports. These will also be excluded from live streaming.

As a UK or Republic of Ireland subscriber, can I watch all the club's games?

No. Under EFL rules, only games that kick off outside the 3pm Saturday window can be live streamed. Bank Holiday fixtures and those shown live on Sky Sports are also excluded.

Do I have to pay to watch the club's under-23s fixtures?

No. The club will endeavour to live stream all fixtures free of charge.

Do I have to pay to watch the club's non-live content?

No. SwansTV will still provide a free video service that includes exclusive behind-the-scenes videos, match highlights, interviews and under-23 live match coverage. We will be requiring fans to sign in to watch this free content shortly. This is to capture all of our fans information to be able to deliver a personalised user experience on our digital platforms.

Can I watch the live stream games in my local pub/bar?

No. It is for private, individual use only. Commercial premises are excluded from the live streaming service. The EFL has a strict monitoring policy in operation and will prosecute any premises illegally streaming live games.

Can I get an illegal feed?

All feeds of the game are monitored by the club and the EFL. The EFL has a strict monitoring policy in operation and will prosecute individuals who illegally stream live games.

If I live in the UK or Republic of Ireland and subscribe to SwansTV Live, will I be able to watch international games when travelling abroad?

Domestic fans travelling overseas will have the same access as international users only if they buy an international subscription to SwansTV Live once abroad. This is because the UK and Ireland subscriptions have different entitlements to the international subscriptions and you can only access international subscriptions outside of the UK & Ireland.

For international fans travelling to the UK & Ireland you won't be able to view live streams that you are eligible for as your IP address when connecting to the internet will identify you as not being in an eligible country.

My feed keeps buffering. What's wrong?

Is your connection fast enough? Try to stop all current downloads, videos you are watching or torrents and visit <http://www.speedtest.net>. Test your download speed. Results should show a minimum of at least 2Mbps to process streamed content along with usual browsing activities efficiently.

I'm receiving a "media not found" message

The live video or audio commentary player will only be live during a match. If the game has kicked off and you are receiving this message, please contact : [swanstvlive@streamamg.com](mailto:swanstvlive@streamamg.com).

Will Cup games be live streamed?

Due to EFL and FA broadcasting regulations, only league matches will be streamed via live video. FA and League Cup matches are not eligible for UK and Ireland or international fans. However, live audio commentary will still be available for all cup games for all our fans worldwide.

How do I cancel my subscription?

To cancel your subscription, please email [swanstvlive@streamamg.com](mailto:swanstvlive@streamamg.com) with your cancellation request.

Please be advised that three working days' notice is required for cancellation. Cancellation within this period may result in your being charged for the next period.

How do I register for the service?

You can register and purchase a subscription by visiting [www.swansea-city.com](http://www.swansea-city.com) and clicking SWANSTV LIVE under SWANSTV on the main navigation.

I've forgotten my Username / Password

If you've forgotten your username and / or password then please click on the relevant links on the login screen.

If you have any further queries, please contact customer services at [swanstvlive@streamamg.com](mailto:swanstvlive@streamamg.com) and you will receive an email with your Username / Password reminder.

What happens if no games are shown in my subscription period?

If you are on a monthly package, it is an accepted risk that some months will have more live fixtures than others, so no refund will be given in those cases. While we realise that this might be frustrating, we do not increase costs in months that have lots of games and this is an accepted risk by the club. We believe it will balance out over the course of the season.

Why can't I view the live stream on mobile?

All live games can be viewed on desktop / laptop. On mobile and tablet devices, games cannot be accessed through the mobile browser due to EFL regulations. However, coverage can be accessed via the official Swansea City App.

The app is called The Official Swans App and can be found on Google Play/ Apple Store

For the best support with the live stream and audio commentary, the recommended browser is Google Chrome across all devices. The streaming may not be supported on some versions of Internet Explorer.

Can I watch a full match replay?

Yes. The full match replay will be available on our official website approximately 24 hours after the game, subject to EFL broadcast holdback. For example, a 3pm Saturday kick off will be available, together with shorter highlights, from noon on the Sunday. This will be a free service to all supporters.

Does my live video subscription allow access to live audio commentary when a match cannot be broadcast?

Yes, your live video subscription includes all audio streams. So, if a game is not available to watch live, you can always listen to it.