

**SWANSTV LIVE FAQs
FOR GAMES PLAYED BEHIND-CLOSED-DOORS 2020-21 SEASON**

When can you watch games?

UK only

Season ticket holders: Season ticket holders for the 2020-21 season will be emailed a promotional code on Monday 14th September for the detailed league fixtures below.

Season ticket holders are reminded that all home league fixtures will be available for live streaming, and under EFL rules is our ability to stream all of our seven away midweek League fixtures to season ticket holders. Please note, if a weekend fixture is moved to a midweek fixture or a Friday, it will **not** be included in the seven league midweek streaming fixtures.

Therefore, as Swansea City have seven league midweek away fixtures for the 2020-21 season, we can confirm that these fixtures will be included.

This streaming service will be available to season ticket holders while matches are held behind closed doors, thus meaning that these are games that fans are unable to attend.

All other away league matches (weekend away fixtures) - which are not broadcast on Sky - are available to purchase for £10 per match as per EFL requirements. This is not a club decision, with the decision over this matter being taken by the EFL. Please see below.

Please note – all Cup matches will be available to purchase for £10.

Season ticket holders match passes (excluded from the above fixtures): Any League and Cup match passes excluded from the season ticket holders stream (as detailed above) will be available to purchase for £10 per fixture. All games will be available to stream except those selected for 'live' broadcast by Sky Sports and any play-off fixtures.

To purchase click [HERE](#) please scroll to the bottom of the page

Non-season ticket holders: Supporters who are not due to receive a promotional code can purchase each individual game for £10 at the bottom of this page. Matches will appear when they are available for sale.

2020-21 season ticket holders can also purchase away league matches and Cup matches which are excluded from their package (shown above) by the same means.

Once purchased please note that you DO NOT receive a streaming code and all you need to do is purchase the game below and then go to the **HOME PAGE** of the website where the button **LIVE NOW** appears on the top left of the website (under the Swans logo) Then you need to

CLICK on the words LIVE NOW and the screen will drop down for you to start watching the game.

Unfortunately, live Sky fixtures will not be available to purchase.

To purchase click [HERE](#) please scroll to the bottom of the page

International (non-UK) only

For supporters outside of the UK, seasonal, monthly and individual match subscriptions are available for sale at a cost of:

£140 – seasonal

£20 - monthly

£7.99 - individual matches

Seasonal and monthly subscriptions will be available live on the website from Monday 7th September 2020.

Unfortunately, any fixtures broadcast 'live' in the UK by Sky Sports or selected by Pitch for international feeds are not available to stream, except for Dark Market countries (list at the end of this document).

The above relates to league matches and Cup matches, if permitted to be streamed abroad will be payable at the individual match price above.

Please click [HERE](#) for your subscription options for league matches.

I have a season ticket code, what do I do?

You will need to be logged in and registered to correctly redeem a code. Please follow this link once logged in to redeem the voucher [HERE](#)

Season ticket holders for the 2020-21 season will be emailed a promotional code on Monday 14th September. If you have not received a code by then, please email ticketoffice@liberty-stadium.com.

Our ticket office is open for enquiries Monday to Friday, 10am to 5pm. Please either email the ticket office on ticketoffice@liberty-stadium.com, or phone the ticketing line on 01792 616400, please select option 1. The ticket office remains closed for in person enquiries at present.

The ticket office phone lines will be open for 90 minutes prior to kick-off for each fixture.

Please use this email and telephone number for matters relating to missing codes or general set up advice.

For technical advice, email swanstvlive@streamamg.com.

Step-by-step guide

1. User receives code via email
2. Use a computer / desktop to first redeem your voucher for simplicity.
3. User should go **HERE**
4. Scroll down and enter the code in the box 'Have a gift voucher or discount code?'. Click 'Redeem'.
5. If user is logged in, they'll see the success message.
6. If user isn't logged in, they'll be prompted to login to their Swans Club Account, then they'll see the success message. If you haven't got a Swans Club Account, you need to register one. You are advised to do this in advance. Click here to set one up (if you set up a new Swans Account you will be sent an email to activate your account – you must do this to be able to redeem the code). Remember to enter your email address without leaving any spaces at the end. Passwords can be case sensitive. If you have forgotten your password – you can reset it here
7. Click on the Swans logo on the top left-hand corner of your screen - this will take you back to the home page.
8. Live stream is then available to view from the home page of the official website (the live logo is in the top left corner, under the Swans logo). Ensure that you have selected the video or audio button. The link on the official Swans App will either be in the Swans tab or Live tab on the bottom of your device.
You will see Club partner adverts being played such as Swansea University, Trade Centre Wales etc. This shows that your feed is working.
9. Each voucher can only be used on one device at a time and once redeemed – you do not need to do this process again.
10. Reminder that if watching the stream on a mobile device, the club app MUST be used due to EFL regulations. The feed will not work on the swans 'website' if using mobile or tablet device.
11. Please log into your account from one hour before kick-off. We advise that you log in well ahead of kick-off so we can rectify any issues in plenty of time. We cannot guarantee resolving issues if large numbers sign in just before kick-off.

What devices work for the live stream?

Live video streams are only available on the desktop version of the official swanseaclub.com website or via the official Swans App on mobile or tablet. Your Official Swans App must be kept up to date for it to work efficiently. If you visit the Appstore or Playstore and look at upgrades, then this will flush out any bugs identified.

You can download the Swansea City Official App:

IOS - [HERE](#)

Android - [HERE](#)

You cannot watch via a mobile device, unless it is through the official Swans App, due to EFL rules. It is also not available on AppleTV, Chromecast or any other big screen streaming devices, also due to EFL rules.

You will need to ensure you have adequate internet connectivity to ensure that you can receive the live stream for matches.

Audio is available on all devices.

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?

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, Google Chrome and Safari

*Internet Explorer and Opera are not supported for Live Video

512MB of RAM (1GB of RAM recommended for netbooks)

Mobiles & Tablets Operating Systems: Android 6+, iOS 9+ *some OS may still not be supported by manufacturer.

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 (mobile data may not be supported). For users travelling abroad, please use a Wi-Fi network or broadband connection to purchase and view the pass to avoid extra charges and maintain full compatibility (this allows the country you are in to be recognised as a selected territory).

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

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 will need to complete troubleshooting steps, these may involve confirming 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 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 do not report a technical issue to customer service before or 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.

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. We would ask anyone who observes these feeds to anonymously inform us via

swanstvlive@streamamg.com as it has a negative effect financially on the club.

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 or when the live feed is switched on just prior to kick-off. If the game has kicked off and you are receiving this message, please contact via swanstvlive@streamamg.com

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 or email accountquery@swanseaclub.com.

Alternatively phone our ticket office Monday – Friday (10am – 5pm). The ticketing phone lines will be open for 90 minutes prior to kick-off for each fixture.

If you have any further queries, please contact customer services at accountquery@swanseaclub.com and you will receive an email with your Username / Password reminder.

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

All live games can only be viewed on desktop / laptop. Mobiles, tablets and game consoles cannot be accessed through the mobile browser or pre-installed browsers due to EFL regulations. However, coverage can be accessed via the official Swans App.

For the best support with the live stream and audio commentary, the recommended browser is Google Chrome across all devices. Internet Explorer is not supported.

Live audio

You can listen to live commentary of all Swansea City fixtures.

Dark Market countries

Europe: Albania, Cyprus, Faroe Islands, Gibraltar, Hungary, Liechtenstein, Luxembourg, Malta, Moldova, Netherlands, San Marino, Ukraine. **Middle East and North Africa:** South Sudan. **Asia:** Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, East Timor, Hong Kong, Indonesia, Japan, Malaysia, Maldives, Mongolia, Myanmar, Nepal, North Korea, Pakistan, Philippines, South Korea, Sri Lanka, Taiwan, Thailand. **Caribbean:** Belize, Bermuda, British Virgin Islands, Cuba, Puerto Rico, St Barthelemy, St Helena, Ascension & Tristan da Cunha, St Kitts & Nevis, St Martin, St Vincent & the Grenadines, US Virgin Island. **South America:** Falkland Islands **Oceania:** American Samoa, Christmas Island, Cocos Islands, Cook Islands, Federated States of Micronesia, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, Niue, Norfolk Islands, Northern Mariana, Palau, Papua, New Guinea,

Pitcairn Islands, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futuna
Please note, dark market countries are subject to change by the EFL.