

WHAT IS SWANSTV (NON-LIVE VERSION)?

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

SUBSCRIPTION/PACKAGES INFORMATION

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 is also available for all domestic and international fans, but there are restrictions on what fixtures can be broadcast due to 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:

International Live Video:

- Seasonal Pass (Does not automatically renew): £170
- Monthly Pass (Automatically renews unless cancelled): £25
- One Game Pass: £10

UK and Ireland Live Video:

- One Game Pass: £10

Worldwide Live Audio:

- Seasonal Pass (Does not automatically renew): £45
- Monthly Pass (Automatically renews unless cancelled): £5

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.

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.

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.

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 and interviews.

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.

HOW DO I CANCEL MY SUBSCRIPTION?

To cancel your subscription, please complete the following steps:

1. Click **'Login'** in the top right-hand corner of the screen
2. When you are logged in, click **'SwansTV'** and then **'SwansTV Live'**
3. Click **'Manage Subscriptions'**
4. Click **'Cancel'** and enter the reason for cancellation
5. Click **'Finish Cancellation'** and it will tell your package expiry date
6. You are complete and no further action is required.

If you have any queries, please email 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.

If you have any further queries, please contact customer services at 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.

DOES MY LIVE VIDEO SUBSCRIPTION ALLOW ACCESS TO LIVE AUDIO COMMENTARY WHEN A MATCH CANNOT BE SCREENED?

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.

INFORMATION REGARDING DIFFERENCES BETWEEN UK/IRELAND AND INTERNATIONAL COVERAGE

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 game-by-game basis for eligible broadcasts.

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.

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.

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.

WHY ARE ALL GAMES AVAILABLE IN 'DARK MARKET' REGIONS BUT NOT TO ALL INTERNATIONAL FANS?

Again, this is due to EFL broadcast regulations.

There are countries who at this time do not have any broadcasting rights agreed with the EFL. The EFL regard these as 'Dark Markets'. Therefore, if you live in one of the countries below and purchase our seasonal international pass, you can currently watch **ALL** Swansea City' Championship clashes on our live stream.

Please note that this list can change at any time, but currently the 'Dark Market' countries are: Afghanistan, Albania, American Samoa, Bangladesh, Belize, Bermuda, Bhutan, British Virgin Islands, Brunei, Cambodia, China, Christmas Island, Cocos Islands, Cook Islands, Cuba, Cyprus, East Timor, Faroe Islands, Federated States of Micronesia, Fiji, Gibraltar, Guam, Hong Kong, Japan, Kiribati, Laos, Liechtenstein, Luxembourg, Malaysia, Maldives, Malta, Marshall Islands, Mongolia, Myanmar, Nauru, Nepal, Netherlands, New Caledonia, Niue, Norfolk Islands, North Korea, Northern Mariana Islands, Northern Mariana Islands, Pakistan, Palau, Papua New Guinea, Philippines, Pitcairn Islands, Puerto Rico, Romania, Samoa, Singapore, Solomon Islands, South Korea, Sri Lanka, St Helena, Ascension & Tristan da Cunha, St Kitts & Nevis, St Vincent & the Grenadines, Taiwan, Thailand, Tokelau, Tonga, Tuvalu, Ukraine, US Virgin Islands, Vanuatu.

However, other international regions do have broadcasting agreements in place with the EFL and, should the EFL's respective broadcast partners in those areas select a game for live TV coverage then we are unable to make our live stream for that fixture in that region.

It is the same principle as that in the UK and Ireland where games selected for live broadcast by Sky Sports – the EFL's domestic broadcast rightsholder – are not allowed to be streamed to domestic audiences under the terms of the agreement between the EFL and Sky Sports.

TECHNICAL INFORMATION

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.

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.

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.

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.

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.