

WHAT IS SWANS TV (NON-LIVE VERSION)?

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

SUBSCRIPTION/PACKAGES INFORMATION

WHAT IS SWANS TV LIVE AND WHAT DOES IT OFFER?

Live Audio: Swans TV 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 international fans, but there are restrictions on what fixtures can be broadcast due to EFL broadcasting rules & regulations and broadcast deals.

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:

- Monthly Pass (Automatically renews unless cancelled): £25
- One Game Pass: £10

Please note, from the start of the 2024-25 season, there will be no international live video seasonal pass.

UK + International Live Audio

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

CAN I VIDEO STREAM FIXTURES IN THE UK?

From the start of the 2024-25 season, video streaming passes will not be available in the UK as part of the new EFL regulations.

HOW DO I SUBSCRIBE TO SWANSTV LIVE?

Visit the website: <https://www.swansea.com/video/packages> You can only sign up to Swans TV Live via the Official Swans website, by clicking on 'SWANS TV LIVE' which is under SWANS TV 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 the following year. 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, selected 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. Swans TV 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 you 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.

The club will update supporters on which games are available in each region prior to each month.

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 VARIOUS INTERNATIONAL REGIONS

WHY ARE SOME GAMES AVAILABLE IN ALL INTERNATIONAL AREAS AND SOME ARE AVAILABLE ONLY IN SELECTED AREAS?

With the introduction of the EFL's new deal with CBS Sports on top of the Sky Sports agreement, some matches will be available in less international areas, ie. the United States. This depends on which games CBS Sports choose to broadcast.

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 SWANS TV LIVE WORK ON?

Live video and audio commentary can be accessed across desktop, tablet and mobile devices with up-to-date browsers. If you hold an eligible pass for the video or audio stream, you'll be able to access the streams in the official Swans App.

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

WHAT ARE THE SYSTEM REQUIREMENTS?

For use of Swans TV 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.