

Cardiff City TV FAQ's

When can you watch games?

Location	Weekdays Mon – Fri*	Saturday 12pm KO*	Saturday 2.45pm- 5.15pm*	Saturday 5pm 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 territories are included for live video match streaming?

For countries that are not listed below, you'll still be able to watch live video coverage of games **NOT** selected for broadcast in the UK or abroad. (The UK and Ireland is also restricted to not showing broadcast matches and Saturday 3pm KO)

Audio commentary of every match **IS** available to everyone in the world, regardless of location.

<u>Europe</u>	Armenia Cyprus Faroe Islands Gibraltar Hungary Liechtenstein Luxembourg Malta Netherlands San Marino Ukraine Vatican City
<u>Asia</u>	Afghanistan Bangladesh Bhutan Brunei Cambodia East Timor Hong Kong Indonesia Japan Laos Malaysia Maldives Mongolia Myanmar Nepal North Korea Pakistan Philippines South Korea Sri Lanka Taiwan Thailand
<u>Oceania</u>	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 Islands Palau Papua New Guinea Pitcairn Islands Samoa Solomon Islands Tokelau Tonga Tuvalu Vanuatu Wallis & Futuna
<u>Sub Saharan Africa</u>	Botswana Eritrea Ethiopia Gambia Ghana Guinea-Bissau Lesotho Liberia Namibia Sao Tome e Principe Senegal Sierra Leone Swaziland Western Sahara Zimbabw

What is Cardiff City TV and what does it offer?

Live Audio: Live audio 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.

*if applicable What is Cardiff City TV (non-Live version)?

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

How do I subscribe to Cardiff City TV?

Visit the website: www.cardiffcityfc.co.uk

You can only sign up to **Cardiff City TV** via the **Official Cardiff City FC website**.

How much does a Cardiff City TV subscription cost?

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

Live Video:

Seasonal Pass (International only. Does not automatically renew) : **£110 (pro-rotated down over the season)**

One Game Pass (International): **£5**

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 available seasonally, monthly or 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. Individual games packages are now one-off payments.

What devices does Cardiff City TV 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 **Cardiff City FC** website or via the official club app on mobile or tablet.

If you are unsure whether your technology will be supported, please contact cardiffsupport@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'm having issues with my video or audio feed. What can I do?

During the game, please report your technical issues to cardiffsupport@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 those 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 *Cardiff City TV* as international fans?

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

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.

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 selected fixtures **free of charge**. (not all fixtures will be available live)

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

No. *Cardiff City TV* will still provide a free video service that includes exclusive behind-the-scenes videos, match highlights, interviews and under-23 live match coverage. Subject to registering to the club's official website.

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. We would ask anyone who observes these feeds to anonymously inform us via cardiffsupport@streamamg.com

If I live in the UK or Republic of Ireland and subscribe to (club name/ pass service), 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 *Cardiff City TV* 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 via cardiffsupport@streamamg.com

How do I cancel my subscription?

To cancel your subscription, please email via cardifftvsupport@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.

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 cardifftvsupport@streamamg.com and you will receive an email with your Username / Password reminder.

Dependant on the service you may need to supply SSO support here*

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 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 **Cardiff City FC App**.

- The app is called The Official **Cardiff City FC App** and can be found on Google Play/ Apple Store

- On apple devices it's available for download:
<https://apps.apple.com/gb/app/cardiff-city-fc/id1021992485>
- On android devices it's available for download:
- <https://play.google.com/store/apps/details?id=uk.co.tribehive.fli.cardiff>

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. Live streaming is available within the app.

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.