



## SMART START SWEEPSTAKES

### FREQUENTLY ASKED QUESTIONS

**Q. When does the sweepstakes start and end?**

**A.** The contest and voting will run from July 16, 2024 at 9:00 am EST through September 16, 2024 at 9:00 pm EST. All photo and video entries must be submitted by September 16, 2024 at 9:00 pm EST pursuant to the Official Rules of the contest.

**Q. Who is eligible to participate?**

**A.** No purchase or payment of any kind is necessary to enter or win the Sweepstakes. It is open to all legal residents of the United States. Participants must be at least 18 years of age or older as of July 16, 2024. Additional eligibility restrictions apply, and may be found in the Official Rules.

**Q. How can I enter?**

**A.** Participating in the Smart Start Sweepstakes is as easy as A-B-C:

1. Publish a photo or video that shows how you or your family and friends are getting ready to head back to school and say goodbye to summer on Instagram, Facebook, YouTube or X (Formerly known as Twitter).
2. Tag Astound Broadband by adding the hashtag **#WeAreAstound** to your submission post. Your profile privacy settings must be set to "public" in order for the account holder to enter or win the contest.
3. Invite your friends and family to vote on your photo or video at [astound.com/smart-start-sweepstakes](https://astound.com/smart-start-sweepstakes), beginning on July 16, 2024 and ending on September 16, 2024.

**Q. How many times can I enter?**

**A.** One entry per household is allowed.

**Q. What can cause disqualification of my submission?**

**A.** Giveaway submissions can be disqualified for the following reasons:

- All duplicate and/or incomplete entries will be void.
- Submissions received before July 16, 2024 at 9:00 am EST or after September 16, 2024 at 9:00 pm EST will be discarded.
- Other reasons as set forth in more detail can be found in the Official Rules.

**Q. Why does my Social profile need to be public to participate in the Sweepstakes?**

**A.** In order for your submission to be displayed on the voting page along with all other qualified entries, the privacy settings of your profile must be set to **public**; otherwise, your photo or video won't be seen and identified as a contest entry on social media, even when using the hashtag #WeAreAstound.

**Q. How will winners be selected?**

**A.** Winners will be selected based upon the cumulative number of public votes each qualified submission of a photo or a video received by the end of the voting period on September 16, 2024 at 9:00pm EST.

**Q. How many times can I vote in the contest?**

**A.** Only **one vote per person** will be accepted to select the contest winner(s). Duplicate votes will be void, based on a unique identifier assigned to each voter.

**Q. Can I vote for my own photo or video submitted as an entry to the contest?**

**A:** Yes, you can vote for your own photo or video submission on the voting page. This would be considered your **one eligible vote**.

**Q. How do I know if I won a prize?**

**A.** An Astound Broadband representative will contact winners via the Social Media handle used to enter the contest. Winners will be contacted within three (3) business days after the winners have been selected.

**Q. I won! How will I receive my prize?**

**A.** Astound Broadband will confirm the correct shipping address via email or phone. Each prize will be sent to the winner directly.

**Q. Are prizes taxable?**

**A.** Yes, any federal and state taxes on the prize(s) are the sole responsibility of the Winner.

Please read the [Official Rules](#) completely for additional terms, conditions, and restrictions.

**Have more questions?** Call 1-800-427-8686, [chat](#) with one of our agents online, ask via Astound Broadband's official pages:

- Facebook page: @astoundbroadband,
- Instagram page: @astoundbroadband,
- X (Formerly known as Twitter) page: @astoundconnects.

**GOOD LUCK!**