



Magical Moments Giveaway

FREQUENTLY ASKED QUESTIONS

Q: When does the giveaway start and end?

A: The **Magical Moments GIVEAWAY** runs from October 22, 2024 through December 16, 2024.

Q: Who is eligible to participate?

A: No purchase or payment of any kind is necessary to enter or win the contest. The sweepstakes is open to all legal U.S. residents that are 18 years old or over as of October 22, 2024. Additional eligibility restrictions may apply and can be found in the official contest rules at astound.com/magical-moments.

Q: How can I enter the sweepstakes?

A: You can enter at astound.com/magical-moments by clicking on the "Enter Now" button that will take you to a submission form. You must complete all form fields and submit. Please note that all fields are required, and that all eligibility requirements must be met in order for an entrant to be eligible for the sweepstakes.

Q: How many times can I enter the sweepstakes?

A: Only once. Multiple entries will not improve your chances of winning; only the first qualified entry will be eligible to participate in weekly, monthly and grand prize drawings.

Q: What can cause disqualification of my submission?

A: Sweepstakes submissions may be disqualified for the following reasons:

- All duplicate entries received after the first qualified submission will be automatically disqualified and removed from all prize drawings. The original qualified entry will remain in the sweepstakes pool.
- Providing false information, including, but not limited to, your age, name, address, phone number, or email address.
- Submissions received before October 22, 2024, or after December 16, 2024.
- See "Official Rules" for additional disqualifying factors.

Q: Do I have to have a Facebook or X account to participate?

A: No, but Astound Broadband may announce the winners via social media (e.g., Facebook, Instagram and/or X).

Q: How many winners will Astound Broadband select?

A: There will be a total of ninety six (96) Weekly Winners, ten (10) Monthly Winners and four (4) GRAND PRIZE Winners.

Q: **How does Astound Broadband select winners?**

A: All winners will be selected randomly, at Astound Broadband's sole discretion. Weekly winners are eligible to win a Monthly and a GRAND PRIZE, but are not eligible to win another Weekly Prize.

Q: **How do I know if I won anything?**

A: Astound Broadband will notify the winner via the email and/or phone number provided when entering the sweepstakes. Winners will be contacted within 3 business days after winners are chosen.

Q: **What will Astound Broadband do with my information?**

A: Astound Broadband will not sell or share your data. Information you provide will only be used to verify Winner's eligibility to participate in the Sweepstakes and win a prize. For more information about eligibility requirements, please review the Official Rules accessible via astound.com/magical-moments. For additional information, please review our [Privacy Policy](#).

Q: **Where can I get a list of prizes?**

A: The full list of prizes can be found in the Official Rules document accessible via astound.com/magical-moments page.

Q: **I won! What if I don't like my prize...?**

A: We're sorry, but no exchanges, refunds, or cash values are allowed for prizes.

Q: **I've won! What Next?**

A: Astound Broadband will send you an email or call to notify you of your win, and at the same time, ask you to confirm your mailing address provided with your entry and require you to sign and return any applicable documents related to the Sweepstakes, which may include, but not be limited to, a letter of prize acceptance, release form, waiver of liability, W9 form and an affidavit of eligibility. When all required documentation is received by Astound Broadband, we will ship your prize. Please allow 3-4 weeks for delivery.

Q: **Why is the winner required to provide a W-9 form?**

A: According to applicable law, Astound Broadband is required to report prizes whose fair market value (FMV) exceeds \$600 on a 1099-MISC form to the Internal Revenue Service ("IRS") (and other relevant taxing authorities). The value of certain of the Sweepstakes Grand Prizes falls within this category. Astound Broadband will prepare and provide a 1099-MISC form to you and the IRS. To do so, Astound Broadband requires you to provide us with a complete form W-9. For more information about a 1099-MISC form, please visit: <https://www.irs.gov/uac/About-Form-1099MISC>

Have more questions? Call **1-800-427-8686**, [chat](#) with one of our agents online, ask via Astound Broadband's official Facebook page (@astoundbroadband) or tweet us (@astoundconnects).
GOOD LUCK!