



FEBRUARY 3 - APRIL 3, 2020



FREQUENTLY ASKED QUESTIONS

Q: When does the sweepstakes start and end?

A: The Smart Home Smart Win Sweepstakes runs from February 3, 2020 through April 3, 2020.

Q: Who is eligible to participate?

A: The sweepstakes is open to all legal U.S. residents that are 18 years old or over. You do not have to be a GRANDE customer to participate. More information on eligibility can be found [here](#).

Q: How can I enter the sweepstakes?

A:

- You can enter via mygrande.com/thankyou by clicking on the “Enter Now” button that will take you to a submission form. You have to fill out all form fields and submit. Please note that all fields are required.

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 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 weekly prize drawings. The original qualified entry will remain in the sweepstakes pool.
- Providing false information, including your age, name, address, phone number, or email address
- Submissions received before February 3, 2020 or after April 3, 2020.
- See “Official Rules” for additional disqualifying factors.

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

A: No, but GRANDE may announce the winners via social media (e.g., Facebook and/or Twitter).

Q: How many winners will GRANDE pick?

A: There will be a total of sixty-four (64) Weekly Winners, fourteen (14) Monthly Winners, and seven (7) GRAND PRIZE Winners.

Q: How does GRANDE pick winners?

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

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

A: GRANDE will notify you via the email and/or phone number that you provided when entering the sweepstakes within 48-72 hours after winners are chosen.

Q: **What will GRANDE do with my information?**

A: GRANDE 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 mygrande.com/thankyou. 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 mygrande.com/thankyou 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: GRANDE will send you an email notifying you of your win and, at the same time, asking you to confirm your mailing address provided with your entry and will require you to sign and return any applicable documents related to the Sweepstakes, which may include, but are not limited to, a letter of prize acceptance, release form, waiver of liability, W9 form and an affidavit of eligibility within three (3) days of notification. When all required documentation is received by GRANDE, 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, GRANDE 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 the Sweepstakes Grand Prize falls within this category. GRANDE will prepare and provide a 1099-MISC form to you and the IRS. To do so, GRANDE 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 **1.866.2GRANDE**, [chat](#) with one of our agents online, ask via GRANDE's official Facebook page [@GrandeCommunications](#) or tweet us [@grande.com](#).

GOOD LUCK!