



Q: When does the Everyday Heroes Sweepstakes start and end?

A: The Everyday Heroes Sweepstakes runs from 12:00 p.m. EST, Thursday April 30 through 6:00 p.m. EST, Friday, June 5, 2020.

Q: Who is eligible to participate?

A: The sweepstakes is open to all legal residents of Texas that are 18 years of age and older. You do not have to be a current Grande customer to participate. More information on eligibility can be found on the landing page <https://www.mygrande.com/localhero>. See "Official Rules" for details.

Q: How do I nominate someone as an everyday hero?

A: To nominate your everyday hero, visit <https://www.mygrande.com/localhero>. Enter your hero's name, city and state. Include a brief description in the space provided as to why you'd like to nominate that person. Attach an image if you wish to include one (although, not required). The image can be something simple such as a hand-written thank you note, or a sign, etc. Then enter your name, your email address and your phone number at the bottom of the form. Click "Submit a hero" button to complete your entry.

Q: How many times can I nominate someone?

A: You can enter as many different heroes as you like. In fact, the more everyday heroes stories, the better! However, you cannot nominate the same hero multiple times.

Q: Why do I have to provide a description about why I am nominating my hero?

A: While the sweepstakes winner selection process is completely random, Grande may contact you to publish the hero story and/or the image you submitted, as appropriate, to share the hero story with other people via social

media, print or other public forums. Plus, it gives you a chance to share your story about how your hero made a difference and gives them the opportunity to shine!

Q: Why should I submit an image of a thank you or appreciation note to my hero?

A: Including an image helps show your hero how their actions made a difference to you. It also helps to shine a light on your hero and spread the word about the good they are doing within your community. But again, an image is not required to nominate someone.

Q: What types of images or pictures can be used?

A: It is completely optional to submit an image of a thank you or appreciation note for your hero. This content may be published online and shared via social media to spread word about the good happening within our communities, at this time.

Q: What images or pictures CANNOT be submitted?

A: There are a few exceptions that cannot be submitted to participate, including inappropriate images, any confidential communication between a hero and Grande, or anything containing your (or somebody else's) personal information that you would not normally share with general public, including, but not limited to, your social security number, driver's license, legal name, address, or a phone number. Also, see below for entries that may be disqualified.

Q: What would cause disqualification of my submission?

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

- All duplicate entries received as described above will be discarded, while the original qualified entry will remain in the sweepstakes pool.
- Submitting a digitally-altered photo that contains the Grande logo with any inappropriate imagery, including nudity, offensive language or depicting any acts of violence will be disqualified.
- Submitted stories that contain offensive language towards Grande or its employees will be disqualified. Repeat offensive submission(s) will be deleted and blocked.

Q: How many Weekly and Grand winners there will be?

A: There will be a total of thirty-five (35) total WEEKLY Winners and seven (7) GRAND PRIZE winners.

Q: How will I know if the hero that I nominated was selected?

A: Grande will contact you via YOUR email address or phone number that you included in your nomination submission.

Q: Can the hero that I nominated receive multiple gift cards?

A: Your nominated hero is only eligible to receive one \$250 gift card if selected. However, they still have a chance to also win 12 months free of Internet service.

Q: My hero won! What if they don't like their prize...?

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

Q: My hero won! How will they receive their prize?

A: Grande will contact you via YOUR email address or phone number that you included in your nomination submission. Your responsibility is to acknowledge and contact Grande so that we can send the prize to your nominee. After that, we will ship the prize to your nominee or make other arrangements to ensure the prize was received. A shipping method will be chosen by Grande, no exceptions.

Q: My hero won the internet prize. What does it include?

A: Grande will award 12 free months of internet service valued at up to \$49.99/month for 12 months. Equipment and other fees are not included and will be billed separately. If your hero does not live within a Grande serviceable area, we will award the equivalent of this value in the form of a Visa Gift Card. Restrictions may apply.

Have more questions? Call **1.844.357.0942**, [chat with one of our agents online](#), ask via Grande's official Facebook page www.facebook.com/Grande or tweet us [@Grandecom](#).