

Astound and Hallmark Channel's Birthday Raffle

FREQUENTLY ASKED QUESTIONS

Q. When does the raffle drawing take place?

A. The raffle drawing will occur during the first week of the following month the email was received.

Q. What do I win?

A. Winner will receive a pair of Apple AirPods Pro

Q. Who is eligible to participate?

A. The raffle is opened to legal residents who are in Astound's service delivery areas located in the New York, NY Metropolitan area 18 years or older, and whose birthday occurs within the current month. More information can be found in the Official Rules document available at <http://www.astound.com/happybdy>

Q. How can I enter?

A. You do not need to fill out a form to enter this raffle. If you have received a birthday email for the current month, then you are automatically entered!

Q. I do not receive birthday emails from Astound, how can I enter the raffle?

A. If you did not receive an email from us, but would like to participate in the future, please call 1.800.4.ASTOUND, (1.800.427.8686) so that a customer representative can add your preferred email to your account.

Q. I do not want to be a part of this raffle. How do I withdraw my name?

A. We are sorry to see you go! If you would like to withdraw your name from this raffle please call 1.800.4.ASTOUND, (1.800.427.8686) and request to be removed from the mailing address.

Q. I did not receive an email during my birthday month. Why not and how can I receive them in the future?

A. If you have not received an email from us with a birthday message and raffle information it is most likely because you have not given an email address and/or your birth date at time you had signed up for services. To receive your birthday email and other emails in the future, please call 1.800.4.ASTOUND (1.800.427.8686) to have this information added to your account.

Q. How do I know if I won?

A. An Astound representative will contact you via phone or email you provided Astound when you first signed up for services.

Q. I won! How will I receive my Apple AirPods?

A. An Astound representative will ship the AirPods to the address provided when you first signed up for services. AirPods are estimated to be received by the second week of the month.