

FREQUENTLY ASKED QUESTIONS

Q. When does the sweepstakes start and end?

A. The Back to the Ballpark Sweepstakes runs from March 4, 2024 through March 22 2024.

Q. Who is eligible to participate?

A. The sweepstakes is open to legal residents, located in Astound service delivery areas located in and around the Dallas metropolitan area that are 18 years old or over. You do not have to be an Astound Broadband customer to participate.

Q. How can I enter?

A. You can enter via astound.com/texas/riders 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?

A. One member of each household may enter once; see Back to the Ballpark Terms & Conditions at astound.com/texas/riders for additional details and restrictions.

Q. What can cause disqualification of my submission?

A. Promotion submissions can be disqualified for the following reasons:

- Duplicate submissions, including multiple submissions, per household;
- Submissions that do not meet eligibility criteria
- Inaccurate or incomplete submissions;
- Submissions received before March 4, 2024, or after March 22, 2024.

Q. How do I know if I won?

A. Astound Broadband 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. I won! How will I receive my prize?

A. Astound Broadband will send you an email or a phone call notifying you of your win and, at the same time, asking you to confirm your mailing address and email address provided with your entry within three (3) days of notification. When your acceptance is received by Astound Broadband, we will email or mail your tickets.